

Case study: safer healthcare employees with ZEPCAM

Security workers at the Leiden University Medical Centre (LUMC) receive an average of 300 reports of aggression a year (almost 1 per day). New measures are necessary, including the introduction of bodycams. Which challenges did the LUMC face and what was the solution?



The challenge:

In the last couple of years, the Dutch healthcare sector was seeing a growing number of incidents involving aggression and violence. Security workers at the Leiden University Medical Centre (LUMC) received an average of 300 reports of aggression a year (almost 1 per day). Because not everyone is willing to report an incident, the real number of incidents was even higher. In addition, the pandemic has been exacerbating the existing trend of aggression in hospitals. Most violent incidents were heavily fuelled by emotion or intoxication (the use of drugs or alcohol) and also occurred as a result of theft or arrests which triggered aggressive behaviour. Safety being an important part of the Leiden University Medical Centre value proposition, this was an unacceptable situation. In order to meet that promise, new measures needed to be taken. In January 2021, LUMC security workers started using bodycams. The use of bodycams is an excellent addition to the LUMC's existing security package, including camera's in and around the hospital. The idea is to ensure that security officers can guarantee an extra bit of security if they wish to do so (wearing a bodycam is not mandatory).

The monthly evaluations show that employees are positive about the use of bodycams. Employees who regularly use bodycams report feeling safer. Security employees have also used bodycam images as evidence when confronted with (false) complaints from patients about the alleged reluctance of healthcare personnel to treat them. The same goes for complaints from visitors or the family of certain patients. These positive results have led to the LUMC's decision to allow security employees inside the hospital to start using bodycams.

Several potential body camera suppliers were contacted and different systems were tested. The solution had to meet several challenging requirements:

- Data safety was of the utmost importance.
- The data had to go through the existing data network. This means that there were restrictions concerning data availability.
- The danger of overflowing the network and the potentially negative effect of other systems on it had to be carefully monitored.

“The employees using a bodycam are really positive about it and report feeling safer when wearing the bodycam. We have also been able to use bodycam images as proof in certain cases involving the police or as evidence for (false) complaints originating from the patient, visitors or the family of the patient.”

Joram Dreef - Unit Coordinator Security Leiden University Medical Centre

The solution:

The Leiden University Medical Centre chose the ZEPCAM T2+ solution. This is an endlessly scalable solution, consisting of hardware and software components. Users and body cameras can be added as you go without limitations. The IT department of the LUMC controls all the data, which is safely stored on premise, encrypted and only accessible through one secure account. The cameras are comfortable to wear and the LUMC has found the long battery life, image and sound quality of ZEPCAM bodycams to be very satisfactory. The docking stations are an important part of the solution. These enable not only the fast downloading of data, but also regulate the amount of data that goes through the data network, ensuring that it can handle the amount of information without affecting other systems negatively.

The integrated approach of device and software allows for fast and easy video management. In addition, ZEPCAM offers excellent customer support every step of the way, from setup, to training, to deployment.

The future release of ZEPCAM's new bodycam with a live streaming function, means a new collaboration is on the agenda. Being able to livestream images is invaluable for the LUMC, as security personnel also work as the fire brigade of the hospital. Allowing a professional to assess the situation live and give instructions to the fire brigade will be of great assistance during these operations.

Learnings:

Security employees at the Leiden University Medical Centre are constantly learning to assess when and how to use a bodycam. The goal is to de-escalate a situation via bodycams. The correct usage of bodycams is also an important element of the annual aggression training sessions each security worker at the LUMC is obligated to attend. The aim is to know exactly what to say and when to switch the camera on during an incident. This ensures optimal preparation and prevents the unnecessary usage of bodycams, as respecting privacy remains of utmost importance to the LUMC.

Benefits:

- Scalable solution
- Data safety compliance
- Ease of use and efficiency
- Quality of service

About ZEPCAM:

Since 2009, ZEPCAM has been on a mission to make society safer. Today, more than 500 customers in more than 40 countries use ZEPCAM professional bodycam solutions to protect and support their frontline professionals when it really matters, and to improve the working conditions and efficiency of various frontline industries. Comprising bodycams, a video management system and hosting solutions, ZEPCAM provides frontline professionals and their managers with the tools to do their work safely and gather evidence that will stand up in court.