



CUSTOMER STORY

Community Hospital Keeps Residents Safe with Risk Intelligence

Challenge

A hospital and healthcare leader has a mission to ensure the health and well-being of its community, which includes underinsured or uninsured patients. The busy hospital is in a socially and economically diverse area with a high crime rate, making it vulnerable to risks that take place in the vicinity of campus.

The security team constantly received information from local police or staff members about incidents that posed a potential threat to the campus. However, it was often too late to act on, coming in hours after the event occurred. Timely notification about an active assailant, robbery or domestic violence can mean the difference between saving a life or getting to a patient in need faster. Also, timely risk intelligence could initiate a campus-wide lockdown and prevent a major crisis, such as a perpetrator entering the building.

Previously, security at the hospital relied on manual data analysis to monitor external events, spending hours combing through social media, local news, community tips and phone calls to determine whether an incident was credible and threatened their campus.

Geo-targeted

risk intelligence for hundreds of hospital staff and patients

Improved time

to detect a risk from hours to seconds

AI-powered

analyst-vetted risk management for a hospital serving the entire community



With the increase of risk, the security team was specifically looking to:

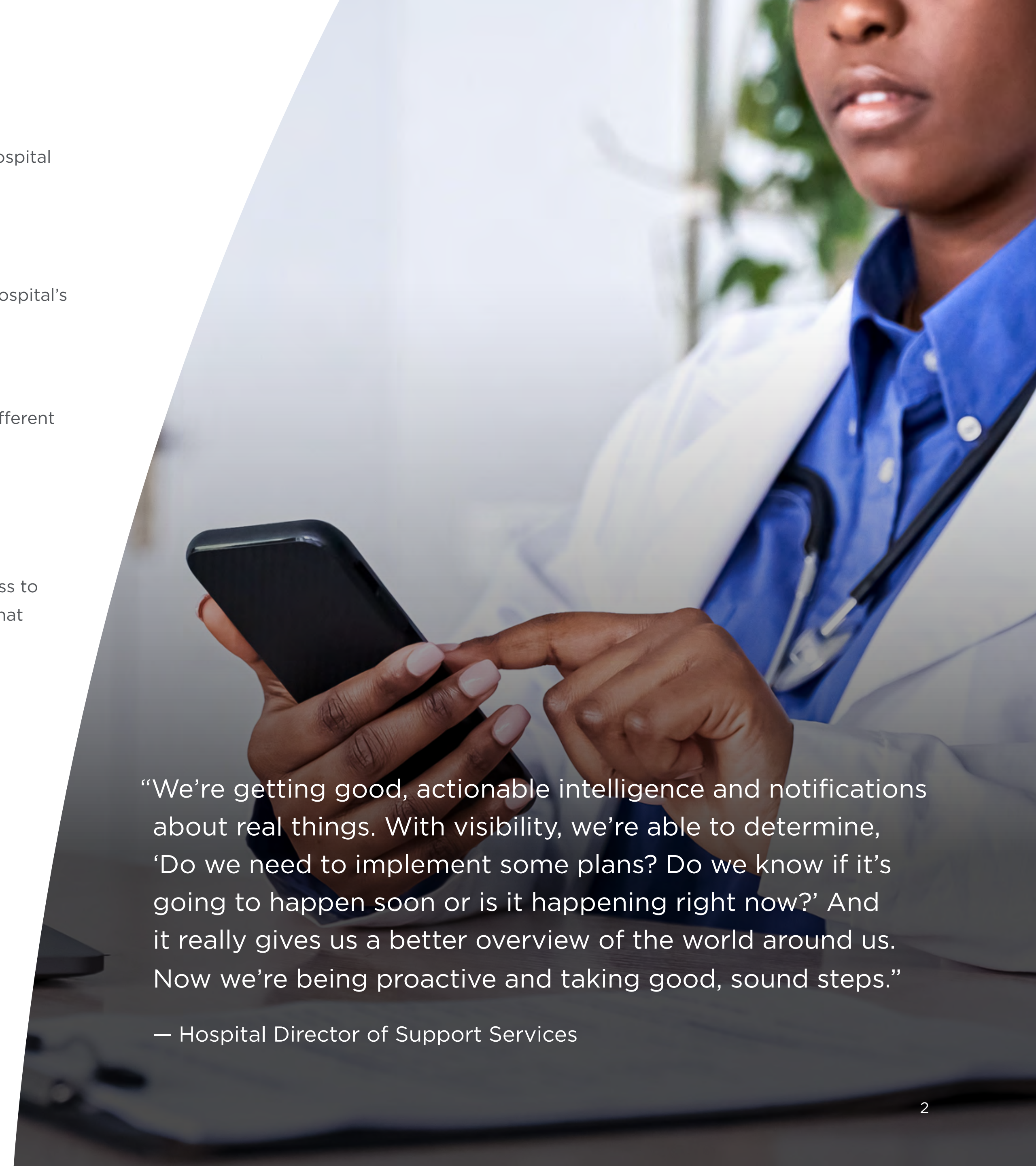
- **Get ahead of evolving risks**, by conducting real-time risk analysis about what was unfolding outside the hospital to mitigate risks to staff, patients, facilities and even the ambulance fleet.
- **Quickly and accurately communicate adverse events** that impact the campus, patients, staff and hospital operations in one place.
- **Filter out the noise** of threats and incidents happening locally, so only information with an impact to the hospital's people, places and property was received.
- **Receive risk intelligence alerts from any location** via push notification, text or email.

From hospital staff to ambulance drivers, the hospital had to coordinate responses across many teams for different reasons. Ensuring the teams and operations affected by a situation had the right information to respond was critical in saving patients' lives and the lives of medical providers.

Solution

The hospital looked to OnSolve® to help them build out a robust, AI-powered risk intelligence program. Access to targeted, real-time information from OnSolve Risk Intelligence helped security develop effective responses that minimized disruptions to operations. With OnSolve, the hospital was empowered with:

- **Improved and accelerated delivery of relevant, actionable threat intelligence**, pinpointing the impact of a risk using AI and automatically notifying designated response team members regarding the type, severity and location of the emerging threat. This process went from hours to seconds.
- **An intuitive analytics dashboard with dynamic maps**, offering greater visibility into the security of the hospital's team, logistics and personnel movements, allowing security teams across departments to leverage one source to rapidly observe, analyze and escalate relevant information to the right people at the right time.
- **Actionable intelligence using geo-targeted AI tracking** to bypass irrelevant data and filter in only the information specific to a defined area of interest, such as homicides or closed roads that impact ambulance routes.
- **A solution built for mobile devices**, so users receive risk intelligence alerts targeted to their current location while on the move, particularly vital for ambulances and other urgent care needs.



“We’re getting good, actionable intelligence and notifications about real things. With visibility, we’re able to determine, ‘Do we need to implement some plans? Do we know if it’s going to happen soon or is it happening right now?’ And it really gives us a better overview of the world around us. Now we’re being proactive and taking good, sound steps.”

— Hospital Director of Support Services

Results

From the emergency room to public vaccination events and in-home care, with OnSolve, the hospital's security team can get ahead of evolving risks, operate with minimal disruption and better protect the community and save lives. The hospital benefits from:

- More confident, data-based decision-making about how to handle a potential threat
- Peace of mind that healthcare workers, patients and the community are safe
- Operational agility and seamless communications across security teams to keep the hospital running smoothly

Gone are the days of waiting to hear about incidents after they've happened. Geo-targeted, actionable intelligence arms the hospital with the information they need to prepare for an event before it occurs. And as the hospital implements innovative programs for citizens living in homes, shelters or other non-traditional environments, OnSolve Risk Intelligence creates a solid and secure foundation for which to scale and ensure success.

“This is actionable intelligence about true risks and true threats that we need to evaluate and determine next steps. We had no idea before. Now we're able to get that intelligence, evaluate those threats and proactively determine what it is we need to do. It really is a game-changer when it comes to identifying and evaluating threats and having the visibility to be able to make decisions.”

— Hospital Director of Support Services

Visit www.onsolve.com to learn more.

