

PPM 2000 case STUDY

Seeing the Big Picture in a Sea of Data— Perspective at the Shawnee Mission Medical Center

The Client

Shawnee Mission Medical Center (SMMC)

The Challenge

The SMMC's home-grown incident reporting system was cumbersome and ineffective. They required a new system that could consolidate all of their incident data for complete analysis and reporting.

The Perspective Solution

- Consolidates data for a big picture view of the SMMC's security risks.
- Allows information to be easily shared within Security Services, as well as with other departments.
- Enables the SMMC to customize reports for each committee and department.
- Analyzes links and associations between data.
- Reveals patterns and trends in incident activity.

The Results

- Documents proof of the SMMC's compliance with Joint Commission requirements.
- Facilitates reduction of incident activity and associated losses.
- Validates security operations and justifies security expenditures.
- Helps the SMMC manage security resources more effectively.
- Saves time and money.



The Challenge

With such an expansive facility and wide-ranging security issues, it is essential that the SMMC's Security Services has the crucial information they need to successfully maintain campus safety. This necessitates that incident information be readily accessible to all security personnel at all times, as well as meaningful analysis and reports allowing staff to quickly and easily interpret this data.

For years, the SMMC relied on a home-grown system involving a combination of paper-based and electronic activity and incident reporting methods. Dispatchers tracked security officers' daily activities by hand in a logbook and then transferred this information to a

With a campus comprised of two hospitals, a therapy building, a fitness center, a child care center and numerous physician office buildings, the Shawnee Mission Medical Center (SMMC) is one of the largest health care facilities in the Kansas City area. Between 65 acres of campus grounds (including 3.6 million square feet of buildings) and an average daytime population of 13,000–15,000 people, Security Services at the SMMC has their work cut out for them. They make rounds, respond to calls for service, handle priority activities (crimes, disturbances, threats, etc.) and even investigate motor vehicle accidents 24 hours a day, 7 days a week—all with only two security personnel and one dispatcher on staff during any given shift.