

Integrated CCTV easy to implement and use

The challenge

Salem Hospital is a mid-sized regional medical facility serving the residents of Oregon's Willamette Valley. It installed the Hugs[®] infant protection system in 2000, after a thorough review of the available options.

As is common practice, Salem Hospital also deployed a closed-circuit television (CCTV) system to monitor exits from the area covered by the Hugs system. The main reception desk for arriving mothers was equipped with a monitor to display live feed from the CCTV cameras in the immediate vicinity. The feed was then patched to the digital video recorder (DVR) located in the Security Services department for storage and remote monitoring.

However, this arrangement was not ideal. To begin with, the hospital has two other nurse stations in the maternal child care area—one on a different floor from the main reception—where staff monitors system activity. Providing CCTV capabilities to these locations would have involved the use of a multiplexer to route feed from each camera to each monitor, and substantial additional wiring.

The more significant drawback, however, was that information provided by the CCTV system proved to be of limited practical use. Nursing staff had no way to correlate the alarm information coming from the infant protection system with images on the CCTV monitor. Unless a nurse happened to be right there looking, there was no way of knowing what happened at the time of the alarm. It was also not possible to replay images, since feed was coming directly from the cameras, not from the DVR. Any post-event analysis had to be directed through Security Services.

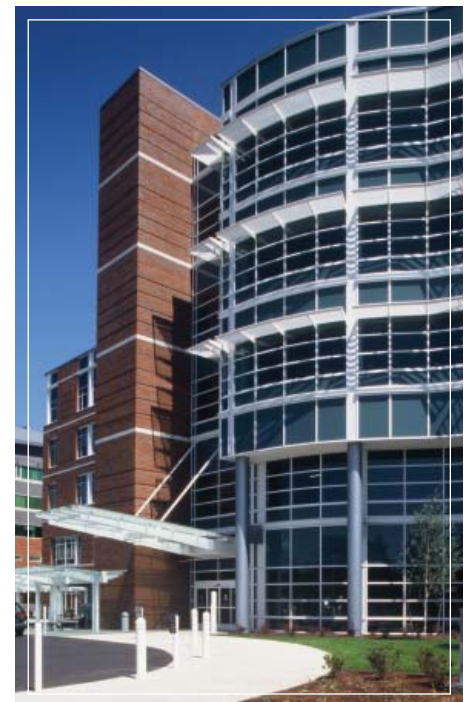
The solution

Working with the CCTV system manufacturer, Integral Technologies, Xmark developed an *integrated* CCTV option for the Hugs system that enables nursing staff at Salem Hospital to view CCTV images right from within the Hugs system software.

With this solution, the Integral Technologies DVR supplies digital images over a standard Ethernet connection to the Hugs system software. A player window then displays images automatically when a door alarm occurs in the Hugs system.

Overview

Salem Hospital finds that integrating CCTV images into its infant protection system is the key to delivering practical benefit to users.



The Family Birth Center, Salem Hospital

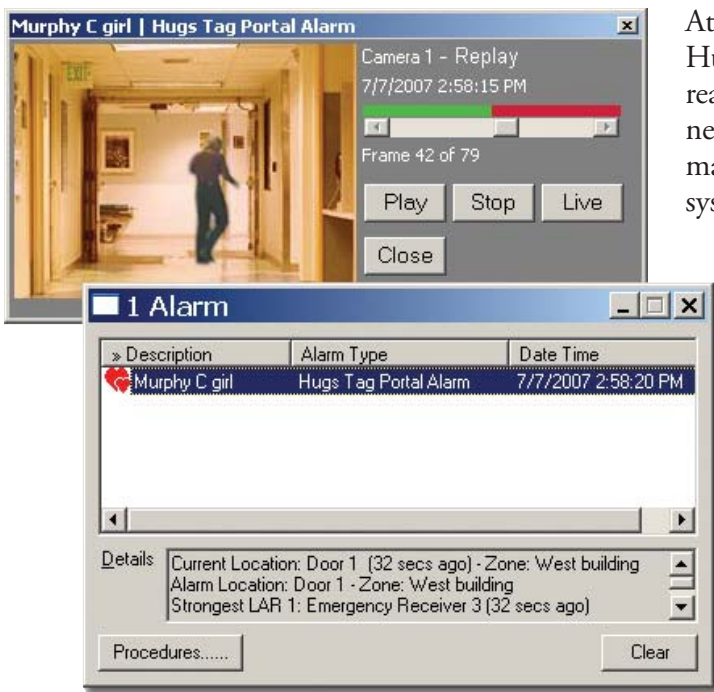


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Images from the CCTV camera appear right in the Hugs system software.

At Salem Hospital, the DVR is connected to the PCs of the Hugs system via a standard enterprise router. For security reasons, the Hugs system PCs reside on a dedicated local area network (LAN), whereas the DVR resides on the hospital's main LAN. The use of a router provides security for the Hugs system—only the DVR has access to the Hugs system PCs—while ensuring that images from the CCTV system are still available to Security Services, the main user of the CCTV system.

Each exit monitored by the Hugs system is linked to a camera in the Hugs system software so that users are always shown the correct images during an alarm. The moments just before and after the alarm automatically appear in the software. No user action is required.

This solution addresses all of the shortcomings of the original installation. Now, nurses and other staff at all three stations have the benefit of seeing relevant CCTV images—the critical moments around the time of the alarm. They can also replay these images without having to disturb Security Services, and can view live images from any camera in the system at any time.

Just as important, an alarm incident is much easier to document. Images and alarm information are always identically time-stamped, because the two systems coordinate time settings. This greatly simplifies post-event analysis of an abduction attempt, and can even improve day-to-day operation, helping to identify suspicious behavior or patterns of misuse (mothers passing too close to a protected exit with their babies, for example).

Salem Hospital is very pleased with the integrated CCTV solutions. “It takes the guesswork out of alarms,” says Rebecca Amundson, Manger of Security Services for Salem Hospital. “Staff can see what is actually happening. Nursing is very thankful for it and we like it a lot, too.”

Bringing integrated CCTV to your facility

The CCTV option is available to all new and existing Hugs sites that meet the technical requirements outlined below. At this time, the option supports selected CCTV models from **Integral Technologies**. These can be CCTV systems already installed or new equipment.

Required Components

- Software version 5.2 or later for all computers (Note: this version requires Microsoft® Windows® 2000, Windows XP or Windows 2003 Server operating system)
- Xmark CCTV license: for 4, 9, 16 or 32 cameras
- CCTV system—Integral Technologies® DVX or DVXi digital event recorders, with MasterControl™ software version 3.1 to 4.3, and a 40 GB hard drive
- Standard enterprise router—may be required if CCTV server resides on hospital LAN and there is no spare port on an existing router

What integrated CCTV does

- Immediately identifies the cause of an alarm—staff at the nurse station knows what to look for.
- Saves time—provides easy access to stored digital clip right from the Hugs PCs; no messing with VCR tapes.
- Improves post-alarm analysis—CCTV footage is automatically cross-referenced and saved upon an alarm, greatly simplifying analysis of an abduction attempt and day-to-day operation (for example, suspicious behavior).
- Saves space and money—no extra CCTV monitors cluttering up the work space.