CASE STUDY

A major healthcare client has leveraged LiveSafe to improve employee engagement in daily safety and security monitoring.

LiveSafe®



MAJOR HEALTHCARE CLIENT:

LIVESAFE ENABLES PROACTIVE EMPLOYEE REPORTING OF SAFETY & SECURITY RISKS

ABOUT THE MAJOR HEALTHCARE CLIENT

One of our major healthcare clients has dedicated its mission to making life better for children. Today, it is one of the 10 largest pediatric healthcare providers in the United States. This private, not-for-profit organization operates three hospitals. In 2016, the system's 7,000 employees treated more than 278,000 patients.

THE SITUATION

The security department at this healthcare organization works hard to keep the employees and patients safe so that everyone can focus on helping each child grow healthier and happier. As part of this commitment, they conduct regular training and safety drills. Uniformed officers patrol the hallways, checking in with each department. They have installed blue emergency call boxes throughout the parking garages. Also, they operate a 9-1-1 style emergency dispatch that allows security officers to respond quickly when needed.

THE CHALLENGE

Despite the security department's frequent interaction with employees, many employees were hesitant to contact security when they saw something unusual. Employees would often mention seeing a suspicious person or issue after the fact.

"We wouldn't know about it until we ran into somebody a week later at a meeting or in a hallway or getting lunch in the cafeteria. Then they let us know about it," the Director of Security said.

"They would say to themselves, 'Oh, I don't think I need to call 9-1-1. I don't want to bother security. I know they're busy," the official said.

When employees were unsure whether something might be relevant or not, they often second guessed their impulse to report it immediately.

The Solution

The major healthcare client's security team realized that the LiveSafe platform could complement many of their existing tools.

"We already had an email [address], you could email. We already had a phone number you could call. But we know there are roadblocks to using those," said the client's Director of Security.

LiveSafe's simple interface encourages employees to report potential threats sooner - even when they are uncertain if something is amiss. "Now we're getting reports that normally someone wouldn't send us or call to tell us about instead of hearing about it a week later," the security official said.



LiveSafe Has Helped Transform Employee Engagement In Security

1. **Unauthorized Visitors**
   - In healthcare, all systems deal with situations of someone posing as a doctor or people social engineering themselves into places they shouldn't be. With LiveSafe an employee can quickly notify security.

2. **Anonymous / Silent Reporting**
   - LiveSafe enables employees to communicate with security silently through the chat feature in case they are in front of someone or in a situation where they could not speak up or dial 9-1-1. LiveSafe also allows users to send in tips and even chat with security anonymously to alleviate fear of reprisal for reporting sensitive issues.

3. **SafeWalk**
   - Healthcare is a 24/7 business. Hospital workers often work extended and overnight shifts or put in overtime. SafeWalk allows employees to connect with colleagues or family for a safer walk to their car or public transit.

Director of Security of Healthcare Client

The Director of Security had this to say about the value of people-sourced risk:

> *"We've made a big investment in 7,000 people. LiveSafe is just another opportunity to invest in their safety while they're on campus, which in turn invests in the safety of everyone on campus. If your employees feel safe, they are going to do a better job.*
>
> *Letting people know that the organization cares enough about each employee's safety and the safety of the people they are going to treat is an important message. It helps employees feel good about being a part of and loyal to an organization dedicated to helping and caring about people."*



The Result

Deploying LiveSafe has expanded the security team's visibility into common issues and allows them to determine the appropriate next step, avoiding surprises or delays due to lack of information regarding potentially dangerous situations. The team now sees issues that might have gone directly to another department or been left unreported, and can take steps to prevent and mitigate incidents. Often these issues require more attention than the employee reporting it might initially realize. Routing the inbound tip through security allows dispatch to make a professional assessment, send an officer immediately if warranted and delivers help where it is needed quicker.

"LiveSafe basically makes everybody part of the system of keeping everybody safe - making the team bigger. We only have so many officers. We only have so many cameras. We only have so many dispatchers who can answer calls," said the major healthcare client's Director of Security. "But we have 7,000 employees on several campuses who have eyes and ears to see and hear things. If we can get them engaged in the safety of each campus, it makes our job a lot simpler."