



## Tygerberg Hospital CCTV Case Study

### Challenge

Attracting patients from all over the Western Cape, Tygerberg Hospital is the second biggest government hospitals in South Africa and the biggest in the Western Cape. It acts as a teaching hospital in conjunction with the University of Stellenbosch's Health Science Faculty.

Due to its geographical size Tygerberg Hospital faced many serious security challenges, including assaults, theft, after hour break-ins and vehicle theft. There are more than 500 000 out patients annually and more than 4000 employees. On a normal working day there are more than 10 000 people on the hospital grounds. A logistical a nightmare for any security company especially with no CCTV surveillance system to assist in policing and protecting the hospital staff and visitors.

### Solution

In its quest to provide advanced patient care, Tygerberg has made security a top priority, deploying the Avigilon High Definition (HD) Surveillance System. The HD Network Video Management Software and megapixel cameras deliver superior image quality and

maximum coverage. Avigilon components can work together in an end-to-end solution or work with your existing systems to enhance their current capabilities. Avigilon offers a variety of configurations that let you customize your own powerful, scalable and cost-effective surveillance solution.

### Security Challenges

Tygerberg Hospital faces many serious security challenges, including physical disputes among patient, theft and gang related concerns. "We have armed individuals who are not necessarily gang members entering our facility on a regular basis, providing another layer of risk and concern," explains Philip Wolfaardt Deputy Director Tygerberg Hospital. "With a relatively small security team, we rely on the performance and image clarity of the Avigilon HD System for around-the-clock surveillance and investigations as incidents occur."



purposes,” says Wolfaardt. “With the Avigilon HD Surveillance System in place, we can find what we are looking for twice as fast as and with better quality than any other system.” This feature was put to the test in the first month that the Avigilon HD Surveillance System was installed: Someone was stealing copper pipes out of the restrooms and after reviewing the recorder footage a clear image of the culprit was caught on camera. “Leveraging the zooming capabilities of the Avigilon megapixel cameras, we were able to capture facial details we immediately shared with security and staff.” Hospital officials have since captured perpetrators have been handed over to the police.

## Avigilon Delivers 24x7 Surveillance

Working with the security experts at Prosys Services, a provider of design, installation, and service of security systems in South Africa, Tygerberg Hospital installed 6 x 16 Avigilon megapixel cameras in addition to 133 x 1 megapixel, 7 x 2 megapixel and 15 x 5 megapixel cameras throughout facility for perimeter and internal monitoring. “Four of the Avigilon cameras were installed specifically to capture license plates,” explains Duane Viljoen from IDtek Solutions. “Key to the whole design was an end to end surveillance system covering the whole hospital area and assisting the local security personal”

Tygerberg Hospital also installed five Avigilon HD Network Video Recorders (NVR) to store up to 30 days of continuous surveillance footage. The recording platform allows for a Plug-and-play network video recording solution for managing multi-megapixel IP cameras. The storage capability is completely expandable which is vital to ever growing solution.

## Detail Required for Evidence Collection

According to Wolfaardt, the primary goal of the Avigilon HD Surveillance System is to capture the detail required for evidence collection. “The bulk of our time will be spent reviewing footage for investigative



## HD Surveillance Saves Money

By monitoring the Avigilon HD Surveillance System live, Wolfaardt and his team can act on a tip, monitor a situation, and call in the police to stop a potential break-in or criminal act before it happens. “Not only does this help us avert a potential crisis, it also reduces the time and cost associated with police investigations,” says Wolfaardt.

Tygerberg Hospital has also saved HR-related costs by leveraging the Avigilon HD Surveillance System to monitor employee performance. “We can now confidently resolve ‘he said/she said’ conflicts between patients and staff,” explains Wolfaardt. Tygerberg



Hospital also uses the surveillance footage to resolve complaints, performance improvement issues, internal theft, and confrontations between patients and on site. "We have planned and designed the system so that we can add audio monitoring in certain areas to further improve customer service if we choose," adds Wolfaardt.

## Tygerberg Hospital Installs Infant Protection System

A top of the range infant protection system has recently been installed in the maternity unit at Tygerberg Hospital. The hospital will be the first in Western Cape install BabyMatch – an automated system which matches the mother and baby together for the duration of their hospital stay.

BabyMatch has been launched in South Africa to curb the increase in child abduction and the incorrect matching of mothers to infants which can lead to the transmission of disease by way of breast feeding. Tygerberg Hospital has installed the system as a preventative measure to ensure that the chances of this kind of incident occurring in the hospital are greatly reduced.

Deputy Director, Philip Wolfaardt, commented "Besides the quality and dedicated care that we strive to provide to our patients, the safety of the babies in our care is extremely important to us. We believe that parents of a newborn should have the peace of mind that our facilities, especially the maternity unit, are fully secured and that the strictest safety measures are applied at all times to protect the littlest patients".

The system is an automated, active and controlled infant security system providing for the tracking of the infants, in real-time mode, from the time of delivery to the time that the mother and infant are discharged from the hospital. The system is unobtrusive, to hospital staff as well as the mother and infant and provides the latest technology to enhance the security within the maternity environment," said Duane Viljoen from IDtek Solutions. "The system is fully integrated into the Avigilon HD Surveillance System and can help security staff track the movement of any newborn baby".

"The access controlled doors will automatically shut and an alarm activated should the baby pass a pre-determined certain area on that floor. The CCTV cameras will immediately zoom into that zone and security staff notified"

BabyMatch is used abroad, with great success, notably in the United States of America, the United Kingdom and Germany. The introduction of the system into South Africa is opportune at a time when risks, associated with babies and young children, are becoming a more important part of the hospital environments broader strategic consideration.

Tygerberg Hospital Deputy Director, Philip Wolfaardt, says "We are delighted that the new technology has enhanced the special brand of health and care provided to patients at Tygerberg Hospital".

## Protecting people, property, productivity and profit



# IDtek

# Company Profile – IDtek Solutions



IDtek provides solutions based on proven technologies that enhance our clients' management of, as well as their staff's contribution to, the reduction of risk-related losses.

The specific requirements for managing clients' risk are addressed with honesty and expertise by our dedicated and energetic team in order to determine the most suitable risk-reduction solution.

Clients are then proactively supported throughout the solution's installation, commissioning and daily

operation. In each of these areas, our service-provision is motivated by our enthusiastic desire to earn and maintain the professional appreciation of all our clients.

Commitment to sustaining client relationships is an IDtek priority, founded on our drive to ensure the long-term delivery of tangible risk-management benefits. This is endorsed by a proven track record of success supported by credible references from our clients.

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