

Capital & Coast District Health Board

CHALLENGE

The nature of security risks is changing, and nowhere is this more evident than in the healthcare sector, where cases of patient and visitor aggression against staff and data breaches affecting the privacy of health records have become commonplace in news reports. In addition, COVID-19 has ushered in new risks and a 'new normal' for staff, patient, and visitor management. Compliance with Health & Safety legislation and government guidelines in relation to protective security is critical in managing security risks in healthcare, but – given the shifting nature of the risks – equally important is specialist advice from a trusted security risk management partner.

THE PARTNERSHIP

Optic Security Group has provided security services for Wellington's Capital & Coast District Health Board (CCDHB) since 1998. Over the past 22 years, we have established a proven track record for security systems design, delivery, service, and maintenance, and have become the DHB's trusted security partner.

Our CCDHB team know the capital's health facilities inside-out, and we have collaborated with the DHB over many years to develop a significant body of IP relating to the intricacies of its security systems and processes. We deliver a **comprehensive range of security services, including the supply and installation of access control doors, intercom systems, panic alarm systems, intruder alarm systems, plant alarm monitoring, and CCTV cameras; service and maintenance; technical IT support for networked security devices; and training support for Security Orderlies and the hospital's Technical Services team.**

You could say we do it all, from installing **360-degree CCTV cameras and security intercoms** in order to protect people from theft and antisocial behaviours in the Emergency Department carpark, to major **integrated security solutions** in purpose-built mental health facilities.

As a result of our multi-year onsite experience providing solutions to the CCDHB's Mental Health, Addictions and Intellectual Disability Service (MHAIDS), we have developed a deep understanding the complexities of working within the context of mental health. A planned approach and an ability to work around events are extremely important in this specialised environment. Our specifically trained technicians who work in pairs and are fully health & safety inducted, meet regularly with hospital staff to co-ordinate works and incident response processes. It's a partnership based on trust and good communication.



VALUE ADD

Safeguarding a hospital's physical security is of little use if its networked security systems themselves carry cyber security vulnerabilities. As a provider of 'converged security' Optic takes a holistic view of security risk. This means ensuring that the networks and surveillance, security, and safety devices we install are 'secure by design'. We protect people and assets – and their data. An important part of this is ensuring that security systems remain fit-for-purpose and secure via a comprehensive Service & Maintenance Agreement.

We work with CCDHB, for example, to ensure that their **Gallagher access control system Software Maintenance Agreement (SMA)** delivers the latest updates available, and that anti-virus protection is kept up to date. In order to avoid any disruption to security and services, an implementation plan is provided with each upgrade, with software extensively tested on a test server before being migrated into production.

In addition to the experience and skills of our technical teams, Optic brings a wealth of expertise to our health sector security partnerships, including project management expertise, superior buying power, and channel partner relationships. Our Enterprise Security Risk Management approach delivers end-to-end management of our clients' security and safety risks – from identifying and assessing the risks to mitigating the risks with the right solutions and ensuring they remain always fit-for-purpose.