



# SAFE HOSPITALS

LEADING EDGE TECHNOLOGIES FOR HOSPITALS ON THE LEADING EDGE

# CREATING SAFE HOSPITALS

Your teams work every day to make sure the patients in your hospital receive individualized quality care while operating in a non-stop and unpredictable environment. But providing the highest level of care is only achievable with a foundation of safety. It's the center that holds hospital operations together — ensuring staff and caregivers are able to focus on their mission.

At Motorola Solutions, we've created the first and only end-to-end security technology ecosystem that unifies voice, video, data and analytics on one single platform — providing you with the foundation of safety you need by addressing the unique challenges of your hospital. Challenges unlike any other enterprise. Patients, visitors and staff coming and going 24/7. Valuable assets like pharmaceuticals and medical equipment to be secured and monitored. Patients to be cared for and protected.

We've also reimagined how the technologies used to help keep hospitals safe, can do even more — drive efficiencies, improve productivity and generate better outcomes. Because safety, efficiency and productivity are deeply interconnected. With the right technologies, you can be faster, smarter, more focused and more resilient — better at everything you do.

Because when technologies communicate and learn from each other, safety and performance improve across your entire enterprise. Intelligence advances outwards, giving you eyes and ears where you've never had them before. Information flows where it's needed — from cameras, to radios, to smart devices, to security operations centers — and what you need to know is made clear. People collaborate in more personalized and productive ways, using any network or device they want. Fairness and accuracy replace biases and blindspots. Resiliency increases and decisions improve.

Our Safe Hospitals technologies come together to efficiently keep hospitals secure and operations efficient — delivering the certainty of safety you need to deliver on your promise of quality care and patient satisfaction. Assuring administrators, caregivers and patients that situations are handled before they become incidents. Ensuring that when the unthinkable happens, there is technology in place to resolve the issue as quickly as possible.



## EXAMPLE USE CASE: UNWANTED INDIVIDUAL ON PROPERTY

Our Safe Hospitals integrated ecosystem allows you to address everyday concerns as well as emerging situations through the four pillars — Detect, Analyze, Communicate and Respond. We will explore how these pillars work together to address your hospital's challenges through the example of a Unwanted Individual on Property.



# DETECT

Overseeing your facility can be a challenge. Patients, visitors and staff are constantly coming and going. Securing your premises takes time and staff hours, and grows increasingly difficult with your facility's size and multiple campuses. From controlling multiple points of entry, monitoring staff, patient and visitor movements, and securing and monitoring sensitive areas, detection plays a critical role in improving situational awareness and decreasing response times to potential threats and operational problems.

Integrated video security uses artificial intelligence to create high visibility across your facility and helps to deter potential threats. Automatic license plate recognition analyzes vehicles entering and exiting your campus. Access control provides entry management, immediate lockdown capabilities, and push notifications to devices. Radio alerts ensure all personnel — across multiple teams — are informed of critical information simultaneously.

All of this comes together to provide you with better insights — so you always know what is happening across your facility.



License Plate Recognition

## DETECTION SOLUTIONS

### Video Security

Deter threats and enhance visibility across your facilities with specialized wide-view cameras for every location — such as fisheye for secure areas, multi-sensor for corridors, and pan-tilt-zoom for parking lots and common areas.

### License Plate Recognition

Monitor roads and parking lots approaching and surrounding your hospitals and automatically alert security when threat-designated vehicles enter your perimeter.

### Watch List Alerting

Set an inner perimeter, identifying license plates of interest based on a secure, controlled watch list created and maintained by authorized users

within your security team. Expand the power of this capability to detect specific people of interest with the optional inclusion of facial recognition technology.

### Access Control

Manage staff and public access to buildings or restricted areas within your facilities using a role-based system with instant detection of individuals at access points and camera-based verifications.

### Radio Alert

Instantly receive video analytic and access control alerts directly to your two-way radio via text message and text-to-voice alerts — including license plate recognition, breaches, loitering and presence detection.

## UNWANTED INDIVIDUAL ON PROPERTY - DETECT



### License Plate Recognized

An employee's ex-spouse with a history of violence detected entering hospital grounds using license plate recognition.





# ANALYZE

You're responsible for monitoring a large facility filled with secure areas, public spaces, critical equipment and hundreds of patients, visitors and staff. Identifying unwanted individuals, tracking persons of interest and recognizing hazardous situations in this environment is a demanding task.

Appearance searches quickly and seamlessly explore video footage to record where a particular individual has been before and after a particular point in time. Integrated access control and badging provide real-time insights into personnel movements throughout the facility. Unusual Motional Detection technology reveals atypical events that need investigating — such as a visitor in an off-limits area.

Ultimately, these solutions and insights are crucial to cutting through the noise, locating points of interest and recognizing which events are important — so you can make an informed decision to take action.



Appearance Search

## ANALYTIC SOLUTIONS

### Avigilon Appearance Search™

Find who you are looking for faster with video footage searches using specific physical descriptions such as clothing color, gender and age.

### Identity Search

Intelligently integrate ID badges with the power of video to map personnel movement throughout your entire premises via scanned door badge activity.

### Unusual Motion and Activity Detection

Reveal anomalies that may pose a safety or operational risk with artificial intelligence that “learns” typical hospital activities in a scene to automatically detect and flag unusual motion or activities.

### Focus of Attention

Easily identify where action is required with potentially critical video activities identified by color-coded hexagons so you can focus your attention on what's important.

## UNWANTED INDIVIDUAL ON PROPERTY - ANALYZE



### Appearance Detected

Unwarranted individual recognized exiting vehicle and approaching the main entrance. Individual appearance captured and their movements are automatically monitored.

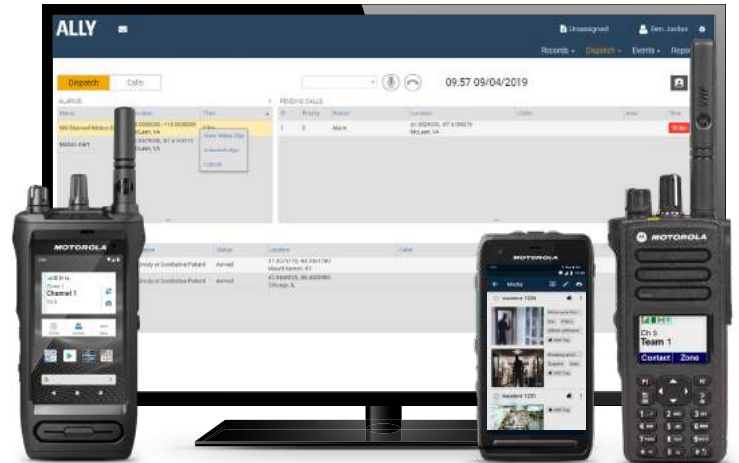


# COMMUNICATE

Whether you are a security officer on-site with an aggravated patient or an administrator dealing with large-scale emergencies such as a perimeter breach, clear and timely communication is key to keeping your teams connected and informed.

Two-way radio communications instantly and reliably connect security, administration, caregivers, staff and local first responders. Radio alerts ensure key personnel — even across multiple teams — are informed of critical alerts. Broadband push-to-x extends your reach by enabling voice and data information to be shared across devices.

Connectivity — across devices and networks — is an important part of ensuring you and your entire team are aware and informed at all times.



Ally Dispatch

## COMMUNICATION SOLUTIONS

### Two-Way Radio Communication

Communicate securely and clearly across all zones of operation with rugged two-way radios that deliver superior voice clarity, rugged design, long battery life and outstanding range — ensuring personnel can hear and be heard. Additionally, transmit multimedia and data rich intelligence on your two-way radios using broadband enabled, purpose built, radio devices.

### WAVE PTX: Broadband Push-to-Talk

Share voice and data without boundaries with push-to-talk capabilities enhanced with the ability to push details via text, photo, video or file attachment to smartphones, tablets, laptops and even land-lines.

### CBRS Private LTE (NITRO)

Do more with less with enterprise-grade private broadband that enables you to share multimedia and data across your facilities using a private data network managed via a cloud-based portal.

### Dispatch Software

Simplify and standardize your dispatch process and workflow with streamlined dashboard views and instant communications across different devices, networks and locations scaled to your hospital's specific needs.

## UNWANTED INDIVIDUAL ON PROPERTY- COMMUNICATE



### Notification Communicated

Alert automatically sent across security teams and nearest security resources dispatched with location and images of an unwelcome individual.



# RESPOND

Whether it's an everyday incident or an emergency situation, healthcare institutions need to communicate with each other to coordinate a response in the most efficient way possible. Being ready and aware is critical to ensuring your team can quickly respond to problems before they escalate.

Dynamic interoperability makes it easy to directly share data with first responders in real-time, enhancing situational awareness. Incident management streamlines the logging of incident reports and makes it easy to share multimedia with other personnel. CommandCentral software aggregates points of intelligence to help coordinate incident response with informed decision making.

Because enabling rapid response and documenting past incidents can be the key to preventing incidents from becoming tragedies.



CommandCentral Aware Enterprise

## RESPONSE SOLUTIONS

### CommandCentral Aware Enterprise

Provide critical incident insights and eyes-on-the-scene with real-time video, resource location information, streamlined incident intelligence and direct communication connections between your facility and local law enforcement.

### Critical Connect

Easily enable and disable dynamic, seamless and secure temporary communication links between networks with interoperability between first responders and hospital security.

### Ally Incident Management & Records

Streamline end-to-end incident and records management with customizable record fields and multimedia attachments, all accessible from web-enabled devices.

### Body-Worn Camera

Protect your team with an integrated video solution that captures high quality video evidence through a powerful mix of capabilities including live streaming and automated recording.

## UNWANTED INDIVIDUAL ON PROPERTY - RESPOND



### First Response Dispatched and Incident Documented

Local police directly alerted with video for situational awareness and incident logged with pre-populated fields and relevant data.



# AUTOMATE WORKFLOWS. MANAGE OPERATIONS. CONFIGURE YOUR TECHNOLOGY.

Get it done with Orchestrate.

Time is precious. And managing the communications, video and software that comprise your security and operations technology ecosystem can be a time-consuming, challenging task. What if there was a way for you to focus on what matters most, and automate the rest?

That's why we created Orchestrate. It's a simple, user-friendly and cloud-based interface tool that gives administrators the ability to configure and automate workflows that control their integrated security technology ecosystem. These intelligent, automated workflows also enhance efficiency as well as improve response times, effectiveness and overall personnel safety. It equips your security network operations teams with the capabilities they need to detect triggers across a number of installed devices and quickly take actions to reduce risk of breaches and downtime by automatically alerting the appropriate teams and executing the proper procedure. Orchestrate makes managing your day-to-day operations effortless by providing a self-service workflow management tool at your fingertips.

## KEY FEATURES

Complex workflows, simplified.

Our business workflow automation solution, Orchestrate, is designed for your unique ecosystem. It allows you to integrate individual processes, fully manage and optimize workflows, and deliver a consistent response every time. The number and complexity of workflows can scale to meet the needs of your operations. Because Orchestrate is a secure, cloud-based, cross-technology platform, users can access and build customized solutions from anywhere, at any time.

## AUTOMATATION

Let intelligent workflows do the work.

Your organization is being continually challenged to do more with less — and to do it quickly, efficiently and cost-effectively — all while protecting people's safety. When you are able to immediately recognize and respond to threats and unexpected events, you are able to focus on the work at hand. Ensuring nothing is missed. From simple machine-assisted decision-making to complex workgroup action and event management, Orchestrate empowers you to address the unique challenges of your operation, automatically. All so you can keep your focus on what matters most.

## EMPOWER YOUR OPERATIONS

Address the unique challenges of your operation, automatically.



### AUTOMATE WORKFLOWS

Expand reach



### IDENTIFY BOTTLENECKS

Minimize inefficiencies



### BOOST PRODUCTIVITY

Reduce manual effort



### INCREASE FOCUS

Focus on high value activities



### IMPROVE TRANSPARENCY

Track status at every stage

## HOW ORCHESTRATE WORKS

Self-service workflow creation.

Administrators can create rule-based, automated workflows between their technology sleeves to enhance efficiency as well as improve response times, effectiveness and overall safety.



### EXPLORE

Define business logic with a simple to use, single-pane graphical interface



### CONFIGURE

Create automated workflows for machine-assisted decision-making



### ACTIVATE

Leverage analytics to trigger conditional logic, alerting and informing relevant teams



## SERVICES

Effectively managing a complex ecosystem can be complicated. You need the right service support and management to ensure your day-to-day needs are taken care of — ensuring smooth operations. At Motorola Solutions, our unique service offerings provide technical support, hardware repair and replacement, and software updates to ensure your two-way radio, infrastructure, cameras and software are always working at peak performance.

### Technical Support

Effectively troubleshoot and promptly resolve technical and non-technical issues with dedicated experts.

### Repair and Replacement

Protect system components from normal wear and tear and keep them in operation with state-of-the-art diagnostics equipment, repair tools and replacement parts.

### Software Updates

Ensure continuous security, extended performance and enhanced functionality of two-way radios, infrastructure and cameras with certified and pre-tested software updates.

**93%** of assaults against healthcare workers is attributed to patients or customers<sup>1</sup>





## MOTOROLA SOLUTIONS GRANT ASSISTANCE PROGRAM

In order to provide hospitals and other healthcare organizations with a comprehensive resource for grant information and assistance, Motorola Solutions has partnered with GovGrantsHelp to provide:

- Free grant research and automatic weekly alerts
- Free grant consulting from senior grant education experts
- Free grant application and narrative help
- Discounted complete grant writing services

To access these grant assistance services, visit:  
[govgrantshelp.com/products/healthcare/](https://govgrantshelp.com/products/healthcare/)

## TAKE HOSPITAL SAFETY TO THE NEXT LEVEL

It's time to reimagine what safety technology can do for your hospital — driving efficiencies, bolstering performance and helping you deliver on your promise of quality care and outcomes, patient satisfaction, efficient operations and a safe workplace.

The Motorola Solutions Safe Hospitals integrated technology ecosystem unifies mission-critical technologies to improve safety across your facility while also creating better outcomes in your day-to-day operations. By bringing together the integrated and innovative technology you need to detect, analyze, communicate and respond, we're reducing the downtime of hospital operations when incidents occur, fostering employee morale, increasing retention and recruitment and maintaining efficiency and effectiveness across the board.

By enabling modern incident and operational management, you can be sure staff and caregivers are safer and can remain focused on the mission at hand.

Sources:  
1 Journal of Healthcare Protection Management

Learn more at:  
[motorolasolutions.com](https://motorolasolutions.com)

