Healthcare Organization Assessments

**The Client:** In this case study example, PRS assisted a large, private Healthcare organization in Northern California, USA.

**The Situation:** The client had been experiencing a rash of robberies & burglaries at their pharmacies, mostly located inside of their hospital locations. There was also an instance of a distribution center of theirs being surveilled by would-be robbers. The client was experiencing some unrest from the staff who worked the pharmaceutical locations in addition to the loss of controlled substances through the few robberies.

**The Solution:** PRS deployed a Senior Consultant to conduct physical security risk assessments at 20+ hospital locations throughout the client’s Northern California footprint. Through careful evaluation of threats and vulnerabilities in policies, procedures, staffing and technology, PRS identified a number of gaps that could be addressed to immediately reduce risk & liability to the client’s organization. Further, PRS identified some key performance indicators that could be established to enhance situational awareness for the client and its staff.

**The Result:** The client implemented the recommendations of several identified higher risk problems immediately, remediating risk to their organization. The client’s staff immediately became more aware of their actions towards the security situation, thus increasing situational awareness and buy-in to the client’s organizational processes. Overall, the client and their respective staff became much more aware of their security posture and much more comfortable with what to do moving forward to increase awareness to potential security issues.
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The enclosed snapshot was captured by the PRS Senior Consultant to help outline threats to one of the institutions that were visited through the assessment process. The different icons represent where crimes occurred in relation to banking institutions, parking lots, medical calls for support, etc:

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