



CASE STUDY

Ascension Saint Thomas Hospitals

How our targeted services reduced vehicle break-ins and use-of-force incidents at a leading Nashville healthcare provider.

GARDAWORLD

Ascension Saint Thomas Hospitals

The Context

Healthcare facilities often face challenges when attempting to manage their security needs internally, due to the complex situations they face daily. As a leading healthcare company in Nashville, St. Thomas needed to increase their security on all fronts—from patrolling the premises to controlling the access of secure areas. To overcome their unique security challenges, Ascension Saint Thomas Hospitals approached GardaWorld for a multilayered solution.

The hospitals needed surveillance equipment to be regularly monitored, and both buildings and equipment to have consistent inspections. They also needed us to assist their medical teams with supervision due to high-risk individuals being treated in the Behavioral Health Unit. In addition, they required improved morgue procedures.

The Solution

After we assessed the needs of Ascension Saint Thomas Hospitals, we took a multifaceted approach to address their requirements. We implemented armed security officers, mobile patrols, patient watches and staff escort services—all to assure the safety of everyone from patients to staff. To further secure the premises, we introduced metal-detection monitoring services and created card access programs to manage and maintain access control.

To ensure the hospital was prepared for any type of situation where safety and security could be compromised, we came up with emergency response and management procedures. The hospital also required improved processes for their morgue procedures, which resulted in the addition of attendants. We provided de-escalation training to service providers with in-house Management of Aggressive Behavior (MOAB) instructors, as well as report generation in accordance with GardaWorld, Health Insurance Portability and Accountability Act (HIPAA), state and The Joint Commission (TJC) compliance.



The Result

Since GardaWorld put the new procedures and measures into place at Ascension Saint Thomas Hospitals, they saw noticeable changes. Within 6 months, there was a 27% decrease in vehicle break-ins and a 33% reduction in use-of-force incidents. To further ensure up-to-date skills on all of the solutions we implemented, we established annual and quarterly trainings.

We also increased our contractual and serviceable hours by more than 50% from the previous vendor to deliver a more than 75% increase in our contractual service deliverables, which included: report writing, incident recording and patrols completed.

The logo for GardaWorld, featuring the word "GARDAWORLD" in a bold, white, sans-serif font. The logo is set against a dark background with a subtle pattern of concentric, wavy lines on the left side.

GARDAWORLD is one of the largest privately owned integrated security, cash solutions and risk management companies in the world, with an emphasis on integrity, vigilance, trust and respect. With a strong presence in North America, Europe, Africa, the Middle East and other regions servicing more than 35,000 clients, GardaWorld and its brands are uniquely positioned and resourced to support security needs, whether they are local, regional or international. The company's brands include GardaWorld Security Services, BEST Crowd Management, ECAMSECURE and Crisis24.

For more information on how your facility can benefit from our extensive healthcare security services, ranging from patrolling to metal-detection monitoring, contact us at:

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