

## SUCCESS STORY:

# Protecting Patients with Advanced Technology

## Charlotte Hungerford Hospital

Industry: Health Care

Location: Torrington, Connecticut

It was over a century ago that Charlotte Hungerford Hospital (CHH) was founded, as a gift by industrialist Uri T. Hungerford. The vision was to create a community hospital that would serve as a beacon of hope and a place of comfort for the ill and injured. 100 years later, that same community spirit has helped CHH evolve into a vibrant, independent, affordable healthcare network that delivers a comprehensive range of healthcare programs and services for over 100,000 lives in Northwestern Connecticut.

## A Challenging Safety Diagnosis

Charlotte Hungerford Hospital prides itself on supporting patient and staff safety in all hospital areas and locations. Several years ago, they found themselves with an outdated security system that lacked quality video coverage and recording capabilities. CHH struggled with reliable video playback and faced frequent system crashes. As a result, the hospital's security operators were often unable to provide accurate evidence during forensic investigations and many liability claims and hospital incidents went unresolved.

CHH needed a cost-effective, comprehensive security solution that could protect patients and staff across multiple locations while still being flexible enough to scale with the hospital's growing needs.

## The Treatment: Avigilon Artificial Intelligence and Analytics Technology for Security

With a desire to improve its legacy surveillance system, CHH looked to Avigilon's advanced artificial intelligence (AI) technology and video analytics to meet their security needs. CHH began a multi-phase upgrade that included installing over 100 Avigilon cameras with self-learning video analytics, deploying AI-based Avigilon Appearance Search™ technology, and using impulse radar technology with the Avigilon Presence Detector (APD) Sensor.

Avigilon Appearance Search technology – a sophisticated deep learning AI search engine – helps CHH quickly locate a specific person or vehicle of interest across all cameras both inside the hospital and care centers as well as outside parking lots. This technology provides CHH's operators with enhanced situational awareness, enabling fast event response and helping to save time and effort during critical investigations. To protect areas of the hospital where cameras cannot be installed, CHH installed the Avigilon Presence Detector (APD), a discreet impulse radar device with self-learning radar analytics that scans, learns, and continuously adapts to its environment. [CONTINUED](#) ●



## Avigilon Solutions Implemented

### Appearance Search Technology

Sophisticated deep learning artificial intelligence (AI) search engine that sorts through hours of footage with ease.

### Avigilon Presence Detector (APD)

Small form-factor impulse radar device, with self-learning radar analytics that scans, learns and continuously adapts to the environment for extremely accurate detection.

### Avigilon Control Center (ACC)

A simplified screen layout and advanced search functions help enhance the way security professionals interpret, manage and interact with surveillance video.

### HD Multisensor Dome Cameras

Full situational awareness with innovative flexible scene coverage.

### H4 Cameras with Self-learning Video Analytics

Records video directly with an onboard solid-state drive and built-in ACC™ software.

Capable of detecting persons who aren't moving or are hidden, the APD™ sensors help improve situational awareness for CHH staff, and are used in areas where cameras are not permitted, such as restrooms or change rooms. When integrated with Avigilon Control Center (ACC) video management software, APD sensors alert CHH operators of human presence while still maintaining privacy.

Avigilon H4 cameras were used throughout the hospital to provide exceptional image quality and built-in self-learning video analytics, which provides accurate detection and notification of movement of people and vehicles. CHH also deployed HD Multisensor cameras which provide up to four camera views per camera installation, using only one camera license and network drop. This allows CHH's staff to efficiently cover all angles in order to detect, verify, and act on potential security events across the hospital's premises.

“Our Security Department’s mission at Charlotte Hungerford Hospital is the safety of our patients, visitors, and employees. Avigilon was chosen because of its high-quality imaging and advanced technology that have brought efficiencies to my job.”  
– Chad Rioux, Director of Security, Charlotte Hungerford Hospital



HD Multisensor Dome Camera



“Avigilon has made us more efficient, as I don't have to spend as much time sifting through large amounts of video. Instead, I can use Appearance Search technology to find the person or vehicle I am looking for, faster.”

– Chad Rioux, Director of Security, Charlotte Hungerford Hospital

## A Successful Remedy

At the core of CHH is a desire to help the community and still serve as the beacon of compassion it was founded to be 100 years ago. With these values in mind, the hospital's mission when it comes to security is the safety of patients, visitors, and employees.

Avigilon's AI solutions have helped achieve this by moving the CHH system from legacy to advanced and providing effective monitoring around the clock while also helping to create operational efficiencies. Since deploying ACC software, CHH's operators spend significantly less time reviewing recorded video, allowing them to focus on proactive event response. Working with Avigilon, Charlotte Hungerford Hospital has a roadmap for continued growth and exceptional patient safety.

## Next Steps

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