



PROVIDING SOLUTIONS TO HEALTHCARE FACILITIES

G4S ENSURES SECURITY AND SAFETY FOR HOSPITALS

When the largest hospital in the Baptist Health Care network, Baptist Hospital, located in Pensacola, Florida, was interested in reassessing and updating its safety and security programs and technology, it concluded that a new and total solutions approach was needed to best serve patients, hospital staff, physicians, guests and administration.

The Challenge

Baptist Hospital is a 492-bed tertiary care hospital with a full range of emergency, medical, surgical and obstetrical services. During recent years, the hospital has expanded its services on a medical campus that includes several buildings, a variety of medical specialty capabilities and critical care units including coronary, trauma, behavioral health, oncology and obstetrics.

In 2010, Baptist Hospital administration decided it was time to update its safety and security programs and technology to reflect the

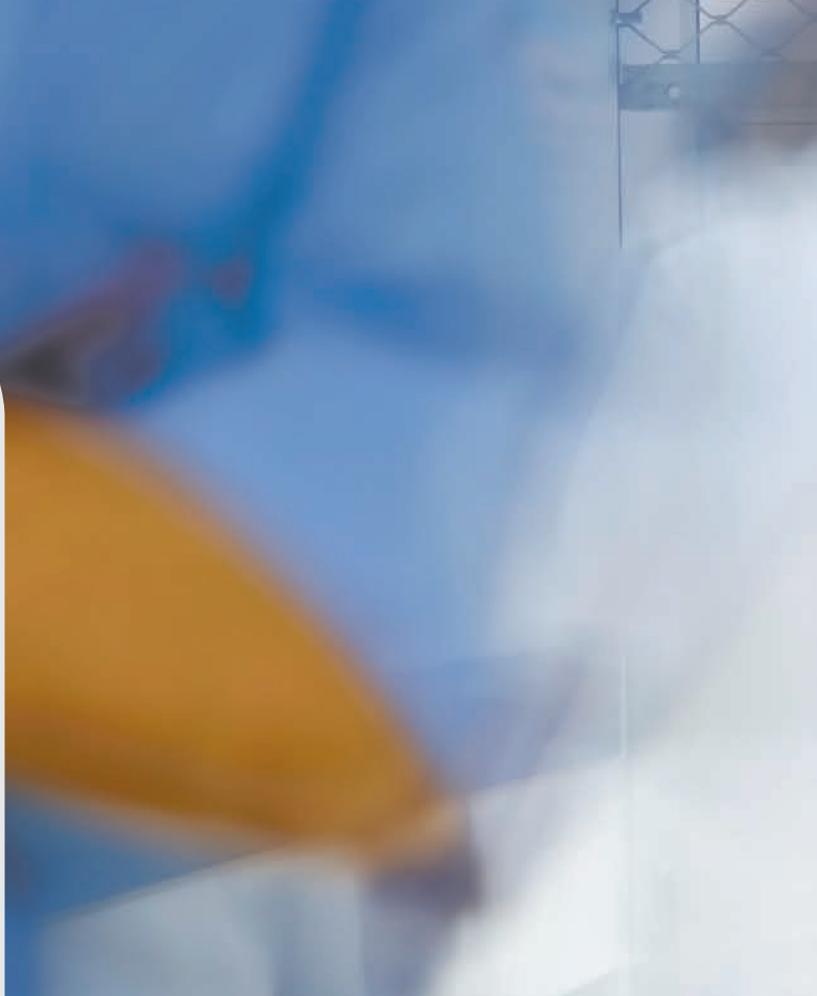
advancements in its world-class medical care. The hospital also wanted to consider adding armed security officers to selected areas.

"Just as the hospital has been advancing its healthcare services, it was now time for us to look for ways to grow and upgrade our security systems as well," said Doug Lurton, Baptist Hospital Director of Clinical and Support Services.

In addition to the diverse needs at the Baptist Hospital campus, the Baptist Health Care Network also required safety and security operations at several other facilities including the Andrews Institute for Orthopedics and Sports Medicine, Baptist Medical Park and Gulf Breeze Hospital.

Along with focusing on traditional safety and security needs for patients, staff and visitors within the hospital campus, administrators also needed a security company that could perform parking patrols, escorts for staff, locked-box pharmaceutical transportation and patient watch assistance in its Behavioral Health Services unit.

Securing Your World



The Solution

In March 2011, Baptist Hospital officials turned to G4S for its enterprise level total solutions services.

"Our first priority was establishing a partnership atmosphere and providing a security survey for Baptist Hospital administration," said Patrick Dawson, G4S General Manager, Pensacola. "First, we listened to Baptist Hospital about their challenges and then we initiated our analysis by identifying areas of concern and then developing a total solution."

Most importantly, G4S established a project manager within the hospital, who became an in-house point of contact for Baptist Hospital officials. Having a security manager on-site created a true partnership atmosphere, solving any real time or future planning issues.

"G4S immediately helped us define our needs," said Lurton. "They took the initiative to make the partnership a positive one and provided us with tools and information."

After an initial site survey analysis, G4S identified technology and manpower needs and updates on safety and security solutions for the Baptist Hospital, Gulf Breeze Hospital, Andrews Institute and Baptist Medical Park.

At the largest medical complex, Baptist Hospital, the comprehensive solution from G4S was not a one-size-fits-all approach. Instead, some of the hospital's medical units required specialized methodologies that needed to be incorporated into an overall safety and security program.

For example, the main hospital building, with almost 50 access points, required new safety and security protocols as well as a sufficient number of officers to patrol the areas.

Additionally, while G4S provided a new level of security with armed Custom Protection Officer® personnel for Baptist Hospital entrances and Emergency Room/ Trauma Center, a different approach was needed in other parts of the medical campus.

The Behavioral Health Services facility provides both hospitalization and outpatient treatment for adults and adolescents and offers intensive and acute psychiatric treatment for inpatients. G4S provided unarmed Upscale Security Officers who are specially trained in non-violent crisis intervention. This training helps security officers understand the unique challenges in the mental health environment as well as the importance of TJC, HIPAA, National Patient Safety Goals and other standards. G4S also made recommendations on the levels of security needed throughout the hospital.

"It was only after some careful, initial analysis that G4S reported there was a predictable ebb and flow when patients were admitted to the behavioral health facility," said Tim Byrd, Baptist Hospital Security Manager. "We adjusted schedules so we had more officers available during peak times."

With the help of G4S, Baptist Hospital also upgraded its security technology and response methodology for the Birthing Center; updated its CCTV systems throughout the hospital; established a command center in the ER and adjusted the number of officers patrolling during critical times for patients and medical staff.



"As the partnership with G4S continues, Baptist Hospital safety and security issues have been handled efficiently and appropriately," said Byrd. "The hospital now has a well-planned comprehensive security program with approximately 25 armed and unarmed G4S officers and appropriate technology upgrades that will streamline our efforts."

The Results and Added Value

Today, Baptist Hospital safety and security programs provided by G4S are a holistic approach that the patients, staff and visitors trust and rely on, providing comprehensive solutions to improve service quality. The management of security personnel has also provided a cost-effective solution for the hospital. Since beginning its partnership with G4S, Baptist Hospital has saved more than \$100,000 per year on personnel costs alone.

The advantages of working with a single security company, however, extend beyond personnel cost savings. The G4S security teams are well trained and provide a professional image equal to the high level of care well-known throughout the entire Baptist Health Care Network.

"The G4S CPO works with a level of professionalism that matches the professionalism of our staff and medical teams at our hospital," said Lurton. "We have a common set of core values, which emphasizes the importance of quality in patient care."

The relationship is translating into a continued high-level hospital experience as G4S is involved in solving challenges, creating a responsive atmosphere and participating in security and safety planning.

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"By looking at security holistically within the hospital environment, we are continuing to provide a better overall experience for our patients, visitors, medical staff and hospital employees," said Lurton.

G4S is a valuable partner for hospitals and healthcare facilities around the world as they plan, manage and execute their safety and security programs and compliance requirements. G4S, with its global expertise, provides integrated security systems, technology and personnel to support facilities and help maintain compliance within a caring and supportive environment. G4S also provides one-stop assistance with security and safety management documentation including planning, post orders, HVA and EOC annual reviews.

HOSPITAL & HEALTHCARE SECURITY

BAPTIST HOSPITAL CARE NETWORK

Baptist Hospital in Pensacola, Florida is the largest healthcare facility in the Baptist Health Care Network. Baptist Health Care is a community-owned, not-for-profit health care organization committed to improving quality of life for people in the Florida panhandle areas. Baptist continuously strives to be a national leader in quality and service. In 2011, Baptist Health Care celebrated 60 years of providing health and healing for northwest Florida and south Alabama. With more than 6,000 employees and employed physicians, Baptist Health Care is the largest non-governmental employer in northwest Florida.

A large, multi-story brick hospital building with a prominent glass-enclosed walkway. The words "BAPTIST HOSPITAL" are displayed in large, white, three-dimensional letters on the brick facade. The sky is blue with scattered white clouds. In the foreground, there are green bushes.

BAPTIST HOSPITAL