



Case study | November 2020

Securing the front line

How Ava's intelligent video security solution is helping first responders – VA Hospitals and U.S. Defense Health Agencies – securely care for those who protect us

Improved clinical operations; increased staff and patient satisfaction

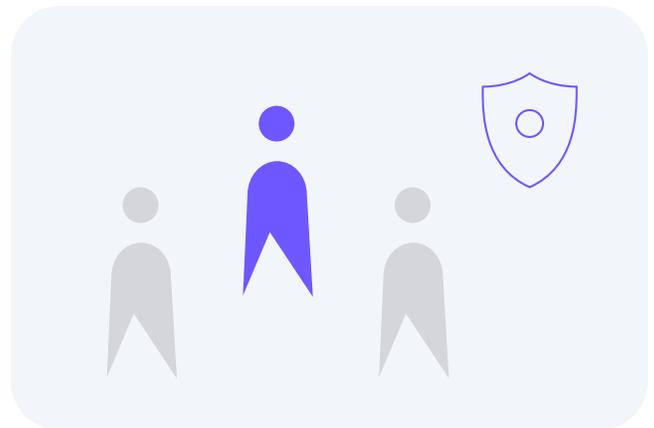
The Veterans Health Administration, part of the Department of Veterans Affairs, is a system of approximately 1,700 hospitals, outpatient clinics, counseling centers and long-term care facilities that provides care to nearly 9 million veterans annually. Through agreements with various medical, dental and other medical education programs, the VA has become the largest provider of health care training in the country.

The Defense Health Agency (DHA) is a joint, integrated Combat Support Agency that enables the Army, Navy, and Air Force medical services to provide a medically ready force in both peacetime and wartime. The DHA supports the delivery of integrated, affordable, and high quality health services to 9.4 million Military Health System (MHS) beneficiaries and is responsible for driving greater integration of clinical and business processes across the MHS.

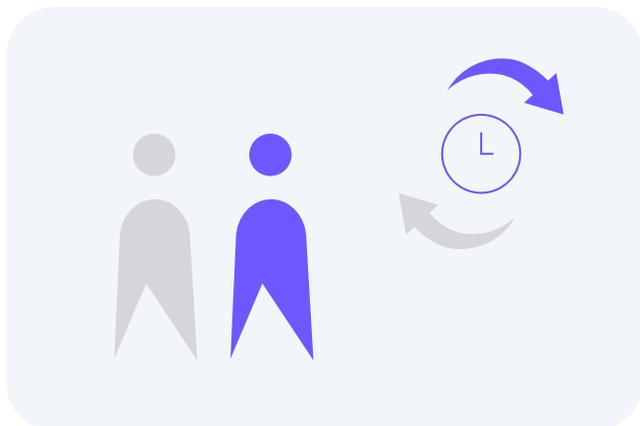
A large and widely dispersed system serving the needs of both veterans and active military, the safety and synchronization of resources across entities isn't just critical, it's a necessity. To address the magnitude and complexity of the U.S. military's health system, the DHA and VA needed an intelligent security system to provide proactive monitoring, fast and smart forensics and compliance with NDA Section 889. Specifically, the DHA and VA require:



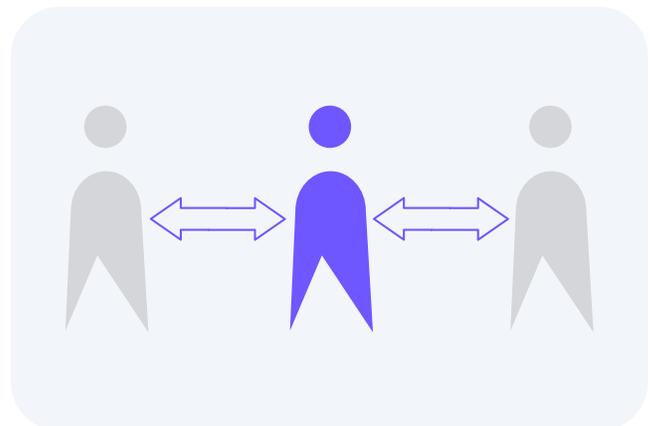
Faster patient flow



Improved patient safety



Synchronization of staff resources



COVID-19 prevention

Challenges faced by the DHA and VA

The Department of Defense (DoD) oversees the DHA and the Department of Veterans Affairs (VA) oversees VA Hospitals. While serving distinctly different but sometimes overlapping populations of service members, veterans and dependents, the organizations face similar challenges as each strives to provide services through a mix of direct care, delivered at government-owned and managed facilities, and purchased care, provided through the private sector. Primary challenges include:



Inadequate situational awareness.

The sheer size and diversity of the DHA and VA Hospital Network pose a challenge to securing staff, patients, assets, and critical infrastructure. With more than 18 million beneficiaries across the two organizations not counting staff, patient flow visibility, tracking and visitor monitoring pose a real challenge. Past security measures led to gaps in coverage, leaving hospitals and healthcare facilities vulnerable to both internal and external threats.

In addition, the COVID-19 pandemic exposed a need for increased situational awareness. Without a dynamic, real-time understanding of the environment, it is increasingly difficult to enforce preventative measures to control and mitigate the risk of transmission. VA hospitals and military facilities must have a simple way to manage room occupancy and initiate contact tracing.



Slow incident response time.

Speed is critical when it comes to patient safety. Within the confines of a hospital or healthcare facility, knowing where every patient and visitor is at any given time is critical. The consequences of a slow incident response time to a high-risk patient roaming a facility can be devastating and sometimes deadly. The same is true for visitors wandering into prohibited areas.



Synchronization of Staff Resources.

With an obligation to care for those who protect us, the flow of traffic in VA Hospitals and military healthcare facilities is constant. Administrators must have a clear picture across facilities to improve patient care and daily operations.



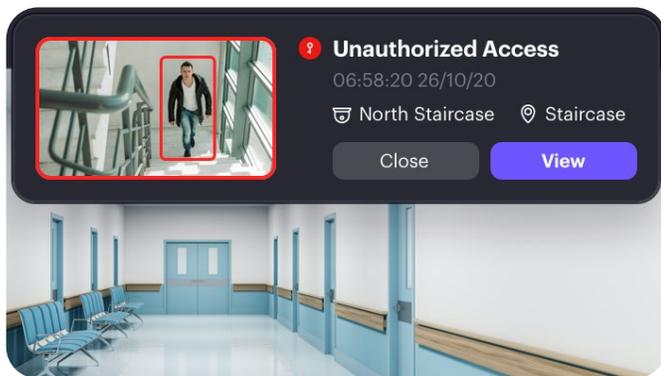
NDAA-889 compliance.

All military facilities must meet the NDAA-889 compliance which states that the U.S. Government has banned specific telecommunications and video surveillance equipment utilizing chips manufactured in China. Agencies must remove/replace banned equipment by Aug 12, 2021.

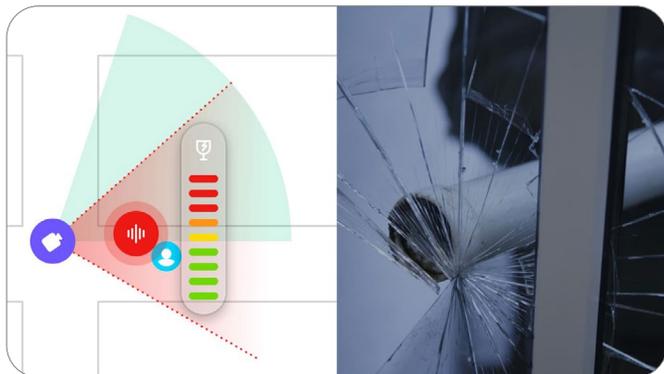
Ava Solutions for the DHA and VA Hospitals



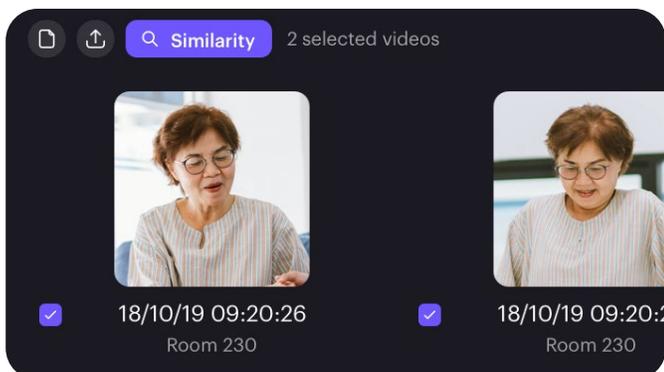
Advanced Situational Awareness: Powered by Ava's **Smart Presence™**, Ava's use of AI and machine learning allows DHA and VA Hospital security personnel and operators to detect anything unusual at any time. Maps include **Smart Presence™** to keep track of high-risk patient's, visitor's, and staff's exact locations. Administrators can also have a clear picture across their locations to improve patient care and daily operations. Ava Aware VMS understands perimeters and behaviors, and identifies, classifies, and tracks people of interest, vehicles, or other objects to send alerts before threats escalate to protect both patients and staff.



Real-time Analytics: Ava's pervasive, integrated video analytics use machine-learning to give an enhanced understanding of all camera feeds. DHA and VA Hospital staff can use the dynamic Video view with **Spotlight** to bring only the relevant feeds to their attention. In unusual activity cases, the operators can immediately respond when e.g. a high-risk patient leaves his room unattended or visitors are wandering in prohibited areas. The Ava platform intelligently highlights what's relevant from all medical facility cameras, in real-time, all the time.



Audio Analytics: Most physical security solutions rely on vision to detect and record events of interest. The Ava security solution includes audio detection in the vicinity of each Ava camera. Operators can now receive immediate alerts on unidentified loud noises including the exact source of the sound through microphones. DHA and VA security teams are now able to stop threatening actions before there is damage to patients, staff or property.



Monitoring of Clinical Events: Using Ava **Smart Search™**, DHA and VA medical facilities are able to search by event and similarity to perform appearance and image detection powered by machine learning capabilities to instantly comb through countless hours of video within seconds. Staff is also able to more efficiently manage and allocate resources where needed by identifying patterns in workflow and patient flow.

NDAA Compliant:

Ava's video hardware is TAA (Trade Agreement Act) Compliant, enabling DHA and VA Hospitals to be fully NDAA 889 compliant.



Seamless integration with existing cameras.

Whether a DHA or VA Hospital facility is replacing all or some of their cameras, Ava Aware VMS easily integrates into - and enhances - existing cameras with the same AI capabilities.

Set up for success

Expected outcomes from the use of Ava's end-to-end intelligent video security system include:



Keep patients records and identities safe.

DHA and VA facilities now have the highest level of security, to protect against the vulnerabilities of the connected world. Ava delivers end-to-end encryption, factory-installed certificates, and records detailed audit trails of both operators and administrators to assist with any other compliance requirements.



Improve safety for patients and staff.

Equipped with directional acoustic sensors, Ava Dome and 360 notify security and healthcare professionals instantly in cases of loud noises, screaming, glass breaking, and even gunshots. Security operators can detect and contain verbal aggression or violence against staff or get alerted when patients need medical assistance.



Support heightened health and safety regulations in response to COVID-19.

Security operators at DHA and VA medical facilities now have full occupancy insight to manage the flow of people and traffic in support of COVID-19 rules and regulations. Ava **Smart Presence™** includes a people and vehicle counter to track objects in real-time, allowing for historical analysis and reporting. Configurable maps of all locations provide instant situational awareness and insights.



Synchronize staff resources and control costs.

DHA and VA Hospital security operators have gone from having "data overload" to easily and quickly accessing "actionable insights" to drive more confident and proactive security decisions. By leveraging powerful analytics, operators are able to respond in real-time and investigate incidents faster and with fewer resources. Operators are able to act on the system's identification of objects, events, anomalies, and similarities that detect issues as they unfold.



Full compliance with NDAA-889 through the installation of TAA-compliant cameras.

Whether replacing the cameras and software you have to meet the NDAA mandate, altogether upgrading your video security, or creating a solution from scratch, the U.S. DHA and VA Hospital Network can benefit from Ava's secure cameras and leverage Ava's powerful analytics for the highest levels of proactive security.



Ava exists because we believe that we can create a better, smarter way to deliver video security. We inject intelligence in our approach to security and all our products. We help agencies monitor, understand, and act on their surroundings to protect their people, critical infrastructure and assets in real-time.

To learn more about our innovative solutions, and how you can enjoy proactive security, visit our website or schedule a demo with a member of our federal sales team at: sales@avafederal.com.

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