



JEFFERSON HEALTH SYSTEM STANDARDIZATION

BLUEPRINT FOR OPERATIONAL EFFICIENCY
IN RAPIDLY EXPANDING HEALTH SYSTEMS



PROFILE

42,000

Employees

18

Hospitals

160

Police & Security Staff



Kevin Seta
Chief of Police
Thomas Jefferson University



Joseph Byham
Vice President of Public Safety
Thomas Jefferson University

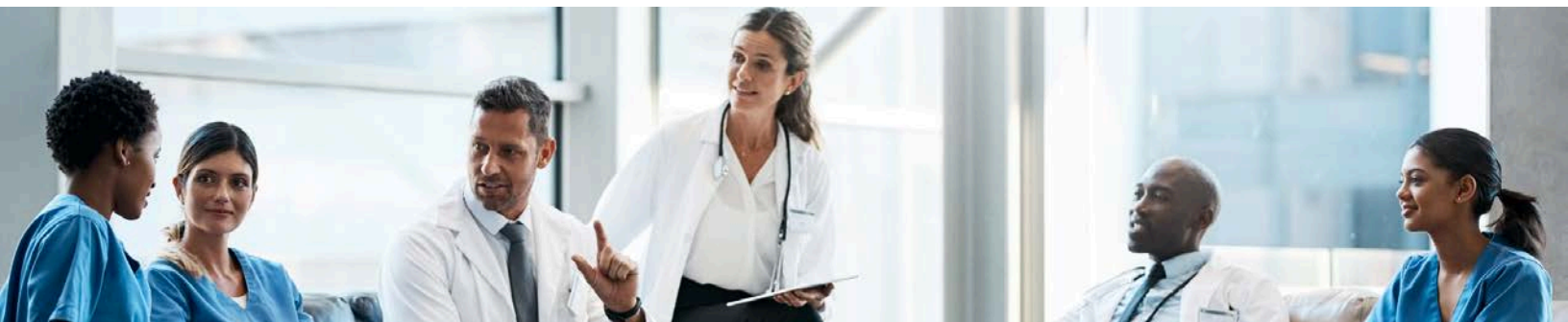
JEFFERSON HEALTH SYSTEM STANDARDIZATION

Jefferson Health System, comprising 18 hospitals and two main university campuses, has been in a phase of rapid growth through strategic acquisitions over the past several years, showing no signs of slowing down. In an insightful interview, Kevin Seta, Chief of Jefferson Police, and Joseph Byham, Vice President of Public Safety, share how security system standardization is serving as the blueprint for quick evaluation and onboarding of each new health system.

THE CRITICALITY OF STANDARDIZATION

The cornerstone of Jefferson Health's approach lies in the standardization of data and processes. Byham emphasizes, "We made the decision to have one platform, so we're all speaking the same language and doing the same type of reporting." This uniformity is not just a convenience but a critical necessity. It allows for comprehensive data analysis, which is crucial for justifying security measures, identifying trends, and making informed decisions.

Chief Seta adds, "The data piece is really starting to increase. We're starting to use it more and more. Leadership is looking for numbers— and we're providing them." This demand for precise data underscores the importance of having a standardized system that can provide accurate and actionable insights.



STANDARDIZING DEFINITIONS

Jefferson Health faces unique challenges across its diverse campuses, ranging from large metropolitan hospitals to smaller community centers. One challenge is aligning definitions for service calls when bringing a new health system into the enterprise. Seta shares an illustrative example: "Our university campus at East Falls, a small suburban campus, reported more calls for service than our large Center City Hospital in downtown Philadelphia. It turned out that East Falls was counting every door unlocking as an event, inflating their numbers." This discrepancy highlighted the need for standardized definitions to ensure accurate reporting and resource allocation.

"Security agencies nowadays are being asked to justify everything we do. Reporting is critical to understand trends like workplace violence and other incidents."



Joseph Byham
Vice President of Public Safety
Thomas Jefferson University

STANDARDIZING REPORTING

Implementing a standardized system with robust reporting capabilities has been a game-changer for Jefferson Health. Byham explains, "We use the reporting feature for detailed analysis. Security agencies nowadays are being asked to justify everything we do. Reporting is critical to understand trends like workplace violence and other incidents." The ability to generate detailed reports quickly allows Jefferson Health to respond effectively to emerging issues and maintain a high standard of safety across all campuses. By standardizing reporting definitions and call types, the security team can accurately track incidents and allocate resources effectively. Seta explains, "Once we have the standardization, we can pull numbers and start to drive our responses based on accurate data."

STANDARDIZING COMMUNICATIONS

Seta oversees the dispatch center for Jefferson Health, which has recently undergone a significant transformation. "We're creating a new operation center, merging all of our hospitals into one centralized dispatch feature," Seta explains. This move aims to standardize and improve the usage of the dispatch system, enhancing operational efficiency. In addition to the central dispatch and reporting system, Jefferson Health is implementing other integrated modules, including quartermaster and evidence management. Seta elaborates, "We're starting to input all our equipment into the quartermaster system, and soon we'll be making scan tags to track everything efficiently."

BENCHMARKING FOR CONTINUOUS IMPROVEMENT

One of the significant advantages of standardization is the ability to benchmark performance across different locations. Byham explains, "Benchmarking becomes easier when we start benchmarking against ourselves because we have the size and the scale. We have large metropolitan level 1 trauma centers, academic medical institutions, smaller community hospitals, and rehabilitation centers. We can start comparing just amongst ourselves how we're doing."

By establishing consistent definitions and metrics, Jefferson Health can accurately compare performance across its various facilities, leading to targeted improvements and better resource allocation. "We need to be on the same platform, have the same definitions, and talk the same language. Once we have that, we can start looking at how many incidents we're having and get accurate information," Byham adds.

SUCCESS AND FUTURE GOALS

The successful integration of a standardized system across Jefferson Health's campuses is a significant achievement. Byham reflects on this success, stating, "Being able to bring in all our hospitals onto the same platform was a win. It involved funding, IT, implementation, and training, but it was essential for operational efficiency."

SOLUTION BREAKDOWN

OMNIGO SOFTWARE AT JEFFERSON HEALTH SYSTEMS

- Dispatch
- Records Management
- Risk Management
- Emergency Response
- Investigations and Case Management
- Command and Planning
- Quartermaster Asset Management
- Parking Management
- Visitor Management
- Clery Reporting



LEARN MORE