Lakeland Regional Health Medical Center
Lakeland, Fla.

This not-for-profit health system in Central Florida integrates its existing video surveillance, visitor management and internal IT systems with the C·CURE 9000 Security and Event Management System and iSTAR Door Controllers for comprehensive security and future scalability.

Lakeland Regional Health Medical Center is a not-for-profit health system in central Florida that encompasses an 849-bed medical center, the fifth largest hospital in Florida. It is also home to the busiest single-site emergency department in the country.

CASE SUMMARY

Location: Lakeland, Fla.

System Installed:
Software House Integrated Security
• C·CURE 9000 Security and Event Management
• iSTAR Classic Pro Door Controllers

Introduction

Lakeland Regional Health Medical Center includes the Hollis Cancer Center, which opened in 2003 and provides specialized cancer care services, including medical oncology, hematology, radiation oncology, gynecologic oncology, surgical oncology and urologic oncology and 12 additional sites ranging from family medical facilities to walk-in care.

As a growing and evolving health care system, Lakeland Regional Health found its security enterprise platform and its access control system, although adequate for its existing needs, didn't address its vision for the future, which required a flexible, innovative and scalable backbone.

Challenges

While the 849-bed Medical Center would be the launching site for the new system, whatever platform was chosen would also need to work for Lakeland's other facilities, and be easily adapted to renovation or expansion of existing facilities, new construction and acquisitions. Projects underway included a new parking garage with specific access control needs and the eight-story Carol Jenkins Barnett Pavilion for Women and Children.

The solution also would need to achieve integration with existing systems including video surveillance, visitor management and internal IT software as well as specialized systems, such as AeroScout, a Wi-Fi-based, real-time asset location system.

"We wanted a system with no limit on its scalability," said David LaRose, CHPA, CPP, Director of Safety, Security and Emergency Management for Lakeland Regional Health.

This was critical because the expansive health care system involves hundreds of doors and exits that needed to be monitored for its thousands of employees, vendors and contractors who require daily access, with more doors coming on line all the time.

Solution

Working with its integrator Stanley Security, Lakeland Regional Health chose Tyco Security Products' C•CURE 9000 Security and Event Management System as its solution.

The ability of C•CURE 9000 to work with existing technology helped to maximize those systems by providing information in an easy-to-use, intuitive platform. From the full-time security operations center, LaRose and his team have the ability to set system parameters on access and to limit admittance to sensitive areas.

Additionally, through C•CURE 9000, the security team can manage events in real-time, marrying alarms, access control and video, whether an event is happening in a parking lot at the hospital or at one of the other facilities.

"If a duress button is sounded, C•CURE 9000 lets us know, and based on what we program into the system, we can take multiple actions," explained LaRose. "We set the parameters based on what we want to control."

Incorporated into the access control system is a single action lock down feature. Authorized Lakeland Regional Health Medical Center security officers can initiate a lock down of access controlled

doors by predetermined areas or a full facility lock down of all perimeter doors should the need present itself, explained Don Knowles, Business Development Manager for Campus Solutions, for Stanley Security.

The migration to C•CURE 9000 has not only helped the hospital manage its internal security, but is also serving as a resource to local law enforcement, allowing the hospital's security team to share video of events happening on the perimeter of the hospital.

"This is a community health system and now we can better serve the community," said LaRose.

Charles Mansfield, the embedded Stanley technician who oversaw the installation, said conversion to iSTAR door controllers took less than four weeks and involved installing 65 panels initially with eight to 16 door readers per panel. Both old and new systems ran concurrently during the conversion process.

The user card database was migrated to the new system, although new door information had to be set up. Now, information on all badged individuals is updated within the system every two hours, making it much more reliable and accurate, and terminations are recorded instantly.

Security is also heightened under this improved access control model because a single card works for all sites within the system.

Overall, said LaRose, the conversion to C•CURE 9000 allows the security staff greater flexibility and efficiency in their efforts. "Every security director wants to bring the best system to the table and get a lifetime of usage out of the technology. When I look at the ROI on C•CURE 9000, I feel comfortable that this fits our objectives."

The Customer – Lakeland Regional Health Medical Center

As a catalyst for community health, not-for-profit Lakeland Regional Health (LRH) is reaching beyond its hospital walls to promote wellness, education and discovery in new places and new ways, providing a wide range of inpatient and outpatient healthcare services at its Medical Center, Hollis Cancer Center and ambulatory care locations. LRH holds Most Wired Advanced status from American Hospital Association's Health Forum and the College of Healthcare Information Management Executives. Its 849-bed comprehensive tertiary referral hospital, Lakeland Regional Health Medical Center, operates a Level II Trauma Center, a Level II Neonatal Intensive Care Unit, Bannasch Institute for Advanced Rehabilitation Medicine and the nation's busiest single site Emergency Department. For more information about Lakeland Regional Health, visit http://mylrh.org/.

The Systems Integrator – STANLEY Security

STANLEY Security, a division of Stanley Black & Decker (NYSE: SWK), is a provider of integrated security solutions defining the future of the security industry. STANLEY delivers a comprehensive suite of security products, software and integrated systems with a strong emphasis on service. STANLEY is powered by a culture of continuous innovation, providing revolutionary technology and unmatched customer service to commercial, institutional and industrial businesses and organizations. We focus on complete customer transparency and operational excellence in the five customer touchpoints: account management, installation, service, monitoring and billing. STANLEY takes pride in its signature approach to doing business – offering global resources, with a local touch. As one of the world's

largest and most comprehensive security providers, we're protecting what's important to you by designing, installing, servicing and monitoring an extensive array of products and solutions that span the entire security spectrum.

The Solutions Provider – Tyco Security Products

Tyco Security Products is now part of Johnson Controls, a global diversified technology and multi industrial leader serving a wide range of customers in more than 150 countries. With its world-leading premium access control, video, location-based tracking and intrusion solutions, Tyco Security Products employs over 2,800 employees globally, including research and development, marketing, manufacturing, sales, service and logistics teams in the Americas, Europe, the Middle East, Africa, and Asia Pacific. Our products, built by developers from all product disciplines, consistently allow customers to see more do more, and save more across multiple industries and segments including healthcare, government, transportation, finance, retail, commercial and residential. Worldwide, Tyco Security Products helps protect 42% of Fortune 500 companies, transportation systems on five continents, 37% of the world's top 100 retailers, over two million commercial enterprises, thousands of students in more than 900 educational facilities, and over five million private residences.

www.tycosecurityproducts.com