

# INDIANA HOSPITALS STAY AHEAD OF THREATS WITH LEADING-EDGE COMMUNICATIONS

**MOTOTRBO™ DIGITAL SYSTEM SCALES SEAMLESSLY TO IMPROVE SAFETY AND SECURITY**



Healthcare providers operate in an ever-changing environment where threats and acts of workplace violence are on the rise. According to the latest Campus Security survey, violent incidents impact nearly 90 percent of hospitals. Whether it is a disruptive patient or an aggravated visitor, hospitals must prevent incidents from happening and resolve them quickly when they do. In addition to unforeseen threats, hospitals must provide effective security for planned events, such as public lectures and community health fairs.

Headquartered in Carmel, just north of Indianapolis, the Indiana University (IU) Health North Central Region is a network of three top-rated, full-service hospitals: IU Health North, Tipton and Saxony. Like many hospitals in the state – and increasingly across the nation – the IU Health North Central Region maintains its own security department to handle law enforcement issues on premise.

Region leaders are proactive in promoting better safety, emergency preparedness and incident response. Security initiatives range from mandatory training of all staff for an “active shooter” scenario to implementing a state-of-the-art dispatch center.

Working with the local Motorola channel partner, a specialist in healthcare communications, the IU Health North Central Region implemented and evolved the MOTOTRBO digital radio platform. It delivers the operations-critical capabilities and affordable scalability to create a safer, more productive environment for all.

## **CUSTOMER PROFILE** **Indiana University Health** **North Central Region**

(IU Health North, Tipton and Saxony Hospitals)  
Carmel, Indiana

## **MOTOROLA SOLUTION**

- MOTOTRBO XPR™ 6550 Portable Radios
- MOTOTRBO XPR 4550 Base Stations
- MOTOTRBO XPR 8400 Digital Repeater with IP Site Connect
- MTR3000 Base Station / Repeater
- MOTOTRBO Remote Speaker Microphones
- Motorola Two-wire Surveillance Kits

## **FEATURES**

- Instant, always available communication
- Clear, seamless coverage across the region
- Private, secure and discreet information-sharing
- Accelerated response time in an emergency
- Cost-effective scalability and expanded capabilities

**“Violent incidents impact nearly 90% of hospitals.”**

Campus Security Survey

## THE CHALLENGE

### Upgrade Radio Communications Across the Region

Ever since the doors opened over a decade ago, IU Health North Hospital has been proactively upgrading its Motorola two-way radio system to address expanding needs and responsibilities. With the addition of the Tipton and Saxony hospitals in 2011 – forming the IU Health North Central Region – it sought to transition from analog to digital and deploy radio communications across a larger footprint.

All three hospitals were linked to Motorola's MOTOTRBO digital system operating in IP Site Connect. This meant that personnel could communicate easily and seamlessly without any coverage issues – even in buildings 20 miles away.

"Because of the uniqueness of the healthcare environment, we must have clear and constant communication," explains Junior Ochoa, Security Officer for the IU Health North Central Region. "We could be in a quiet patient room or a noisy area with machines running and we need to be able to talk with our dispatcher and understand each other instantly across all our hospitals."



### Capitalize on the Advanced Capabilities of Digital

Digital radio systems deliver an impressive array of capabilities – such as greater capacity and coverage, clear voice even in noisy environments, integrated data applications and long-lasting battery life.

"Our security needs are different every day and every hour. We may be in the emergency room dealing with a drug seeker. The next hour we're helping a patient who fell. Then our officers are responding to a domestic disturbance on an inpatient floor," says Garry Kimble, Manager of Protective Services.

As the hospital network and the realities of workplace threats grew, regional leaders sought to improve communication capabilities by building on MOTOTRBO's digital platform. This meant evaluating new opportunities for a next generation dispatch center for the security department as well as considering key applications such as Man Down/Lone Worker, GPS tracking and Bluetooth®.

**"Our officers carry handcuffs, flashlights, Tasers and firearms on their duty belt. But the ability to communicate effectively is their most valuable tool. It's their lifeline to dispatch who can call for internal back-up or outside law enforcement."**

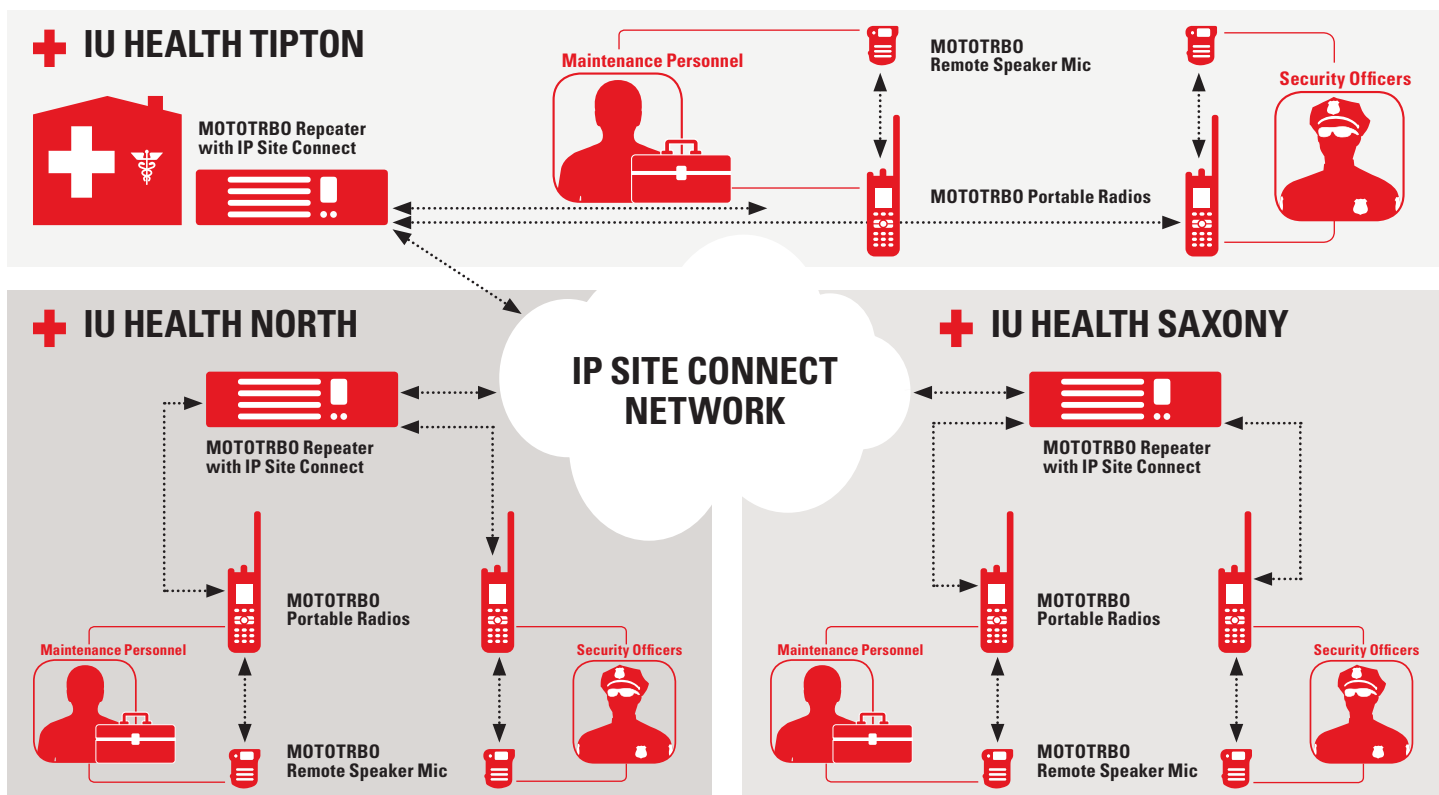
Garry Kimble, Manager of Protective Services,  
IU Health North Central Region

## THE SOLUTION

### IP Site Connect Extends Coverage Cost-Effectively

Long-time Motorola channel partner, ERS-OCI Wireless (ERS), linked together the IU Health North Central Region's security and facilities departments on the same MOTOTRBO digital system with a central dispatcher for the trio of hospitals. "MOTOTRBO helps our everyday operations because we can communicate flawlessly. We can dispatch officers or facility technicians to a service call at all three locations," says Ochoa.

MOTOTRBO IP Site Connect assures interoperability with just six repeaters at the three campuses. IP Site Connect extends voice and data seamlessly among these geographically-dispersed facilities so personnel can automatically roam from one coverage area to another. "IU Health's security officers can move from hospital to hospital, share resources and have real-time communication," says Kathleen Barrett, Account Manager at ERS. "We are able to reach hospitals 20 miles away with a press of the button and talk to them like they are right next to us," adds Ochoa. "With IP Site Connect, our communication is clear across buildings, in vehicles, in the woods, and over long distances."



### MOTOTRBO Cancels Out Noise for Clear Communication

Noise cancellation on MOTOTRBO digital radios is an invaluable feature for hospital security. MOTOTRBO radios monitor background noise and adjust the speaker volume automatically, so personnel don't have to. "We have hundreds of people in our atrium and parking lots during community events. When that happens, it's great to have noise cancellation so we can talk to and understand each other clearly," says Ochoa. "Before MOTOTRBO, we had to hold our analog radios up to our ear to hear and yell into them to talk in high-noise environments."

### Provides Discreet, Secure Information-Sharing

"MOTOTRBO has given us capabilities we never even imagined," says Ochoa. "We never thought we could text message using a radio."

Security personnel use text messaging to send discreet communications directly to the dispatcher, base station or from radio to radio. This means information that shouldn't be overheard can now be shared securely.

"When we're dealing with a subject and have a warrant, the ability to text helps protect the officer. Confidentiality is very important. If the subject hears that information, it could put the officer in danger," says Garry Kimble, Manager of Protective Services.



### Delivers Operations-Critical Data

Both security and facilities personnel rely on MOTOTRBO XPR 6550 digital radios, which will be replaced by XPR 7550 models. They combine advanced features, rich functionality, superb durability and extended battery life in one powerful device.

"Upgrading technology expands our capabilities to include GPS, Bluetooth and all call," says Ochoa.

"Tracking officer movements with GPS is an important safety feature we never had before. If we're transporting someone we've taken into custody to the county jail and he claims we diverted him, we can prove we went straight down the highway. GPS gives us the data to be more accountable and transparent."

## THE BENEFITS

### Always Available Communication in Emergencies

Even if a base station goes down, the hospital can switch to back-up channels and maintain uninterrupted communication with their MOTOTRBO radios. Because the radios are plugged into generator-driven outlets, during an outage, there is built-in redundancy. In the unlikely event everything goes down, MOTOTRBO radios are continuously charging 24/7 and ready to go.

“We need to be able to communicate no matter what. If a tornado knocks power out, the radios still work. Phones may go down, Internet connections go down, but our MOTOTRBO radios will not,” points out Ochoa.

### Greater Security and More Effective Response

MOTOTRBO digital radios offer many safety features to protect officers, improve emergency preparedness and response, and secure the campus. “We use the radios when we have incidents to figure out to approach the area and respond most effectively. Having options to enter any situation safely is critical,” explains Ochoa.

When it comes to an active shooter, the IU Health North Central Region is at the forefront of preparedness with six instructors and over 1500 trained associates. Garry Kimble, Manager of Protective Services, brought local law enforcement agencies in and has performed live fire drills using blanks so staff can recognize the sounds and know how to act.

“We let the dispatcher know via the MOTOTRBO radio where we are, what we’re doing and where the shooter is. He relays that information to law enforcement agencies. As they respond to neutralize the threat, our security officers are in the midst of it,” says Kimble. “Radio communication is key – and MOTOTRBO is the only resource we have to know exactly where our officer is and what is happening.”



### Stronger Personnel Safety and Better Transparency

IU Health’s North Central Region is considering adding the Lone Worker/Man Down application to the MOTOTRBO radios for their security and facilities departments. If they send an officer to a domestic disturbance and he doesn’t check in after a specific interval, the dispatcher will check on him and send support if necessary. Should an engineer slip and fall in a mechanical room, Lone Worker/Man Down activates an immediate alert for assistance.

“We are also seriously looking at GPS, all call and recording all our radio traffic. Automatic playback will enable our dispatcher to repeat the last 20 seconds of radio traffic and understand what is happening,” says Ochoa. “The record feature is important if we are involved in a serious incident. We can turn over audio to the prosecutor, document what the officer said, and provide transparency. It will act like our cameras, except provide real-life audio,” adds Garry Kimble.

### Future-Facing System Scales Affordably

As the IU Health North Central Region evolves communications, it is focused on making its dispatch center – the brains of the MOTOTRBO radio system – a model to help other hospitals confront their challenges, address threats, respond to incidents and reduce risks. “When IU Health North Hospital purchased their radio system, they looked at the long term,” says Kathleen Barrett of ERS, the local Motorola channel partner. “With analog, their three hospitals could never have talked to each other like they do now without great cost. The MOTOTRBO equipment they purchased ten years ago is upgradeable – so they were able to scale it and not replace repeaters as their needs grew. They were forward-thinking in making sure the solution lasted a very long time.”

**“If a tornado knocks power out, the radios still work. Phones and Internet connections may go down, but our MOTOTRBO radios will not.”**

Junior Ochoa, Security Officer, IU Health North Central Region

To stay ahead of threats with leading-edge communications, visit [www.motorolasolutions.com/healthcare](http://www.motorolasolutions.com/healthcare) or contact your local Motorola representative.

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