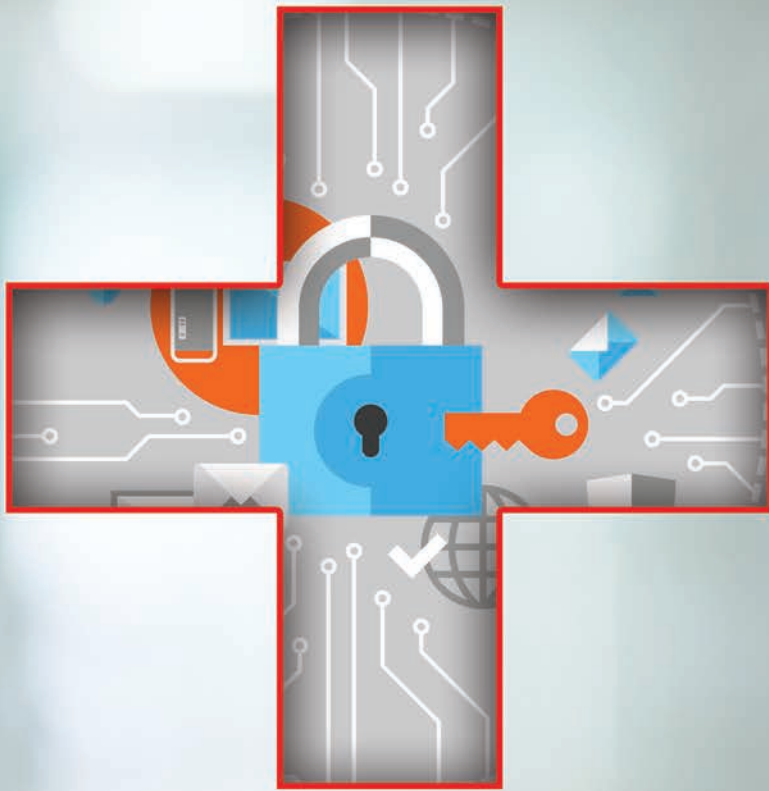


HEALTHCARE SECURITY SUPPLEMENT



June 2016



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Durable LifeSaver™ Locks ensure a lifetime of advantages for the health of your patients, facility & budget

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RS2 Access Control Is the Prescription for Palm Beach County Health Department



In addition to the PBCHD, RS2 access control solutions are found in healthcare facilities throughout the U.S.

The Challenge

The Palm Beach County (Florida) Health Department is a service organization responsible for the health of over a million residents in Palm Beach County and shares responsibility for primary care of the medically indigent population of the county with the private sector. The Department has served as a model agency for the State of Florida and many other states throughout the country. For over 50 years it has led the way with innovative programs that include free immunizations for children and parental education in child care. Additionally, the Department monitors and tests for potential epidemics, and conducts land, air and water monitoring.

When the time came for the Department to build a new administration facility, the construction and security requirements included the need for the access control system to integrate with

the facility's CCTV, employee badging, visitor management, and intrusion detection systems. The access control system also needed to be compatible with existing security equipment.

The Solution

When construction of the new PBCHD Administration Center (located in downtown West Palm Beach) was completed, the new facility included more than 80 doors, five elevators, and

an RFID Gate Entry System. Protect Video, Inc., a leading systems integrator headquartered in nearby Boynton Beach, selected RS2 Technologies and its patented Access It!® Universal software because of its ability to integrate

with the CCTV, badging, VM, and intrusion detection systems, but also because of the fact that RS2's products were characterized by their open architecture hardware platforms (RS2 utilizes Authentic Mercury™ hardware) and their low cost of acquisition and ownership. The installation also includes a live monitoring station where onsite security personnel can monitor both the CCTV and access control systems to ensure a safe environment for both staff and customers.

In choosing the RS2 Technologies access control solution, Protect Video had done its research, noting that healthcare was a very significant market for the company, with successful installations in hospitals, medical centers, intensive care facilities, nursing homes and other healthcare facilities in Florida, North Carolina, California, Illinois, Indiana, Nebraska, Missouri, New Mexico, Texas, Colorado, and many other states.

The Company

RS2 Technologies is a technology-driven developer and manufacturer of access control software & hardware. RS2 is a Microsoft Certified Partner with ISV (Independent Software Vendor) software solutions competency status. The company uses only Authentic Mercury™ hardware and is one of only

RS2 Technologies is a technology-driven developer and manufacturer of access control software & hardware.

four Mercury Platinum Elite Partners in the world. In 2014, RS2 was designated as an "Indiana Company to Watch" by the Indiana Economic Development Corporation and the Edward Lowe Foundation.

For More Information Contact: RS2 Technologies, LLC,
Dave Barnard - Director of Dealer Development
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SECURITY & the CARE of PATIENTS

The hospital environment is one of the most challenging and rewarding for security personnel. Security professionals that excel in this environment have specific expertise and training in assuring the safety of both staff and patients and in protecting the property and reputation of the organization. Violent attacks are an ongoing risk that is on the rise according to research from the *Annals of Emergency Medicine*.

Security officers may become directly involved in patient care when their assistance is requested by medical or administrative staff or when patients or family members approach them for assistance. As well, they intervene immediately to de-escalate or respond to threats to safety. In these situations, the security officer must fulfill the overarching mission of patient care while meeting their ultimate responsibility for safety and security of everyone in the environment—oftentimes when the patient or a family member is the immediate risk.

The excerpts below on patient management and Security in the Emergency Environment are re-published from the Spring 2015 edition of *Healthcare Security Industry Guidelines* with

permission from the International Association for Healthcare Security & Safety. The full guidelines are available at <https://iahss.site-ym.com/>.

Security's Role in Patient Management

- a. Management of patient care from the time of presentation for care, to the time of discharge, is the responsibility of clinical care staff.
- b. When security is involved in patient intervention activities, such intervention will be under the direction and supervision of clinical care staff. Security may take independent action when presented with circumstances involving a clear and present danger of bodily harm or danger to property.
- c. The long-term use of security as sitters or in patient watch situations should be avoided unless dedicated security-staffing resources have been allocated for this specific purpose. If other security resources are used, significant efforts should be made to maintain the overall posture of safety on the campus. Placing patients in restraint or seclusion should also include appropriate clinical staff monitoring. If security is used to support this monitoring, the appropriate

training should be provided. In general, security should be used to supplement and not replace clinical staff members. The primary role of security should be to assist in patient acting out situations where help is needed to gain control of the patient.

d. When security assists in the hands on restraint or seclusion of a patient within the facility, where physical force and/or restraint devices are required, the following will apply:

1. There will be continuous presence, direction, monitoring, and supervision of security actions by qualified facility clinical care staff.
2. Restraint devices will be those devices commonly utilized in the medical care environment that have been approved by the healthcare facility. Handcuffs and similar law enforcement restraint devices will not be utilized unless such medical restraint devices are not immediately available and there is an immediate and clear danger that the patient may harm himself or others. It is recognized that law enforcement restraint devices may not be used



in any case in specific jurisdictions. The use of weapons by security is considered as law enforcement use and not a healthcare intervention. The use of a weapon by security to protect people, or hospital property from harm would be handled as a criminal activity.

3. Prisoner patients presented by prisoner staff should be restrained by the prisoner staff supplied devices, which may include handcuffs, shackles, manacles, or like devices (written in accordance with IAHS Healthcare Security Guideline 05.10, Prisoner Patient Security).

e. Security will receive training as to their role with established protocols relative to patient watches, holds, and restraining patients. Collaborative training with clinical staff should include de-escalation and proper patient restraint techniques, mental health holds, Against Medical Advice (AMA) discharges, as well as accreditation and regulatory agencies.

f. Security's patient intervention activities should be documented to include requesting caregiver, time of request, instructions given, patient name, time, nature, and duration of service rendered and the identity of all security involved in providing the support service.

Security in the Emergency Care Setting

a. The plan should be based on identified risks for the emergency department including trauma level designation, volume, types of patients treated and incident activity, and community demographics.

b. The security administrator should be involved in the planning and building phases of emergency department construction and renovation as a resource relative to security design issues.

1. The emergency department waiting area should be separated from the emergency department treatment area and be self-contained to include independent access to restrooms, telephones and vending machines. Seating and other furnishings should be fixed in nature to mitigate the possibility of these items being used to harm persons.

2. Access controls should be in place to control and limit access of emergency department visitors into the emergency department (ED) treatment area and into the main hospital.

3. A room or area within the emergency department, separate from other patients should be available for the treatment of behavioral/mental health or other high risk patients. Consideration for this

room should include visibility by staff and the removal or securing of items that could be used by the patient to injure themselves or others.

The ambulance entrance should be separate from the walk in entrance and waiting room.

c. Security staff provides support services in the care and control of ED. These services are to be provided at the request and under the direction and supervision of clinical staff unless circumstances require immediate action to prevent injury or destruction of property.

d. Security equipment and systems to protect staff and patients should be in place. These may include electronic access control, video surveillance, and duress alarms. The emergency department should be capable of being rapidly locked down in event of an emergency. Drills should be conducted to exercise the lockdown process.

e. Physical measures and procedures should be in place to deter the escape or removal of patients at risk to include those who may be at risk for abduction or abuse.

f. Emergency department staff (including security) should receive on-going training in workplace violence, aggressive/violent patient management to recognize, avoid, defuse, and respond to potentially violent situations.

g. Periodic meetings, at a minimum annually, with multidisciplinary staff should be conducted to review security protocols and resolve security issues within the emergency care setting.

h. Policies, procedures, and training programs should be established for security's role in managing high risk patients including patient watches, holds, searches, and application of patient restraints.

i. The use of personal protective equipment and processes related to infectious and communicable disease events and other dangerous materials.

-Mike Moran, Strategic Publishing Director

Stop Tailgate Sneak



Your restricted access system may be giving tailgaters an “enter free” pass. Be sure no one is able to slip through undetected.

15-second delay to alert staff to unauthorized entry before door opens.

Access Control permits authorized immediate entry using keypad or card reader. Includes panic unlocking.

Our **Single Person Entry (Tailgate Detection System)** uses infrared sensor beams to identify unauthorized entries and notify staff of the violation. You can select the level of intervention you want, whether it’s an audible alarm or a video record of unauthorized entries. It is compatible with most computer-controlled access systems, is cost-efficient and easy to retrofit, and can be used to monitor entry or exit.

The Door Prop Alarms alert you to a door that has been deliberately propped open to permit unauthorized entry. They are a low cost, desirable

Detex puts dependable panic hardware in restricted secure areas - at birthing center entrances, pharmacies, surgical suites, and any other area where unauthorized entry must be controlled, and authorized entry must be easy, quick and reliable.

If your healthcare operation has certain entry doors where access must be limited to one identified entrant at a time, you want to be sure that no one is able to slip through undetected, behind an employee, during or after hours. Your restricted access system may be giving tailgaters an “enter free” pass. These unauthorized people can enter behind employees or members and cause problems ranging from loss of revenue to serious security issues.

You may also need to protect departments inside your facility. Birthing centers, research labs or patient record

These unauthorized people can enter behind employees or members and cause problems ranging from loss of revenue to serious security issues.

offices must be off-limits to those who have no business there, and this hardware prevents unauthorized tailgate entry. The Tailgate Detection System is compatible with most access control technologies, is easy to retrofit, and has an integrated door prop alarm for extra security.

Any or all these components can be combined as a Restricted Access System that meets specific enhanced levels of security in the most sensitive areas of your facility:

Advantex Panic Hardware provides delayed egress with latch retraction. Alarm sounds during

solution to more expensive systems that can be defeated.

For more than a century, Detex has earned the trust of millions of property owners to secure and protect their people and property. From our newest innovations in life safety and security door hardware, integrated door security systems, and guard tour verification technologies to our original Watchman’s clocks, Detex, a USA company, designs, manufactures, markets and ships our products from New Braunfels, TX and is recognized as a best-in-class life safety, security and security assurance manufacturer, worldwide.

Learn more about the Detex Restricted Access System at: <http://www.detex.com/healthcare>. • 302 Detex Drive • New Braunfels, Texas 78130 • 866.927.9157

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High Marks in Healthcare Locking



Since 2002, NYC Health + Hospitals/Bellevue has relied solely on Marks USA products for their door-locking needs. Shown below, an array of Marks Healthcare Solutions including LifeSaver™ Anti-Ligature Locksets and PD-Series Hospital Push/Pull locksets.

Healthcare and hospital safety and security present unique challenges; trying to strike a careful balance between securing the facility, safety needs of patients & employees, and providing a welcoming open campus environment. Protecting these facilities has become increasingly challenging for facility and security directors, with a growing list of threats ranging from infant abductions, active shooter situations, sentinel events; to risks of vandalism, violence or theft.

“We are the largest municipal hospital in the New York City Health & Hospitals Corporation” states, NYC Health + Hospitals/Bellevue (formerly Bellevue Hospital.) “Knowing they have increasingly standardized on Marks USA locks, locking hardware and the specially-designed LifeSaver™ Series Healthcare line, throughout their campus speaks volumes. After a long vetting process, beginning with Marks Mortise Locks, in 2002, tested for strength and durable design, the hospital specified them (without substitution), and kept trying, and adding

more and more of the Marks solutions to meet their physical security needs - securing more than 6000 openings, according to Head Locksmith, Martin Murphy of NYC Health/Bellevue (retired),” said Bill Sporre, VP Sales & Marketing, Marks USA.

As the oldest public hospital in the United States, NYC Health + Hospitals/Bellevue requires security solutions that are flexible in application and easy to retrofit, from a reliable manufacturer that can meet and exceed the needs of a large volume of patients, staff and visitors. Besides exceeding industry standards for ruggedness, by as much as 3-times, for over 3 million cycles, (ANSI Grade 1 Rating 156.2), Marks USA has a very wide varied line, to suit all types of doors, openings and construction, with a common look and function, from mortise, cylindrical & tubular locksets of every finish, function and description, to electrified locks for buzz-in and Nurse Station applications. And, to ease and safeguard often-overstretched security and maintenance budgets, Marks stands behind

its products with a unique Lifetime Mechanical Warranty. Established in 1976, Marks also provides institutions with onsite needs-assessment, based upon the Company’s decades of locking and applications expertise.

“In fact, continued Sporre, the innovative and ergonomic designs of Marks’ Lifesaver Series were created specifically in answer to ongoing concerns of Marks’ many healthcare clients throughout North America, (including many VA Hospitals).” These include new antimicrobial finishes; locksets for safe use in X-Ray rooms; unique anti-ligature locksets that protect against sentinel events by restricting the attachment of lines; and popular, push/pull models for optimized low-torque, hands-free gurney-activation, etc. Marks Locks are found throughout NYC Health + Hospitals/Bellevue’s huge New York City Campus, which along with a staff of 4000, helps nearly 30,000 inpatients each year, and 116,000 emergency room visitors within 900+ beds, 6 intensive care units and state-of-the-art Emergency Room & Trauma Unit.

Marks USA, a division of NAPCO Security Technologies, Inc., is well-known for its architectural-grade locks, custom hardware, BHMA & UL code compliant mortise, cylindrical & tubular locksets, and LifeSaver™ anti-ligature locksets, backed by the industry’s only Lifetime Mechanical Warranty.



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