MIRASYS

CASE STUDY

Ohio hospital streamlines investigations and scales easily using Mirasys Video Management System

THE CUSTOMER

Southeastern Ohio Regional Medical Center (Southeastern Med) is a premier health system in Cambridge, Ohio, serving Guernsey County, Noble County, and the broader region of Southeastern Ohio. The hospital's growth is significant: it has grown from a small community hospital into an innovative, acute health care center serving more than 4,000 inpatients and nearly 100,000 outpatients each year.

The hospital system continues to invest in technology and facilities that aim to better serve patients, employees, and the broader community. Part of that investment is in continually improving the facility's security capabilities.

CUSTOMER PROFILE

CLIENT
Mirasys

CUSTOMER
Southeastern Ohio Regional Medical Center

LOCATION
Ohio

VERTICAL
Healthcare

PRODUCT
Mirasys Video Management System

THE CHALLENGE

Southeastern Med Director of Engineering and Security James Dykes uses the hospital's video management system (VMS) regularly to download video, research areas of concern, identify incidents, and gather critical information for decision-making during an emergency. But the facility's previous VMS made this access cumbersome.

"Since I oversee security here, I'm the one who receives requests to search for video of an incident, which requires quick response," said Dykes, whose additional duties include oversight of all of the campus facilities.

"The system we were working with before took a lot of time and wasn't intuitive enough..."

"The system we were working with before took a lot of time and wasn't intuitive enough to help me quickly find what I needed - and in my busy role, I needed to be able to work quickly."

Managing the sheer amount of video data that comes in across Southeastern Med is a big challenge that was made worse by the subpar searchability of the organization's previous VMS. Additionally, Southeastern Med needed to be able to scale more easily and add cameras to the VMS without external support. The team needed the flexibility, scalability, and searchability of a new video management solution.

THE SOLUTION

Southeastern Med's system was upgraded from an analog-based recorder system to an off-brand NVR that wasn't able to handle the load of cameras that needed to be connected to it. The team that worked directly with the system, Biomed Manager Biff Hayes and Biomed Technician Dan Adkins, along with Dykes, began researching different vendors and companies to replace the system.

"Out of the blue, our integrator partner SSI contacted me to tell me about a new product they were working with from Mirasys," said Hayes, who is responsible for managing the medical equipment across the facility, as well as maintaining and installing its surveillance cameras and system.

Built on an open-platform, Mirasys VMS has been tested on and integrated with more than 8,000 camera models, Internet of Things (IoT) devices, AI components, ANPR, access control, and fire alarm systems, making it a good fit for the needs of Southeastern Med. The solution became a consideration once the team at Southeastern Med realized the value they could gain from the investment in the product.

"Camera licensing on other VMS platforms was a dealbreaker for us, and Mirasys is able to address this challenge," Hayes said. The platform allowed the team to incorporate existing surveillance camera investments seamlessly into the system.

THE RESULTS

The Mirasys VMS has allowed Southeastern Med to scale rapidly and add more cameras as their needs changed across the main hospital campus and two remote clinical sites.

"When we started out with this system, we had 33 cameras; now we have almost 200 and we've really grown with this system and continue to add to it," Hayes said. Southeastern Med also had a single server when they implemented the Mirasys VMS platform and now, they're up to four.

"It's easy to add a new camera when we identify a new area that requires surveillance," Hayes said. "Of all the other vendors I've worked with in the past 16.5 years, this has by far been the easiest system to add a new camera into."

Mirasys has also delivered exceptional service to both Adkins and Hayes, whose primary role is to ensure the maintenance of medical equipment for the facility. "When the facility added security camera maintenance and networking cameras into the mix, the Mirasys team was there to walk us through the process, offer exceptional customer service, and help us out of some binds," Hayes said.

Southeastern Med had to create two separate networks to handle cameras and viewing stations and in the process, the team experienced server issues. "The Mirasys team helped us reload the software. They always answer the phone," Adkins said.

But the biggest benefit to the Southeastern Med team has been the ability to view the cameras and footage they need to view, when they need to view them, as well as the ability to:

- **Use the motion-activated feature where you can track motion in a specific location.**
- **Track a person or object through a facility during an investigation.**
- **Manage an unlimited number of VMS servers, cameras, and recorders in a centrally managed network.**
- **Streamline investigations, playbacks, and downloading for incident response.**
- **Archive video and screen captures to be accessed at a later time.**
- **Configure users and manage access levels to customize access to the video and its feeds.**
- **Remotely access the system through a web-based interface.**
- **Easily add viewing stations throughout the hospital that help departments run a little smoother.**

"I'm more of an end user of the solution, and it has allowed me to easily find and manage incidents and emergencies, investigate incidents, and provide security to the entire facility."

"We have a viewing station at the nurse's station that allows the people on duty to see if someone is waiting at the door or in the waiting room, as well as monitor whether an ambulance has arrived or if a Life Flight helicopter is incoming," Adkins said.

In addition to security guards and Dykes, the boileroom operator is able to access the cameras in the boileroom to monitor systems there.

More advanced – and a growing number of – video analytics makes it possible for the facility to quickly respond to incidents, as well.

"Say there's a suitcase or bag someone has left behind. Using the features in the Mirasys system, we're able to highlight and pinpoint the moment that the bag was dropped or left," Adkins said.

In a hospital setting, analytics can play a critical role in patient safety, as well. If there's a missing adult or infant, the Mirasys VMS can immediately pull up footage from all the exits at a specific time and use that to locate patients within the facility.

"We've had patients and visitors fall in the parking lot and we use the fall risk feature within the system to highlight a specific area and monitor risk," Adkins said.

The system serves Southeastern Med well, adding value to the organization's ability to manage its physical security. "I'm more of an end user of the solution, and it has allowed me to easily find and manage incidents and emergencies, investigate incidents, and provide security to the entire facility," Dykes said.

"We're grateful for the partnership that Mirasys offers to us," said Adkins.

"Of all the other vendors I've worked with in the past 16.5 years, Mirasys has by far been the easiest system to add a new camera into."

Southeastern Med