

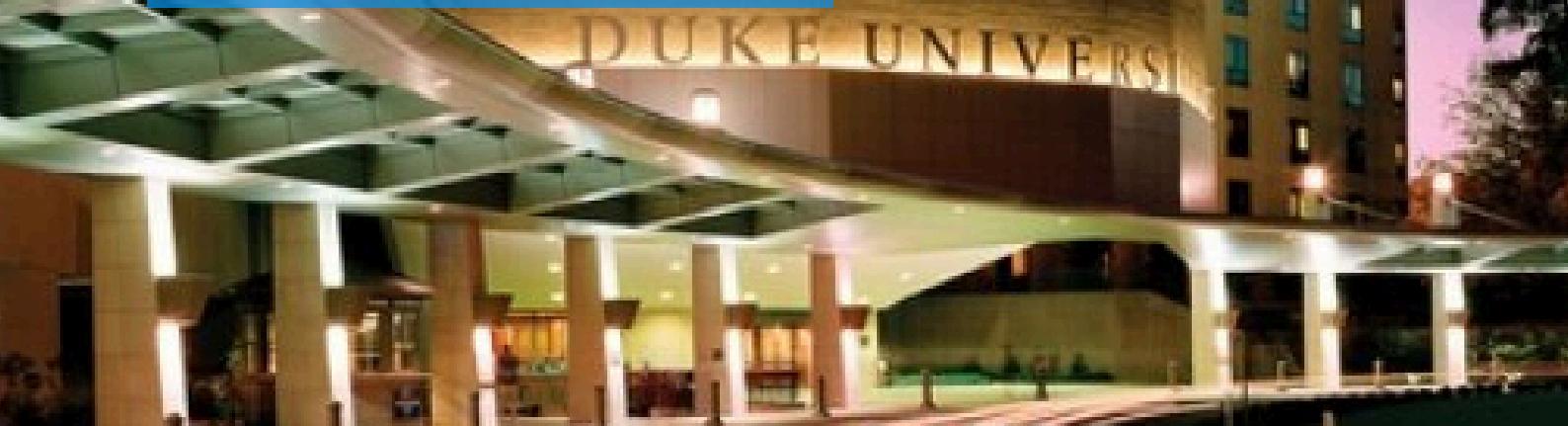
ATHENA

Case Study



Detecting Weapons at Duke Health

Duke Health sought to elevate its safety standards while maintaining a welcoming environment.



CLIENT

Duke Health

IMPLEMENTATION YEAR

2023

LOCATION

Durham, North Carolina

CAPACITY

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

UNITS IN USE

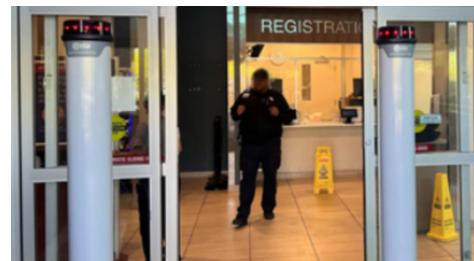
21 Screening Locations incl. Main Entrances, Emergency Departments, Etc.

WEBSITE

www.dukehealth.org

KEY FEATURES

- 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.



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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.

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



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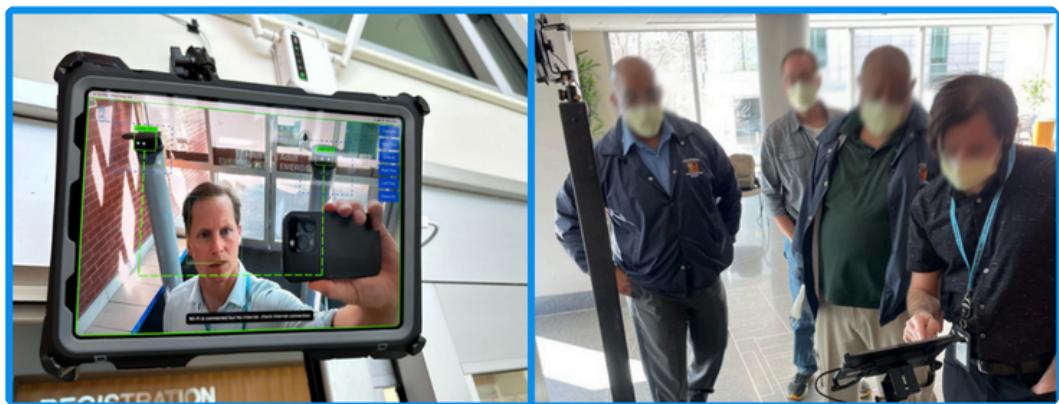
IMPLEMENTATION

RESULTS SNAPSHOT

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

AI and Automation: 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: In-depth training ensured thorough understanding and implementation of all security processes.



Scanned Info

FIRST NAME: JUAN	LAST NAME: ORELLANA	STREET ADDRESS (LINE1): 24044 SW 108TH PATH
STREET ADDRESS (LINE2): Street Address (Line2)	STATE/PROVINCE: FL	POSTAL/ZIP CODE: 330329131
ZIP: HOMESTEAD	IS PERSON OF INTEREST: NO	IS CRIM PERSON OF INTEREST: NO
IS MINOR: NO	IS EXTERNAL DATABASE PERSON OF INTEREST: NO	IS PERSON OF INTEREST: NO
IS DRIVER LICENCE IS EXPIRED: NO	IS PERSON OF INTEREST Notes: (Red box)	IS CRIM PERSON OF INTEREST Notes: (Red box)
IS CRM PERSON OF INTEREST CHECK: YES	IS EXTERNAL DATABASE PERSON OF INTEREST CHECK: NO	IS PERSON OF INTEREST CHECK: NO
IS PERSON OF INTEREST Notes: (Red box)	IS CRIM PERSON OF INTEREST Notes: (Red box)	IS EXTERNAL DATABASE PERSON OF INTEREST Notes: (Red box)



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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

Security Officer Check-In

Ensure that security officers are at the checkpoint. Improved accountability

Security Officer Check-in Report

Location	Report Date	Required Check-In Time
Your Account	08/10/2022	15 Minutes

Total Missed Check-Ins: 3 | Longest Check-In Time: 8:54 | Average Check-In Time: 2:12

Check-In Time by Hour

12 AM 3 AM 6 AM 9 AM 12 PM 3 PM 6 PM 9 PM 12 AM

Missed Check-In



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DETAILED FACTS AND FIGURES

Health Care Facilities Supported

10

Health Care Employees

26,278

Outpatient Visits

5 M

Athena Units in Use

21 Lanes

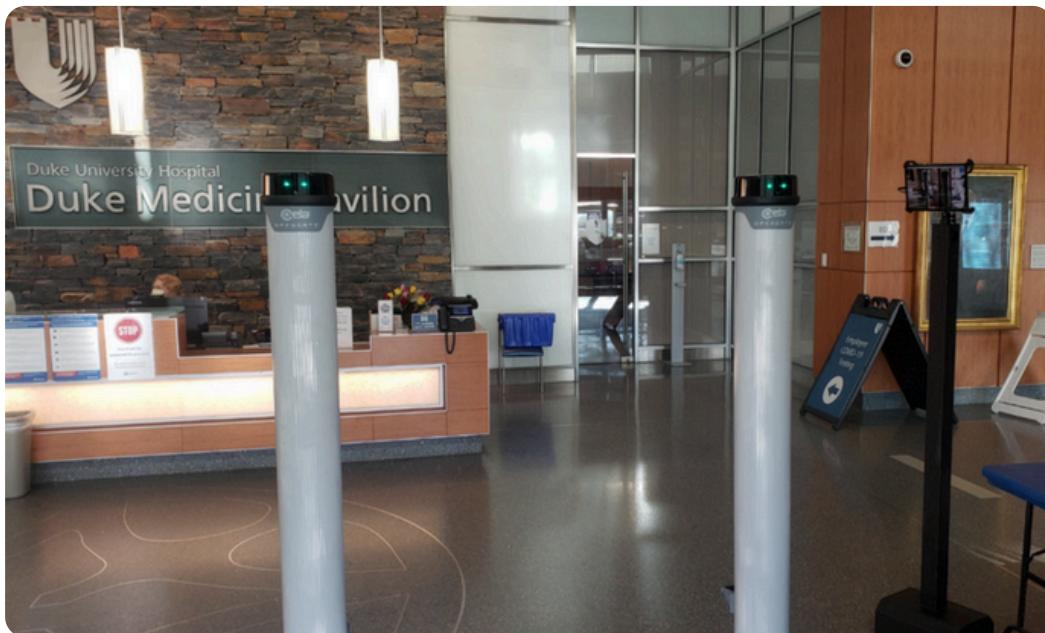
Setup Time in Emergencies

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.



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