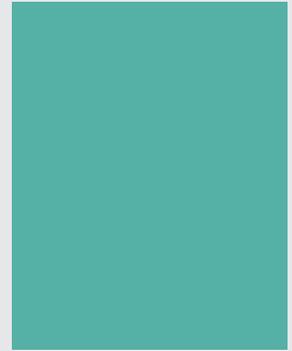
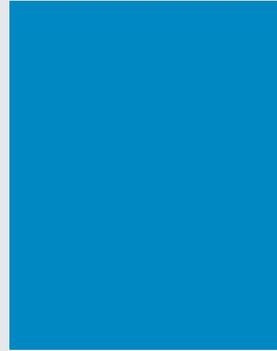


Frisbie Memorial Hospital Rochester, NH



Embracing Shared Values and High Performance

Challenge

For most patients, it begins with a friendly greeting from a Securitas officer in the hospital's main reception area. Using the outpatient registration system, the officer notes each pre-registered patient's name and time of arrival, and immediately notifies the appropriate hospital department. Each patient is given an electronic pager that lights as soon as the physician or healthcare provider is available, an efficient process that minimizes wait times.

Frisbie Memorial's 250 physicians and healthcare providers offer a full range of medical services, including trauma and surgery services, cardiovascular care, radiology, respiratory care, women's health, outpatient rehabilitation and emergency services. The hospital handles the highest number of EMT calls in the state, and a Securitas officer is posted in the emergency receiving area to assist hospital staff, as needed.

Solutions

"Our officers usually are the first people whom patients see at the hospital, so we want to set a caring, helpful tone and support the hospital staff as much as possible," says Alan Beckwith, Securitas USA's account manager at the hospital since 2004.

Beckwith, an EMT, also serves as instructor for Management of Aggressive Behavior and restraint training that all Securitas USA officers complete. The 14-member security team provides healthcare security services and is on-call to assist with disruptive patients and emergency situations. Other responsibilities include administering the hospital's key program, maintaining electronic locks, making and coding employee badges, and driving a shuttle van to and from employee parking lots.

Securitas USA implemented SecuritasConnect at the facility, state-of-the-art technology that documents security performance. Officers carry a specially equipped PDA as they check 135 critical locations throughout the hospital and at eight offsite buildings, which include physicians' offices and a materials warehouse, as well as information technology, billing and physical therapy rehabilitation facilities. With the SecuritasConnect portable device, officers document tours and can quickly access post orders, report and track incidents, and if the need arises, notify members of the security and hospital staff via email, texts or pages.

"SecuritasConnect speeds communication and saves the hours previously required for data compilation," says Ethan Bird, Securitas USA branch manager. "Now, we have real-time information about the status of all security-related situations and the actions being taken."

Bird and Beckwith meet monthly with Shawn George, the hospital's Plant Operations and Communications manager, and monthly with John Marzinzik, the hospital's CEO, to address any security issues and track specific Key Performance Indicators, a checklist which includes a range of staffing, training and efficiency measures.

Results

"We're always looking for additional indicators that can be measured, because our focus is on high performance in everything we do," says Bird. "Our goal is to meet and exceed service expectations in every area of responsibility."

"Considering the current challenges in healthcare, it's essential that we consistently meet high standards and constantly look for ways to improve performance," says Marzinzik. "Our expectation is for this facility to be immaculately clean, incredibly safe, cost-effective and high-performing. Securitas USA does its part by providing excellent customer service to our staff as well as to patients."

