



# G4S INCREASES SAFETY AT HEALTHCARE SYSTEM

HOSPITAL SECURITY  
HEALTHCARE CASE STUDY



A local hospital system that serves more than 365,000 patients per year was facing challenges with its current security program. As one of the largest hospitals in the region with more than 4,200 employees, the hospital's leadership team wanted to ensure that the thousands of staff, patients and visitors could enter the hospital knowing it was safely secured. With G4S, the hospital system was able to do just that. The enhanced healthcare-specific solution involves a blend of G4S' specially-trained Custom Protection Officers (CPO), Upscale Security Officers (USO) and a Project Manager to lead the team. The program also expanded capabilities including coverage for high-risk locations and strategic patrols to better protect the hospital's patients and those who care for them.

## CHALLENGES

Personnel were not trained to serve unique healthcare environment

High turnover rate led to inconsistent skill levels in on-site security

Poor coverage in key locations led to vandalism and theft

Previous provider was unable to fill high-risk posts on short notice

## SOLUTIONS

G4S CPOs and USOs were hired and trained for the healthcare environment

G4S offered competitive benefits and advancement opportunities

On-site security officers patrolled areas prone to vandalism and theft

Armed CPOs were able to fill high-risk posts. CPO, USO and flex officers covered all posts, including short notice

## RESULTS

Well-trained team successfully responded to 700 assistance requests in seven months

Retention rate for security team rose to 81 percent

Reports of vandalism and theft dropped by 80 percent

High-risk post coverage increased by 240 percent

Coverage improved to 100 percent on contracted hours

With G4S, the hospital received a team of security officers who were trained to meet the hospital's site-specific security needs. The new security program raised the hiring and training standards for security officers, resulting in a decrease in theft and vandalism and an increase in safety. In addition to reducing crime, the new security team inspired confidence from the hospital's staff, visitors and patients. A high retention rate, site-specific training and consistent post coverage allowed G4S Security Officers and hospital employees to create strong and lasting relationships. By working with G4S to increase protection and foster trust, the hospital system created a safe and secure environment for patients, families, employees and the community.