The Who, Where and Why of Hospital Security

David Stallsmith

Annual Conference 2024
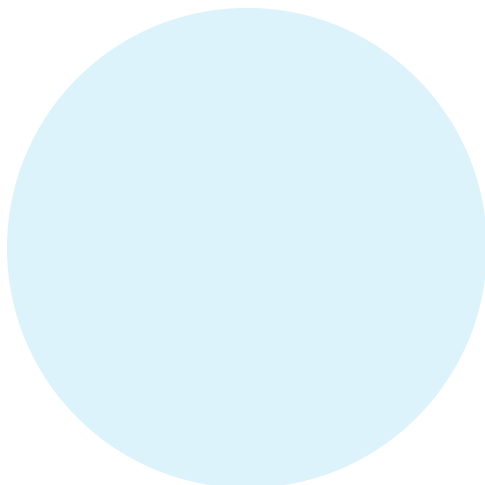*Building the Future of Health Together*
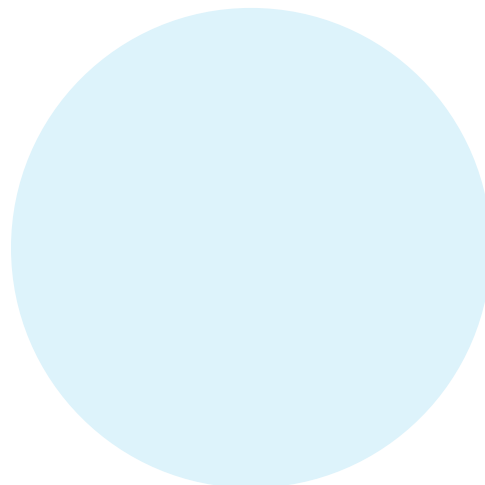
Presenters

David Stallsmith

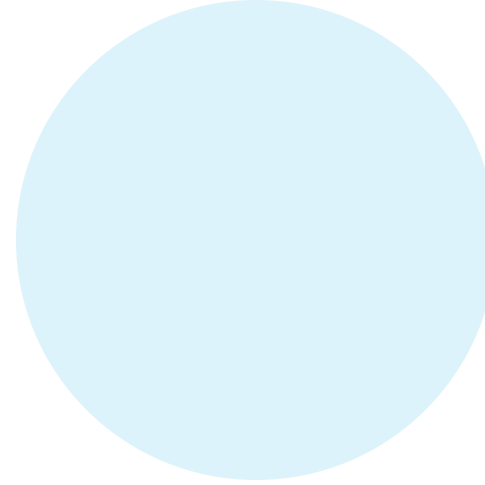*Director of Product Management - ColorID*

Presenter 2

Title - Organization

Presenter 3

Title - Organization

Presenter 4

Title - Organization

Agenda

Physical Security in Healthcare

Systems

Physical credentials - "badges"

What can we do?

Live polling throughout

Learning Objectives

1 - Why the who, where and why of physical identity matters

2 - How gaps between systems that manage people in your institution can create vulnerabilities, leading to harm

3 - Ways to pre-emptively identify and prevent workplace violence

4 - How security directors at other hospitals are approaching system integrations to improve security and reduce vulnerabilities

5 - What can go wrong if identification methods and procedures are insufficient or ineffective?

POLL QUESTION
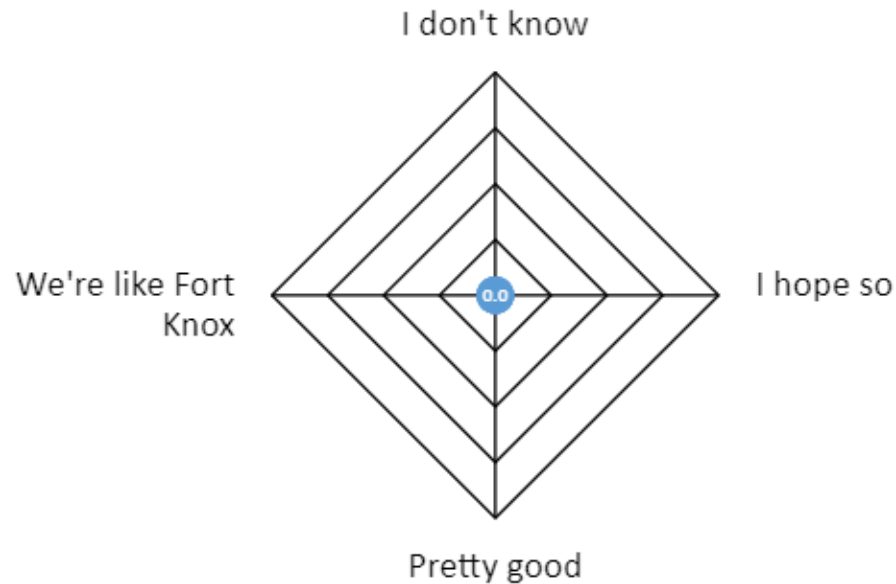
PHYSICAL SECURITY IN HEALTHCARE

Knowing who is in your buildings – physical presence

Medical staff

Other staff

Patients

Visitors

Contractors

PHYSICAL SECURITY IN HEALTHCARE

Why physical security is different than Information Security

    A nice person can hold open a locked door

    Is there a plan for managing persons onsite?

Everybody in the building

    Who needs access, and to what?

    Who needs to be tracked?

        Entry/Departure

        More information

        By person, role, activity

SYSTEMS

Physical Access Control System (PACS)

Usually managed by camera and door people

Cameras are primary focus of the PACS

Control locked doors

Issue badges

May have visitor management system(s)

Often standalone

Everything else – HR, EHR, SSO, payroll, infant, cafeteria, gift shop, parking, narcotic management…

Wossamotta U

CAMPUS SAFETY

TOUCHPOINT

TAP OR SCAN TO

INTEGRATIONS

Systems need to communicate with each other

Physical Access Control Systems know a lot about people onsite

    PACS often do not communicate well with other systems

    Systems tend to reflect their managers' preferences

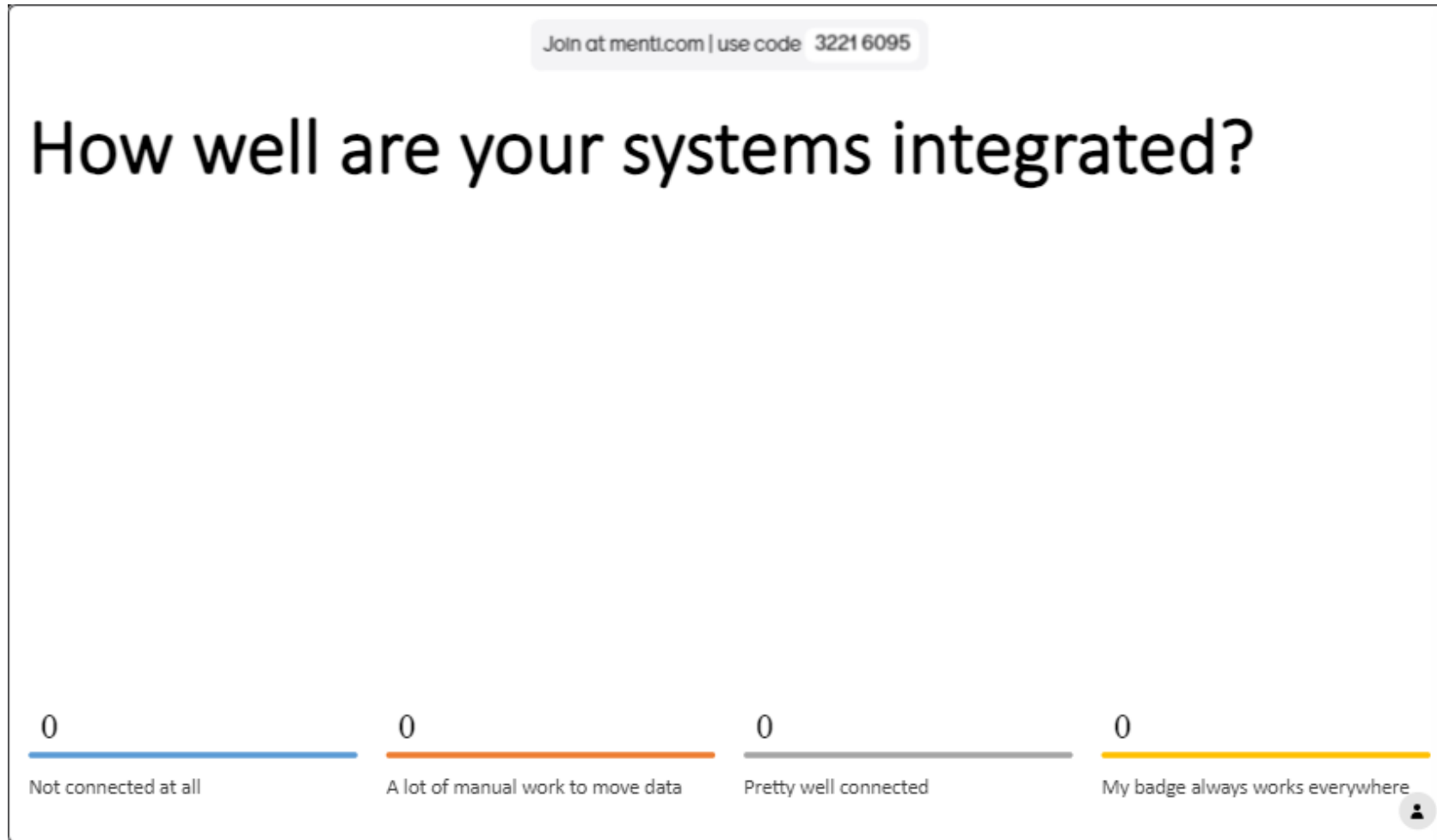HR and other systems can identify a problem

    The PACS can use this information to automate identification

      Through cameras and badge use

Badges are often the single point of integration between systems

POLL QUESTOIN

BADGES

Look at this list again:

HR, EHR, SSO, payroll, infant, cafeteria, gift shop, parking, narcotic management…

Badges provide access to all these and more

Badges are often the single point of integration between systems

    RF chip, barcode, mag stripe, visual information

BADGE MANAGEMENT

Who gets an ID badge?

Badge issuance

      Onsite or remote photo capture

      Security of badge production and issuance process

      Identity verification

Travel to obtain a badge

Once a badge is issued, the badge and person are trusted

Poll question

Join at menti.com | use code 3221 6095

Are your badges secure?

No

I think so

Everything works pretty well

My badge and credentials always work everywhere

Strongly disagree   Strongly agree

BADGE SECURITY
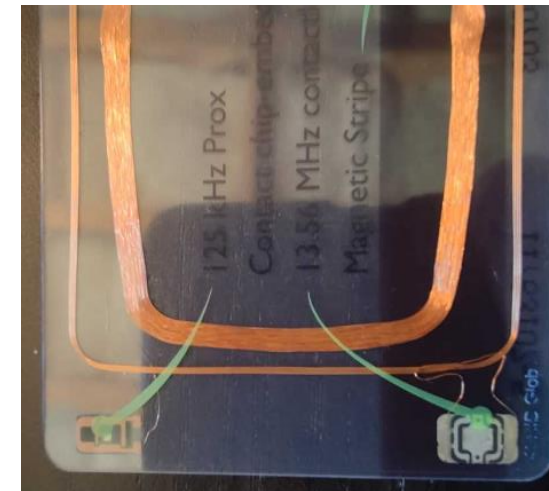
Bar codes

Mag stripes

Radio frequency chips

    Prox – 125 KHz (prox, proxy, Wiegand)

    High frequency – 13.56 MHz (NFC, contactless smart card, MIFARE, iCLASS)

Encrypted card data

    ID number

CARD READER SECURITY

Prox readers

  At doors

  SSO

High frequency readers

  Often more secure than prox

  More difficult than prox to use with multiple systems

Reader to system connections

  Real vulnerabilities

POLL QUESTION

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HOW TO IMPROVE OUR PHYSICAL SECURITY?

Physical Security needs updates and upgrades, just like digital security

    Deferred maintenance has been the strategy

    Security is like insurance – don't want to pay for it until you need it

Physical Security Systems need to be connected to other systems

Badges are used throughout the institution, with many systems

Communication leading to action is crucial

    People - department to department

    System to system

Get everyone together for discussion and planning

LAST QUESTION
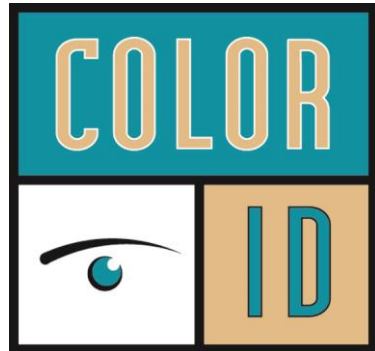
Questions

Thank You

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Abstract

Who is in your hospital, where they are and why they are there are questions that physical access systems seek to answer and manage through assigning roles, policies and permissions.

Getting these right can help prevent workplace violence, secure assets and persons, and support contact tracing. However, access control systems do not always communicate well with infant security systems, visitor management, badging and other systems that are crucial to securing a healthcare institution. The spaces between independent systems can create vulnerabilities for physical security.

Bring your ideas, stories and questions to our open forum discussion, which can include ways to improve new hire satisfaction and inclusivity in the badging process, manage visitors and patients, prevent spread of infection, and automate communications between hospital systems so identity data and the people it represents can get where it needs to go, and fast.