Case Study Athena in Healthcare Facilities

CLIENT: Leading Healthcare Provider

LOCATION: 600+ Facilities across Healthcare Network

CAPACITY: Over 200,000 Healthcare Employees and 9 Million Members

TECHNOLOGY USED: Concealed Weapon Detection

UNITS IN USE: 55 at Emergency Entrances across various Facilities

US Work Place Violence: 25.9% inside Emergency Departments alone

WEBSITE: https://athena-security.com

IMPLEMENTATION YEAR: 2023

SOLUTION SNAPSHOT

Goals

- Improve safety and security across healthcare facilities without compromising the visitor experience, helping employees feel safer.
- Implement a security solution capable of accurately distinguishing between weapons and everyday items like cell phones and keys.
- Improve operational efficiency and compliance among security personnel.
- Minimize the need for invasive physical checks at facility entrances.
- Ensure the system's durability and reliability to operate in a healthcare environment.
- Utilize analytics to inform staffing and operational decisions for better resource allocation and planning.

Technology

- 55 Next-Generation Concealed Weapon Detection Systems powered by Advanced AI.
- Customized design options for discrete installation.
- Enhanced documentation and reporting capabilities within the system.
- Employs sensors to gather data indicative of the physical characteristics of the environment.
- A processing device, equipped with a processor and memory, analyzes the sensor data to determine if security operations are suboptimal.
- Upon detecting suboptimal performance, the system triggers an output device to emit an alarm signal, alerting to the specific inefficiencies.

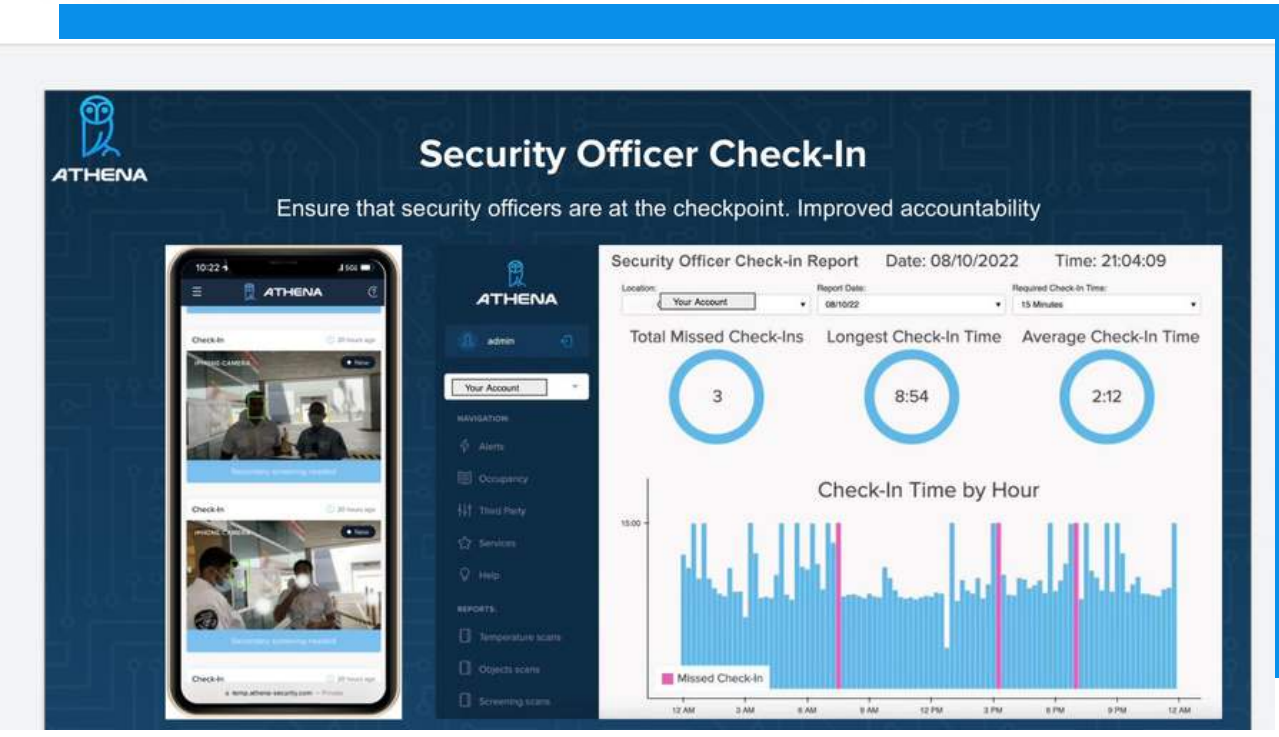
People

- Athena's solutions engineers collaborated closely with the client's security team to optimize the system's integration within the healthcare environment.
- Comprehensive training provided to the security staff on system operation and analytics utilization for enhanced decision-making.

PROCESS

Tailored installation of 55 units across the client's healthcare facilities, focusing on emergency entrances.

Initiated a rigorous training program for security personnel, emphasizing the system's operational benefits and efficiency.



OUTCOMES

Streamlined security process, reducing the reliance on traditional metal detectors and manual checks.

Reallocation of security resources, enhancing overall facility operations.

Increase in staff adherence to security protocols, thanks to AI technology.

Efficiently screened individuals, significantly improving entry times and reducing queues.

Improved overall safety with 62 instances of individuals voluntarily returning weapons to their vehicles in a 4 week period.

Positive feedback from facility visitors on the security experience, reflecting improved satisfaction and reduced inconvenience.

Demonstrated system durability and adaptability, ensuring reliable performance in the demanding healthcare environment. **In February alone, removed over 2,000 edged weapons and 86 handguns** across all locations.

Introduction

A leading healthcare provider faced significant security challenges in protecting its staff, patients, and visitors from potential threats. With a network of facilities spread out across the nation and a commitment to maintaining a welcoming environment, they sought Athena as an advanced solution to improve safety without compromising the visitor experience, and the result was almost 500,000 detections for objects of concern.

> *"We have heard the concerns, I know, from our physicians and from our staff...and we take very tangible, visible steps to make our workplace safe."*
>
> *- Hospital Administration*

Detailed Facts and Figures

Health Care Facilities Supported	Health Care Employees	Hospitals and Medical Offices	Members:	Athena Units in Use
55	1M	600+	9 Million	55

Setup Time	Athena Distribution Centers	Pre-implementation	Athena Areas of Operation
1 hour (in emergency situations)	Texas, Florida, California	Reliance on traditional metal detectors and manual checks.	Indoor & Outdoor resistance

Problem Statement

Facilities experiencing a high incidence of weapons being brought in, resulting in hospital staff feeling unsafe. Additionally, security processes were hampered by:

- Inattentive guards leaving stations unattended.
- Inconsistent documentation and tracking of incidents.
- Difficulty in maintaining a balance between security and a welcoming environment.

1 in 4 nurses reported being **assaulted at work** in 2019	Health care and social assistance workers face nearly six times the risk of workplace violence than other industries

Solution

The Client's partnership with Athena to implement our Concealed Weapon Detection system marked a significant step forward in leveraging technology for safety in healthcare settings. Athena's system, distinguished by its AI-driven capabilities, offered a sophisticated solution capable of accurately distinguishing between everyday items, such as cell phones, and potential threats.

> *"Nothing is more important than the safety of our people, and so we're really pleased to be at the front end of this roll out and to deploy this really fantastic technology."*
>
> *- Hospital Administration*

The system's design included several notable features:

✓ **Advanced AI and Automation:** Athena's technology surpassed its competitors by integrating advanced software features and automations. Its AI was not only more accurate but also cost-effective, addressing the critical balance between security and operational efficiency.

✓ **Staff Training:** Beyond hardware, Athena's solution included comprehensive training for security staff, ensuring no step in the security process was overlooked. This training was instrumental in correcting past oversights, such as incomplete scans and human error within the security team.

✓ **Branded Design Customization:** Recognizing the need for discretion in a healthcare environment, Athena provided customization options for its units. Branded sleeves designed to camouflage the equipment helped maintain a welcoming atmosphere for patients and visitors.

✓ **Operational and Compliance Features:** Athena's system featured improved documentation capabilities and regular system updates. This not only increased successful incident tracking but also ensured the systems were compliant and reliable, which is critical for legal accountability.

Results

The deployment of Athena's system across these 55 healthcare facilities led to tangible safety improvements, **with the screening of over 3 million visitors and patients, more than 3,000 weapons were removed from the facilities monthly -** 62 of them voluntarily. When the case study ended, the healthcare facilities were left ready to install the same security measures at all entrances and employees felt safer within their work environments.

> *"I feel safe with this new entrance."*
>
> *- Hospital Employee*

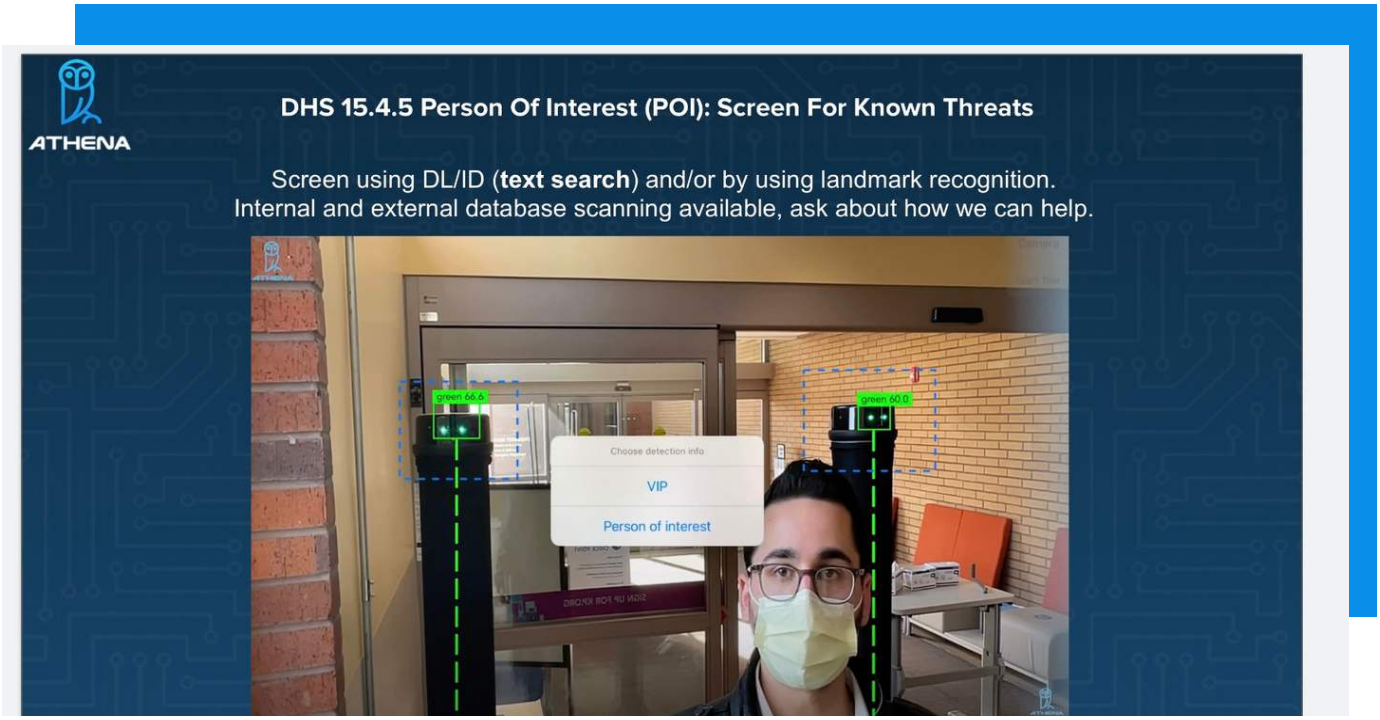
The operational benefits were multifaceted and included:

Efficient and Rapid Deployment: Athena's system could be quickly deployed, with installations taking only about an hour per unit in an emergency situation. This rapid deployment capability proved invaluable.

Operational Benefits: The introduction of Athena's security system streamlined security processes. It minimized the need for invasive physical checks, improved adherence to security protocols, and improved the tracking and documentation of incidents.

Item Recovery: With Athena's technology, items left behind by visitors could now be cataloged with the owner's name and contact information, facilitating easier returns and improving visitor experience.

Continuous Improvement: Athena's commitment to regular updates and the continuous improvement of its system by in-house engineers ensured that the solution remained at the forefront of security technology.



Analysis

Athena's solution exemplified the potential of AI in making substantial improvements in security measures without sacrificing the welcoming nature of healthcare facilities. The technology's ability to balance through security checks with operational efficiency and discretion highlighted its suitability for sensitive environments.

Conclusion

The case of Athena's deployment in healthcare facilities illustrates the evolving landscape of security technology. By leveraging AI and advanced software capabilities, Athena provided a model for safety in public spaces where maintaining a balance between security and a non-stressful environment is paramount.

MILESTONE TIMELINE

MAY 2022
Initial Engagement: Athena and the client establish contact during a convention and begin gathering project requirements.

JUNE 2022
Project Customization: Athena tailors the project to meet the specific needs outlined by the client.

JULY 2022
Competitive Pilot Analysis: Launch a 30-day pilot program to evaluate against competitors.

AUGUST AND SEPTEMBER 2022
Expanded Testing: Roll out the project across six additional locations to broaden testing.

OCTOBER 2022
Nationwide Implementation Decision: The client selects Athena for a nationwide rollout following successful preliminary results.

APRIL 2023
Contractual Agreement: Formalize a contract for the nationwide rollout.

JUNE 2023
Pre-implementation Assessments: Complete All 55 site assessments prior to the rollout.

AUGUST 2023
Training Preparation: Finalize plans for training and onboarding processes.

JANUARY 2024
Completion of Training: Conclude all nationwide rollout training and onboarding activities.

FEBRUARY 2024
Project Handover: Transfer ongoing operations to the Sustainment Team.