Flagstaff Medical Center

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1200 N. Beaver St.
Flagstaff, AZ 86001

Flagstaff Medical Center enhanced their security system and patient treatment with the exacqVision surveillance solution.

exacqVision VMS software is displayed on the video wall for staff members to see and monitor hospital activity.

Since 1936, Flagstaff Medical Center (FMC) has been providing high quality healthcare services to residents and visitors of Northern Arizona. As a regional referral center, FMC offers services that are not normally found outside a major metropolitan area: Level I trauma center, pediatric intensive care unit, cancer center, special care nursery and a bariatric surgical weight loss program.

As part of its focus on patient and family-centered care, FMC is committed to providing a safe environment for its patients and visitors while also minimizing the loss of personal and hospital property. FMC had a mix of DVRs and analog cameras installed for its CCTV security needs. The video management system (VMS) software would often freeze up causing them to have periods without live and recorded video. As patient monitoring became a growing need, FMC decided to find a better, more sophisticated surveillance system to reduce operational costs, increase employee productivity and enhance patient care.

FMC contacted local security integrator, Tel Tech Networks, Inc. to guide them through the process. As part of its research into solutions, FMC had Tel Tech install an exacqVision demo system, and FMC set up another surveillance system demo so they could compare the two. The security department/access control department found the exacqVision VMS client software to clearly be the easiest and most functional of the two.

FMC selected exacqVision A-Series 2U hybrid servers and exacqVision Z-Series 4U hybrid servers equipped with exacqVision Enterprise VMS software to enhance safety for its patients, visitors and staff. Additionally, Tel Tech installed two exacqVision El-Series servers to cover their

helipad area. The exacqVision solution was selected for its ease of use, cost efficiency, scalability and flexibility. The system provides fluent live streaming images without freezing up like other systems used or tested by FMC.

exacqVision's hybrid servers make it possible for FMC to add new IP technology and still integrate their existing infrastructure and analog cameras. As a result, FMC was able to keep and utilize more than 270 analog cameras. Additionally, Tel Tech installed new Arecont Vision IP cameras ranging from two to eight megapixels. "The installation of the equipment was quick and easy," said Kam Marcum, Safety and Security Access Control Specialist. "We simply plugged in the cameras and had the system up and running in a matter of a few hours."

Today, 17 exacqVision servers complete FMC's surveillance system. From the compact, low-cost exacqVision EL-Series servers that cover the heliport area to the high performance, enterprise Z-Series hybrid servers that cover the East and West Campus, FMC has an exacqVision system to support all of their needs.

To monitor activity on the cameras and servers, FMC uses the exacqVision Enterprise VMS client software. Because of its simplicity, employees were able to quickly learn to operate the VMS software for their specific needs. The dispatch center views everything from the emergency department entrance to the parking lots simulatneously on a video wall.

exacqVision Z-Series 4U hybrid server installed in the East Campus.

The security officers can investigate suspicious or unusual activity much quicker than with their previous system. After an incident is reported, the Access Control Specialists can easily search, find and export the findings to a flash drive or email to hospital executives. The exacqVision VMS software has enabled the medical center to identify causes of incidents much quicker and even prevent incidents before they occur. They constantly watch the perimeter of the facility for any potential signs of criminal activity.

Along with security purposes, the exacqVision Enterprise VMS software also serves clinical purposes. Staff members view live video on Dell 20-inch, touch-screen monitors through the exacqVision VMS software to monitor patient rooms for unusual behavior. Because of government restrictions, they needed patient observation stations where they could view live video but not record the video. With the exacqVision VMS software, staff can immediately assess the situation and prioritize their patient's needs. When an at-risk patient is seen moving around in his/her room, a staff member is sent into the room immediately to check on the patient. Additionally, they are able to reduce the number of patients that fall out of bed and prevent further injury. The new system has significantly helped FMC enhance the care of their patients while providing a safer environment for all patients, visitors and staff.
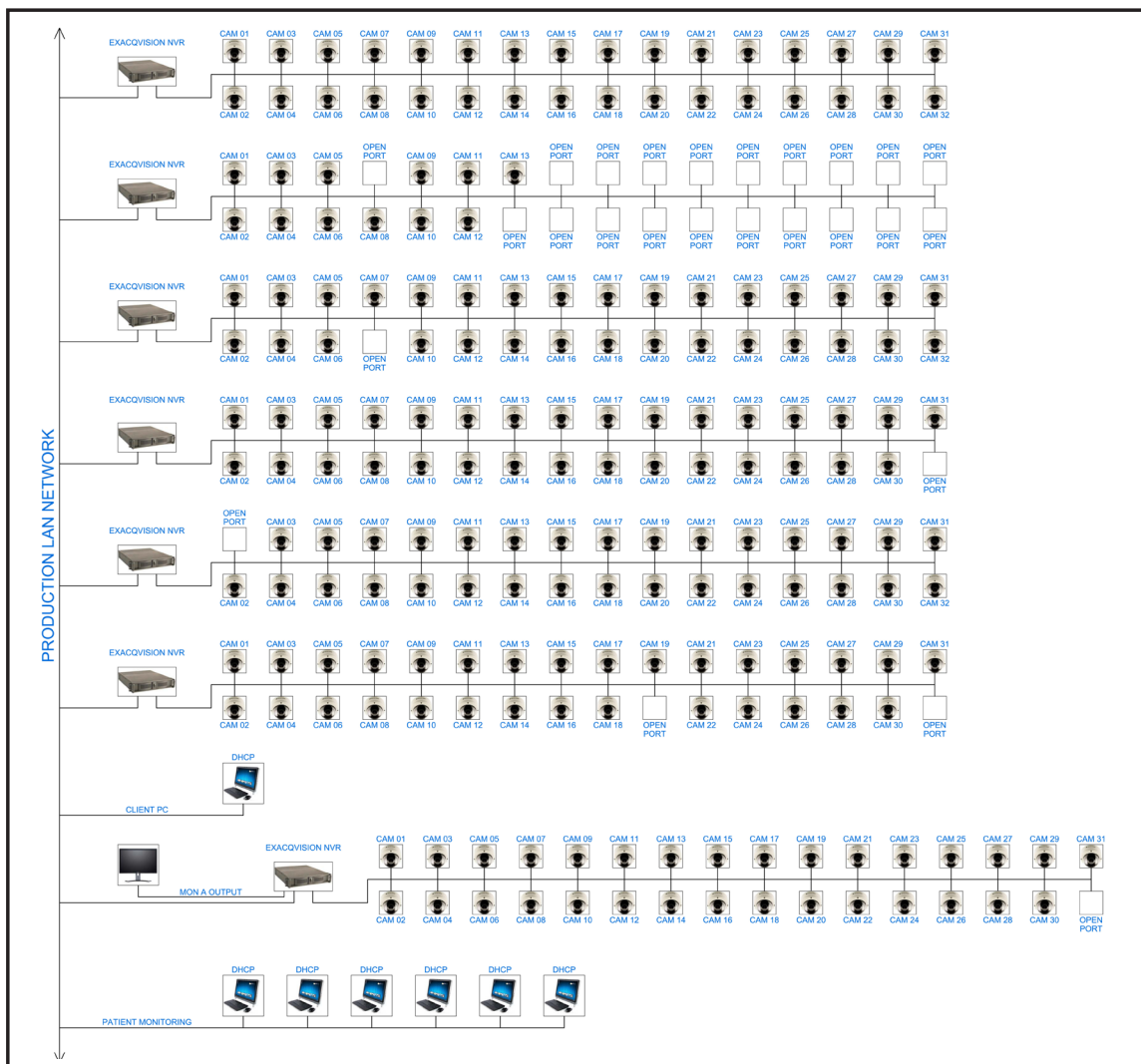

The deployment of the exacqVision surveillance system has substantially lowered the hospital's operational costs and created a feeling of security in all of its staff, patients and visitors.

New IP cameras were installed in patient rooms to improve the patient monitoring system.

Equipment-At-a-Glance

Software:
- exacqVision Enterprise VMS software

Hardware:
- 1 exacqVision Z-Series 4U Hybrid Server
- 14 exacqVision A-Series 2U Hybrid Servers
- 2 exacqVision EL-Series Toasters
- 400+ pre-existing Panasonic & Samsung analog cameras
- 14 Arecont Vision IP cameras
- Cisco 24/48 port switches

Purpose/Benefits:
- Enhance patient monitoring
- Increase security for patients, staff and visitors
- Reduce campus crime & identify suspects
- Utilize existing infrastructure and analog cameras
- Simple, quick installation

Meet the Integrator

www.teltechnetworks.com
602-431-9399

Tel Tech Networks Inc. provides customers with cost-effective wireless, network enterprise and video/security service solutions. The Phoenix-based company uses their expertise and understanding to design and implement video surveillance and access control technology to serve their client's needs.

"With the exacqVision platform, Flagstaff Medical Center was able to address security and patient care needs with one solution."

Kam Marcum
Safety and Security Access Control Specialist
Flagstaff Medical Center