



Weapon Screening at Duke Processes and Controls Case Study

CLIENT: Duke Health

LOCATION: Durham, North Carolina

CAPACITY: Over 26,000 Healthcare Employees and 5 Million Annual Outpatient Visits

IMPLEMENTATION YEAR: February 2023

UNITS IN USE: 21 Screening Locations incl. Main Entrances, Emergency Departments, Cancer Center, and Behavioral Health Facilities

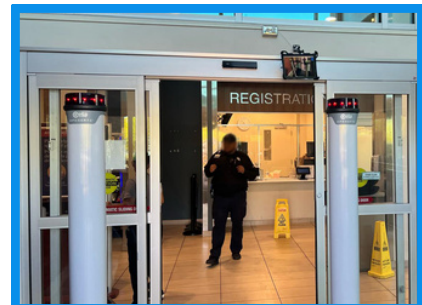
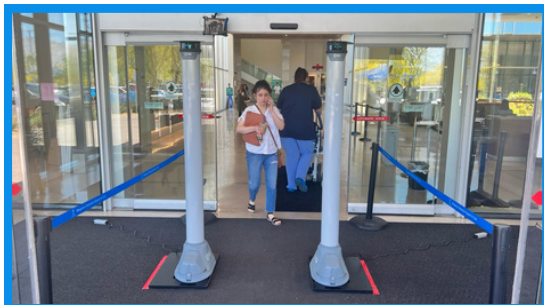
WEBSITE: <https://athena-security.com/>

SOLUTION SNAPSHOT

Goals & Key Features

Duke Health sought to elevate its safety standards while maintaining a welcoming environment. The key objectives included:

- **Emergency Department Screening:** Prohibited and legal threat items are seized, digitized for storage, and returned upon departure. Lockers close to the screening area minimize officer travel time, ensuring that patients, visitors, and hospital employees feel secure knowing that everyone entering the ED has been thoroughly screened for weapons.
- **Main Entryway Screening:** The Athena system adheres to federal detection standards, processing a high throughput of individuals without causing delays. If a weapon is detected, the individual is turned away and asked to return without the item.
- **Behavioral Health Screening:** A two-stage process includes an initial screening in street clothes followed by a second screening after the patient changes into an anti-ligature gown, ensuring safety for both patients and staff.



Implementation

In December 2022, Athena collaborated to design the space planning for the February 2023 implementation and immediately go live. The installation was customized across main entrances, emergency departments, and behavioral health facilities. Each type of entrance required specific rules and procedures, and Athena provided comprehensive training and best practices recommendations to address the unique challenges at each location. The Athena AI system monitors the detection area to ensure adherence to procedures and re-screens individuals when necessary.

RESULTS SNAPSHOT

The deployment of Athena's system led to notable safety improvements:



AI and Automation: The system ensures high accuracy in detecting threats, reducing reliance on outdated manual checks. This not only enhances security but also streamlines operations, minimizing stress for patients and visitors.



Operational Efficiency: By supporting different SOPs at various entry points, the system improves compliance and ensures accountability among security personnel. The AI also monitors the screening area to prevent circumvention of the process.



Customizable Design: Security units were designed to be discreetly installed, blending with the hospital's environment to maintain a welcoming atmosphere.



Staff Training: In-depth training ensured thorough understanding and implementation of all security processes.



Scanned Info

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* DRIVER LICENCE IS EXPIRED : NO
* IS MINOR : NO
* CRM PERSON OF INTEREST CHECK : YES
* EXTERNAL DATABASE PERSON OF INTEREST CHECK : 0
* IS PERSON OF INTEREST :
* Person of Interest Notes :

Results Overview

The deployment of Athena's system at Duke Health significantly improved safety and operational efficiency. The system's AI-driven measures received positive feedback from staff and visitors, and the flexibility to handle different SOPs across entry points was highly valued. Regular updates and detailed reporting capabilities further enhanced the system's reliability, ensuring it remained at the forefront of security technology.

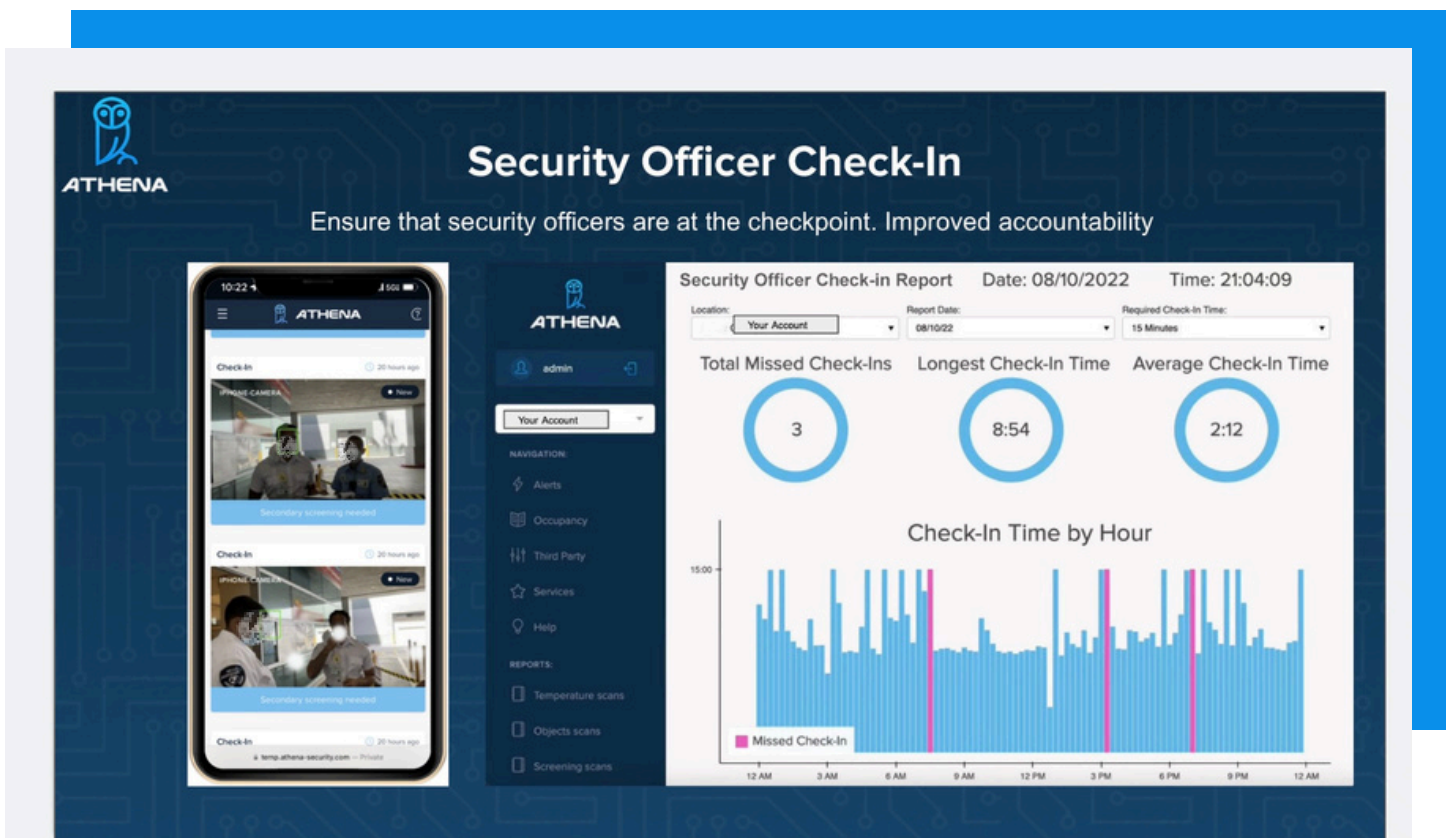
Conclusion

Athena's combined use of AI and advanced security technologies has set a new standard for healthcare facilities. By addressing the unique challenges of different entryways, the system has strengthened Duke Health's overall security measures while maintaining a welcoming environment. This case study serves as a model for other hospitals looking to balance stringent security with patient care.

“

Nothing is more important than the safety of our people, and we are proud to deploy this fantastic technology”

- John Daily, Chief of Police at Duke



Detailed Facts and Figures

Health Care Facilities Supported 10	Health Care Employees 26,278	Outpatient Visits 5 M
Athena Units in Use 21 Lanes	Setup Time in Emergencies 1 hour	Athena Distribution Centers TX, FL, CA

Duke Health particularly valued the system's support for SOPs. Security Officer check in was crucial for ensuring compliance and accountability among security officers, who were reminded of specific procedures tailored to each entrance. The flexibility to support different SOPs at various entry points, especially at behavioral health entrances, was highly appreciated.

