



CASE STUDY: NATIONWIDE CHILDREN'S HOSPITAL

TO CREATE A SAFE HEALTHCARE ENVIRONMENT, DATA IS THE DIFFERENCE

Nationwide Children's Hospital is growing rapidly, with 34 outpatient care centers supplementing its downtown Columbus, Ohio, location, and its tentacles reaching out from central Ohio into both northern and southern parts of the state. "We're now up to 60 locations, and for every new facility, and even when we purchase physical doctor practices, we will include a CAP Index CRIMECAST Report," explained Director of Security Dan Yaross.

"The data is very credible and speaks volumes in comparing crime data for that specific location against county, state, and national averages," Yaross added. "It helps with prioritizing security enhancements and supporting specific enhancements we recommend."

Healthcare environments today demand a robust security posture, with data from the International Association for Healthcare Security and Safety revealing a sharp spike in crime incidents starting in 2016. The trendline has since moderated, but it has never retreated.

Yet, while crime is up, and some security hardening is probably unavoidable, current pressures on operating margins in healthcare means additional funding for security is not usually readily available. Healthcare systems must carefully target its security spend—to obtain maximize value from personnel resources and focus on security investments that will yield the greatest benefit.

CAP INDEX'S TOOLS FOR CRIME RISK ASSESSMENT

Risk assessment plays a particularly important role in shaping a hospital security program. Examinations of threats, vulnerability, and potential consequence—against the existence of critical assets—inform leaders at healthcare organizations what amount of risk mitigation is warranted and what level of risk it must accept.

While all sites get a baseline of security, Nationwide Children's adjusts security based on the services a facility or office offers: urgent care requires more than a regular clinic, for example, and the existence of payroll functions bumps it up a notch. The relative safety of the surrounding environment is another critical input driving security levels.

"We do our own internal data review, but CAP Index gives us the true neighborhood picture," explained Yaross. "It supports staffing models and all of our technology requests—for installing lockdown buttons on front doors, for example—and indirectly informs our workplace violence training."

Ensuring a safe and secure working environment for:

34

**OUTPATIENT
CARE CENTERS**

60

**LOCATIONS IN
THE USA**

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CAP INDEX DATA AND THE ROLE IT PLAYS IN SECURITY PLANS

Yaross values the quality and validity of CAP Index data, suggesting it mirrors its own detailed work to understand their internal risk environment. Three years ago, the security team conducted an exhaustive review of risks for a behavioral health facility under construction—to identify the varying level of security risk in its hallways, waiting rooms, exam rooms, and activity spaces. “We did a through risk assessment of every square foot of that facility and basically built the security system around it,” said Yaross.

That review helped serve as the foundation for the hospital’s creation of technical standards for its facilities, which provides a roadmap for security. CAP Index data provides an equally robust picture of external crime risk. “Basically, we’ve agreed upon certain requirements, so we don’t have to argue at every location for card readers—and CAP Index feeds into that,” he said. “It saves us a boat load of time.”

And money. Yaross said security’s collaboration in the design process helps the organization to properly plan for security technology that may be necessary later and eliminates the need for expensive retrofits.

As in businesses everywhere, Yaross says data drives the train at Nationwide Children’s Hospital—and the more objective the better. “It’s one thing for [security] to recommend something, but data is what makes an impact—and that’s what CAP Index CRIMECAST Reports give us,” Yaross explained. “Then it’s not just us saying it’s an area of high crime risk. It provides objective support for our opinions. It drives everything.”

Objectivity has also proved beneficial in negotiations with landlords. The value proposition isn’t as strong for Nationwide Children’s to install security systems in leased spaces, so Yaross said he works with his organization’s real estate and planning team to compile credible evidence in requests to building owners to make security enhancements. “They coordinate with property owners using CAP Index CRIMECAST Reports and have been successful.”

THE OUTCOME

Ideally, healthcare facilities could go about their critical work untouched by the troubles in the world around them, off-limits to individuals bent on doing harm. That’s not the case, of course, and healthcare facilities must pay close attention to security if they are to meet their mission of providing a safe environment of care for patients and a workplace that is free from recognized hazards for staff.

For Nationwide Children’s Hospital, one of the largest and most comprehensive pediatric hospitals and research institutes in the nation, CAP Index is providing the data that helps it deliver the right amount of security. “We’ve managed our growth pretty safely, even as we grew our behavioral services line for high-risk patient populations,” said Yaross. “Through it all, I feel we’ve been well-prepared, and CAP Index data is an important part of that.”

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