WILLIAMSON MEDICAL CENTER EXPERIENCES 83% REDUCTION IN TIME SPENT REVIEWING CRITICAL SECURITY INSPECTION FAILS USING 24/7 SOFTWARE

Bruce Peterson is Security Supervisor for Williamson Medical Center. Before using 24/7 Software, Williamson Medical Center was utilizing CESI to handle its incident reporting and security officer tours throughout the hospital. Williamson Medical Center recognized that what they thought was working fine was not going to suffice for the longevity of their operation. They needed software that would bring them into a new era of operations that included automated alerts, efficient security tours, real-time communication of incidents, accurate tracking of incidents, and advanced analytics to understand everything occurring on the hospital property that affects visitors, employees, vendors, and patients. These requirements led to Williamson Medical Center implementing 24/7 Software's Incident Management System, CheckPoint software for guard tours and inspections, and associated mobile applications.

After deployment of 24/7 Software's platform, Williamson Medical Center had software that saved its staff time to focus on the safety of everyone at the hospital, increased the efficiency of security tours that led to accurate data and resolving more issues and incidents faster, and provided a streamlined way to communicate critical information to need-to-know personnel throughout the organization. 24/7 Software helps Williamson Medical Center be proactive by providing a top-notch software solution and unmatched customer service a hospital requires.

About Williamson Medical Center

Williamson Medical Center has been a pillar of Franklin, Tennessee for over 60 years, with an impressive tradition and commitment to not only providing exceptional healthcare services to hundreds of thousands of patients but also an overall dedication to the wellbeing of the community.

As Franklin was once a rural community, it has grown and evolved into the burgeoning region it is today, so too has Williamson Medical Center developed and advanced its services to meet the needs of the area it serves.

Ranking in the top 10 percent of hospitals nationwide for overall surgical care and patient safety, Williamson Medical Center is a sophisticated regional medical center that offers an array of specialized services with the ability to treat and heal the most complex medical conditions. Williamson Medical Center is the only hospital in Tennessee to earn a 5-Star rating from Hospital Compare, a Centers for Medicare & Medicaid Services (CMS) quality ranking program.

Its medical providers consist of more than 750 highly skilled board-certified physicians who bring a wealth of knowledge, experience and expertise to the region, supported by a staff of 1,800 employees.

83%
reduction in time spent reviewing critical security inspection fails using 24/7 Software

300
locations and life safety equipment regularly scanned utilizing 24/7 Software

50%
improvement in time spent on reporting per security officer per shift with 24/7 Software

Saved Time with Proven Software

Williamson Medical Center did not see their security operation filling a gap at first. Peterson and his team were already using software that appeared to be working just fine for them.

"We used CESI, which was designed for use by Law Enforcement. When I was hired at the hospital, this software had met our needs at the time," explained Peterson.

Williamson Medical Center quickly realized they might be missing out on critical ways to improve its efficiency. They couldn't manage or improve the things they didn't know needed attention.

At the time as Peterson shared, that was OK. However, that quickly changed following the hire of their Director of Security, Aaron Haviland.

"Our director Aaron Haviland wanted to bring 24/7 Software to our facility," said Peterson.
Peterson and his team saw the difference between what they were using and the value of 24/7 Software's CheckPoint.

24/7 Software gave us the ability to keep track of our hospital tours with CheckPoint much more efficiently than we could with CESI.

"During our hospital tours, we would have to record our check times on a notepad and then come back to the security office to record them into CESI," explained Peterson.

According to Peterson, this would take an officer approximately two hours during an eight-hour shift to record Williamson Medical Center's tours into CESI.

"The benefit of now using 24/7 Software is that we save at least an hour per security officer per shift," shared Peterson.

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Getting Things Done – Much Faster

Aaron Haviland had many years of experience working with 24/7 Software, so for Aaron, the value of using it as Williamson Medical Center's solution was clear from day one of the change.

For Peterson, the value increased as he began using 24/7 Software for each process, one after another.

"With CheckPoint, we are able to keep better track of our doors and areas that our security officers fail during an inspection and allows us to get the problem fixed much faster," explained Peterson.

"We have specific zones that we have our security officers perform inspections, which consists of checking doors and areas," Peterson continued.

Peterson explained further the positive impact CheckPoint makes on his role as a supervisor and how it saves him time; that way, Peterson can spend more time keeping patients, staff, and visitors safe.

"24/7 Software lets us create an email alert," shared Peterson.

"For example, when an officer finds a hardware issue with a door, a leak in a building, or a light out, they can fail that area using the CheckPoint mobile application, and I receive the email alert," Peterson continued.

In Williamson Medical Center's previous software, Peterson would have to perform specific searches for the various issues, which could take an hour or more to investigate and find the correct information.

"Now using 24/7 Software, I have these automatically generated emails go to a specific folder in my email system, and the best part is, it takes me 10 minutes or less to go through the failures," explained Peterson.

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The Success in Customer Success

Peterson was quick to share how 24/7 Software's Customer Success Team is always on the case, efficiently answering questions and assisting with issues that arise.

"When we experienced an issue with the Incident Management System or CheckPoint, the Customer Success Team quickly came up with a solution," said Peterson.

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A "Checklist" of Benefits

When asked to share some of the results and benefits Williamson Medical Center experienced from using the 24/7 Software, Peterson shared many, starting with the Incident Management System.

"We have set up email alerts for important incidents. That helps management be able to save the important video that our security officers record," shared Peterson.

"Examples are a fall, an issue with a patient, or suspicious activity throughout the hospital," continued Peterson. "We can also alert our risk manager using the automated emails to inform them of falls and issues with patients that are a concern for the hospital," said Peterson.

The Incident Management System has made Williamson Medical Center's incident response times more accurate because their security officers can log the start time on their phones as they're walking to an incident location and record important information into the phone while on-scene.

Peterson further explained how Williamson Medical Center's 24/7 Software Incident Management Mobile Apps are set up with icons for each department, which allows security officers to find a specific incident type much faster. Not only does this ability lead to a faster response but it also enhances the integrity of the information captured by frontline staff.

"The Incident Management System has helped the management team see critical reports much faster due to being able to have these reports sent directly to our emails," shared Peterson.

"Being able to use 24/7 Software on an iPhone makes our report writing accurate and efficient," said Peterson. Peterson continued, "Security officers are better able to manage their time for writing reports."

"We also use the Incident Management System to keep track of the vendors we sign into the hospital and how many interactions we have with mental patients," shared Peterson before shifting focus to two critical benefits of using CheckPoint that Peterson wanted to highlight.

"CheckPoint allows us to keep better track of our officers' time management and productivity. Also being able to receive emails of failed doors or areas saves time by us being able to submit a maintenance request to have a problem fixed are two major benefits we have experienced at Williamson Medical Center," said Peterson.

"Hospitals like ours need to know this," said Peterson.

"We can also alert our risk manager using the automated emails to inform them of falls and issues with patients that are a concern for the hospital."

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The Game-Changer for Hospitals: Analytics

24/7 Software's analytics is the game-changer for hospitals. Peterson explained why, with a few excellent comments
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"Our 24/7 Software reports mainly consist of assisting visitors, employees, vendors, and patients," said Peterson.

"This means we can take a unified, proactive approach to ensure the safety of everyone that steps foot on our property, and that's what matters most," explained Peterson.

Peterson shared an example of how Williamson Medical Center uses 24/7 Software's analytics capabilities to understand their operation better.

"The graph we review before launching the Incident Management System dispatch queue is beneficial. It gives us a 30-day snapshot of all our incidents and how many reports have been made," shared Peterson.

"Now, we have complete control of our data, and we understand what we're looking at every day," stated Peterson. Peterson ended,

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