



# SAVING LIVES, SECURING PATIENTS

In November 1921, the Sírio-Libanês Hospital opened. Brought to fruition by the Beneficent Society of Ladies and the efforts of Mrs. Adma Jafet, its founding sought to provide quality medical assistance in the city of São Paulo, Brazil. In the more than 80 years since its doors opened, Sírio-Libanês has made a name for itself across the country – and the continent. Considered a Center of Excellence for its cancer research and treatment, the hospital welcomes patients, guests and VIPs from around the world. As such, it demanded a state-of-the-art video security system. And Pelco answered the call.

BY DENISE AHRENS, MARKETING MANAGER, CROCKETT INTERNATIONAL





HOSPITAL  
Sírio Libanês

Considered an “open hospital” in that Sírio-Libanês does not employ physical barriers to regulate public entrance, the implementation of security cameras and the appropriate technology to view and research archived video in case an incident occurred was of critical importance. It was an especially critical component in order for the hospital to guarantee and maintain its accreditation from the Joint Commission, which oversees and regulates hospital policy.

### **A New Era for Securing Health**

Prior to the installation of an updated video security approach, Sírio-Libanês used a traditional analog system that relied heavily upon VCR tapes. Such a system made video search and retrieval extremely difficult and time consuming. As a result, the hospital conducted a feasibility study on the implementation of an IP video security system that could take advantage of the hospital’s existing network architecture. Doing so would enable the efficient and accurate capture and review of video as well as the ability to easily add cameras without burdening the system.

As systems integrator, NetSolutions, was already working on the retrofit of the hospital’s data and voice networks, it worked closely with the hospital’s IT department to integrate a comprehensive solution that would meet the needs of all departments who relied on the available network resources. By having both departments understand the demands of the various systems, IT and Security

could assure performance of both the healthcare and video security systems.

According to Osvaldo Canho, Security Coordinator for Sirio Libanês Hospital (HSL), “One of the most important aspects of the installation was the ability of NetSolutions to quickly identify a solution that would deliver the best results for HSL. With the assistance of HSL security consultant Engineer Paulo Goulart, PSP, that solution came in the form of the Pelco Endura Network Video System. Intuitive, open, scalable and with the ability to deliver high-quality video to multiple operators simultaneously, Endura perfectly met the needs of this project.

### **Endura Cures All That Ails**

Mr. Osvaldo Canho visited the Pelco campus in Clovis, California, to learn about the Endura system and to meet with product managers and engineers, who could advise him on the many features and advances of this powerful security system.



“In the beginning, there was a concern about introducing the first Endura system in Brazil,” explained Mr. Canho. “After working with NetSolutions and the security consultant, we understood that this was undoubtedly the best solution. And today we are sure that this is the best system implemented in Brazil.”

On November 7, 2008, video for HSL came online. Their system provides 24-hour coverage of exits/entrances and surgical, critical care, ICU, restricted as well as other areas, including the on-site pharmacy. Such overwhelming coverage provides an extra level of security for patients, staff and visitors alike. As well, this installation was the first such video security system used in a Brazilian intensive care unit. A complement of IP cameras provides high-quality, low-latency video for the entire ward, which consists of more than 40 beds.

A central monitoring station oversees activity to ensure patient safety, which is the main reason for the system’s implementation.

Importantly, the mapping capability of the Endura system proved immensely valuable to SLH. By overlaying camera positions on a facility map, security operators are able to take advantage of the intelligence of the Endura video system to easily and quickly pull up video of interest from a particular place without having to wade through camera trees and arbitrary camera name designations.

“Of course the most critical outcome of the video security installation has been a dramatic reduction – by as much as 50% – of incidents,” explains Canho. “This system enables us a real-time watching of undesirable events, and now we are currently and progressively observing processes.”

Mr. Canho also comments, “Pelco’s products are simply excellent. Thanks to their ease of operation, our security professionals have easily learned how to use it without having a need for in-depth network or computing knowledge.” Of most significance was the functionality provided by the Endura KBD5000 keyboard as well as the intuitive video search capabilities of the system itself. Along with the unparalleled image quality, the system really has no match.”

