



East Texas Medical Center Regional Healthcare System: Protecting Staff and Patients

East Texas Medical Center

Industry: Healthcare

Location: Tyler, Texas, USA



Avigilon Solutions Implemented

- **HD Pro Cameras**
Cover expansive areas while maintaining superior image quality with up to 7K (30 MP) resolution
- **HD Dome Cameras**
Detailed image resolution, self-learning video analytics and excellent low-light performance
- **H4 SL Dome Camera**
Accommodate your needs with flexible mounting options including surface, in-ceiling, and pendant mounts
- **Avigilon Control Center (ACC) Enterprise video management software**
A simplified screen layout and advanced search functions help enhance the way security professionals interpret, manage and interact with surveillance video

When the [East Texas Medical Center \(ETMC\)](#) was founded in 1951, it comprised a single flagship hospital, ETMC Tyler. It was in the 1970's that the philosophy behind ETMC began, as they started to view neighboring local facilities as potential collaborators, not competitors.

Since then, ETMC has expanded into a network of 9 hospitals and 39 clinics that provide a range of treatment and rehabilitation services to the residents of East Texas, USA.

Throughout this growth, ETMC's mission of offering an exceptional experience to the patients in their region did not change—but given the expansion of their facilities network, their security needs did.

A Safe and Secure Health Care Facility for All

As is the case with any medical facility, ETMC has a great need for reliable security solutions. With patient and staff safety at the forefront of their business, ETMC's security team is responsible for managing a comprehensive security system across their multi-facility healthcare organization.

Not only is that security system necessary to protect staff and patients, but also ETMC as an entity. The propensity of questionable incident reports among patients, including on-site injuries, can be cause for costly litigation processes. Because of an outdated legacy system, reliable footage to combat claims was often unavailable, so ETMC began searching for a solution that would help them avoid the costly processes necessary to verify claims across numerous facilities, while bringing additional value to their business. **CONTINUED** ▶

Avigilon's Prescription for ETMC

That's where Avigilon's flexible and scalable solutions came in. The final set of hardware installed featured more than 500 cameras, including Avigilon HD Pro, HD Dome, and H4 SL dome cameras. The HD Pro cameras—available with up to 7K (30 MP)—provide excellent image detail in a variety of settings throughout each campus, including parking lots and extended campus perimeters.

The quality of images these cameras provide coupled with their resilience against the elements makes them crucial for monitoring critical areas of high foot and vehicle traffic. The inclusion of the H4 SL camera further expanded ETMC's security capabilities with its versatile and flexible formats. Available in both bullet and dome formats, H4 cameras are high quality yet cost effective, making them ideal for general surveillance requirements in various settings.



“Avigilon met and surpassed all of ETMC's needs and requirements as the chosen solutions were affordable and scalable, enabling ETMC to gradually replace equipment over time.”

All of the chosen solutions were flexible and scalable, enabling ETMC to gradually replace equipment across their various locations over time. “The variety of different products allow for specification of camera sizes and lenses which saves a lot of time from testing different brands of cameras,” said Kenneth Webb, Director of Security at ETMC. “It's much easier to use than previous systems, and the team loves using it.”



A Successful Treatment

The ETMC team felt their new Avigilon solutions allowed them to deal with previously challenging security situations more efficiently. For instance, with all camera footage integrated into Avigilon Control Centre (ACC) video management software, the team at ETMC can pull footage from multiple cameras and weave them together to create one holistic view of events when they happen, giving ETMC more effective evidence for investigation.

“Our top priority is ensuring the safety of our patients, staff and visitors. We chose Avigilon because it offers us an easy-to-install, user-friendly and scalable solution that allows our operators to conduct fast video searches and accurate investigations. This saves us valuable time during investigations and has helped to reduce false liability claims.”

After a threatening incident took place in the peripheral of an ETMC campus, the security team utilized the ACC™ software to create a powerful narrative of events. “This integrated footage has already been used as evidence in court,” reports Webb. “Avigilon Control Center™ allowed the operator to pull footage from 14-15 different camera views and lace them into one.” **CONTINUED** ▶

Having access to this comprehensive example of evidence was not only necessary to protect the individuals involved, but it provided ETMC with credible, clear footage protecting the company in itself.

Working together, Avigilon and East Texas Medical Center achieved the health care system's mission of offering exceptional service by using reliable and effective security technologies. The solutions implemented provide East Texas residents with safe and secure experiences, resulting in comfort for patients and staff, as well as overall protection of ETMC's network and business. ■



Next Steps

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