

Hill Country Memorial Hospital Enhances Campus and Community Security with D-Link IP Surveillance

Large installation of indoor and outdoor IP cameras from D-Link helps increase peace of mind for nationally recognized hospital in Fredericksburg, Texas.

Background

A nationally ranked Top 100 Hospital, and 2015 Malcolm Baldrige National Quality Award winner, Hill Country Memorial (HCM) is recognized for its quality care by both leading medical professionals and patients. Located in the rolling hills of Fredericksburg, Texas, the hospital opened its doors on Valentine's Day, 1971, backed by the financial support of an entire community. Today, this non-tax-supported hospital is an 86-licensed-bed facility with state-of-the-art technology, a 140-person medical staff, 650 employees and a large group of volunteers who share the hospital's vision to "Empower Others. Create Healthy." Even more important are the innovative ways HCM delivers the highest quality health care to the 10 counties it serves, and beyond.

The Vision: Upgrade analog cameras and increase campus-wide security with a state-of-the-art IP Surveillance solution

Prior to 2012, Hill Country Memorial had a relatively simple campus surveillance system comprised of 20 analog cameras. Unfortunately, the video footage was relatively poor and monitoring the system was not a high priority for the hospital's IT group. While the hospital hadn't experienced any major security incidents, it was concerned about increasing the security on campus.

"The real challenge was not knowing what was going on out there," said Doug Crenwelge, Safety Officer since 2014. "I grew up in this town and you think nothing negative ever occurs here until you see incidents on video that are happening at midnight."

"Overall, we noticed we had some dead spots in the existing system coverage, and we also noticed there were many places we hadn't covered at all," he added.

"Our hospital's previous system was very old, and we simply needed a more complete and comprehensive solution."

In late 2011, Doug's predecessor reached out to the hospital's Dallas-based technology reseller partner—Preferred Technology Solutions—to learn how it could upgrade to a better camera system that would extend coverage and offer better resolution. The new system would need complete coverage to watch the entire 135,000-square-foot hospital, as well as six other onsite buildings.

The Solution: An intelligent mix of indoor/outdoor IP cameras plus video management software for excellent resolution and complete campus coverage

"The hospital's original goal was to increase the overall service level to the community," explained Ken Jenkins, Business Technology Sales Consultant at Preferred Technology. "Knowing there is a comprehensive surveillance solution definitely raises the level of security, comfort and peace of mind for patients, visitors and staff on campus—and they reached out to us for help."

To provide adequate coverage and eliminate many of the blind spots, Jenkins suggested doubling the number of cameras and upgrading to the latest digital technology. He proposed a mix of indoor and outdoor cameras from D-Link, which would provide the high-definition resolution and expanded visual coverage this hospital needed—all at an affordable price. He also suggested Video Insights VMS software to manage the video footage.

After talking to reference sites and using remote capabilities to see the cameras' Full HD resolution



Key D-Link Purchase Drivers

Performance

A mix of 46 indoor and outdoor IP cameras from D-Link help Hill Country Memorial hospital capture crystal-clear images and ensure better campus-wide security.

Value

D-Link's affordable pricing and excellent five-year warranty help Hill Country Memorial lock in reliability and value.

Innovation

D-Link's DCS-6113 Full HD Fixed Dome IP cameras feature 2 megapixel resolution and h.264 compression to ensure a high-quality live video feed, plus built-in infrared LED illuminators to provide a clear picture at night.

case study

firsthand, HCM was highly impressed with the D-Link cameras and purchased its new system in 2012.

Thanks to excellent preplanning and tight collaboration with the hospital team, all 45 cameras and software were successfully installed within a week. An additional camera was purchased the following year, bringing the total number of cameras to 46.

"We've had a strong working relationship with D-Link for nearly two decades," said Jenkins. "Not only do customers get excellent products at an excellent price, our company enjoys a very nice collaboration that enables us to provide excellent value and responsive service."

D-Link in Action: Comprehensive visibility—both on and off campus—increases community safety, security and effective law enforcement

Shortly after installation, HCM was already spreading the word and sharing its upgraded technology with the community. Paul Osborne, Security/Emergency Management Supervisor, implemented a familiarization class for city and county law enforcement, where team members could learn more about the new surveillance system, its video reach, the hospital campus, facilities and particularly the

"[Community law enforcement] says we have the best surveillance camera system in town and agree that our picture and resolution quality is excellent. If someone reports any incident, we simply call it up and record it for archiving. It's easy to use and the zoom works great—you couldn't ask for anything better."

—Doug Crenwelge, Safety Officer

Emergency Department, a common gathering place for disruptive people—thugs, addicts and those with alcohol-related issues.

"Because our camera system is so good, we've often been contacted by law enforcement about traffic collisions happening in front of the hospital—or about activity happening across the highway at the local high school," explained Doug. "They can use our footage for investigations or to watch suspicious activity by students or people passing by."

"We have a very collaborative relationship with law enforcement, and our surveillance system is helping increase safety and security for the whole community—not only our hospital campus, but other nearby locations as well," he added. "They say we have the best surveillance camera system in town and agree that our picture and resolution quality is excellent. If someone reports any incident, we simply call it up and record it for archiving. It's easy to use and the zoom works great—you couldn't ask for anything better."

In one instance, a camera spotted a woman—a frequent flyer with law enforcement—in the emergency department trying to get a

prescription for drugs. When she was turned down, she ventured outside and started acting suspiciously. From the cameras, she was caught on video trying to open various car doors until she found one unlocked and stole some items. The hospital team handed the footage over to law enforcement, and they used it to apprehend and later convict her.

In addition to providing excellent video quality, the new system also offers the flexibility and responsiveness of remote monitoring, enabling hospital safety team members to pull up images on their home laptops after hours—and make the necessary decisions and take the needed action.

"It's nice to know I can dial in to the system remotely and see what's going on, so I make an executive decision about what should happen next," said Doug.

Overall, HCM couldn't be happier with their current D-Link IP Surveillance system. In fact, they're so happy, they're already in discussions with Preferred Technology to extend its coverage yet again with another 32 cameras. The hospital wants to add watchful eyes on four off-campus buildings, including a Wellness Center, a thrift store, a supply building and more parking lots.

"Being a Joint Commission-accredited hospital, we needed to prioritize safety and security, and we've found that this system works just great for us," said Doug. "Now we just want to be as proactive as possible—eliminating even more blind spots and gaining as much visibility as we can."

Hill Country Memorial's complete product integration includes:

Quantity	Part Number	Description
4	DCS-6511	Outdoor HD PoE Day/Night Vandal-Resistant Fixed Dome Camera
5	DCS-6112	Full HD Fixed Dome Network Camera
20	DCS-6113	Full HD PoE Day/Night Fixed Dome Network Camera
16	DCS-3716	Full HD WDR Day/Night Fixed Camera
1	DCS-7513	Full HD WDR Day/Night Network Camera
50	DS-101	VMS Licenses
16	DCS-55	Enclosures
1	DSN-4200	SAN Storage

Call or visit the web address below for more information on IP Surveillance solutions for healthcare.

www.dlink.com | 888.331.8686 | Email: getmore@dlink.com