

Case Study:

AI Powered Security Cameras Improve Efficiency and Security



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CATEGORIES

- ◆ Impacts and Benefits of Safety Technology
- ◆ Reduced Incidences
- ◆ Increased Resident/Staff/Family Safety and Satisfaction
- ◆ Increased Peace of Mind
- ◆ Improved Regulatory Compliance
- ◆ Improved Outcomes
- ◆ Reduced Costs
- ◆ Improved and more efficient community security

Organization Name:

Meadow Brook
Antrim County Medical Care Facility

Main Contributor:

Alan Shumaker,
Director of Maintenance

Organization Type:

Skilled Nursing Facilities

Organization Description:

Meadow Brook is a 133-bed skilled nursing community providing rehabilitation, long-term care, and end-of-life care. Meadow Brook focuses on resident-centered care and has multiple community outreach programs. Among numerous awards, Meadow Brook has a 5-Star Medicare Award. The Meadow Brook campus also includes assisted living and independent living options at Meadow View.

Project Description

In 2024, Meadow Brook Medical Care Facility (MCF) began exploring technology to improve and replace the existing security camera system. The goal was the installation of new security cameras, utilizing state-of-the-art technology and artificial intelligence (AI), through a powerful software interface. With the new system, MCF hoped to improve the speed and accuracy of locating specific people and vehicles, as well as recognizing certain situations. With timely notifications, the MCF staff would have actionable information to enhance the safety and security of residents, staff, and visitors.

After reviewing a few options, MCF selected the Coram camera solution from Compass Communications Group (CCG) for its features and functionality. There was the added benefit that the CCG team, having worked with MCF for almost 20 years, was very familiar with Meadow Brook's infrastructure and was a trusted vendor partner.

Safety Technology Category

Surveillance and Monitoring

System Embodiment

The Compass Security Camera solution replaced the existing cameras and infrastructure with new cameras and Network Video Recorders (NVRs) provided through Coram. These new cameras provided superior resolution and advanced features in a compact footprint. The NVRs have on-board AI analytics that categorize specific event types, exponentially enhancing footage search and review with up to 90 days of storage. The user interface is intuitive and easy to use. An AI agent monitors the system, providing statistical data and implementing natural language searches. This solution also provides cloud-enhanced analytics for applications requiring higher accuracy. With a mobile app interface and custom notifications for user-defined situations, Compass provides a Coram camera system that frees staff to move throughout the community and off-site while remaining vigilant. Some specialized functions include facial recognition, Personal Protective Equipment (PPE) and license plate recognition, fall detection, loitering and tailgating detection. These and other advanced features can also activate staff notifications. This project will assist the MCF staff in caring for their community in a variety of ways, improving efficiency and enhancing security to ensure the safety of residents, staff, and visitors.

Business Model

With advanced AI capabilities, higher resolution, and a natural language search interface, replacing the existing cameras will benefit MCF in several ways. Using the latest AI technology, the video footage at MCF will be available for facial and license plate recognition. The higher resolution with staff notification for predetermined circumstances makes it a valuable security tool. Staff will see a significant reduction in time spent reviewing footage, thanks to AI and natural-language search capabilities. With this project, MCF will enhance security while saving staff time and achieving significant cost savings.

Implementation Approach

The implementation of the new security camera system at MCF was relatively straightforward. The new cameras were installed in the same locations as the community's existing system. As the existing cameras were replaced, both systems' NVRs continued to record, so no footage was lost, and could continue to be reviewed by staff. Because of the natural language and intuitive user interface, staff felt confident using the Coram camera system with minimal training. Numerous staff members commented that the transition to the new security camera system was seamless, and any questions were answered by either Compass or Coram support quickly and efficiently.

Outcomes

The Coram camera system provided by Compass ticked all the boxes for MCF. Crisp footage replaced the minimal resolution of the existing camera system. Hours of reviewing footage to investigate and chronicle incidents were replaced by minutes spent entering parameters and conducting natural language searches. Safety at MCF was enhanced by Coram AI's ability to watch over everyone in the Community – even Scout! MCF is a pet-friendly community, and the house dog, Scout, is a beloved local celebrity. With predictions of a harsh winter, there was a question about how to monitor Scout's excursions outside. With all the activity of a vibrant community, folks at Meadow Brook were concerned that Scout could be left outside too long. So a new MCF Coram user thought that maybe the "facial recognition" could observe when nature called Scout to his courtyard relief area. Scout was ID'd in the Coram Portal, and if he is in the courtyard for more than 10 minutes, his guardians are notified, so he can come in from the cold. This illustrated for everyone at MCF the new possibilities of using the Coram camera system to keep Scout and community staff and residents safe, warm, and right where they should be.

Alan Shumaker, Director of Maintenance, shared: "We reached out to a trusted, capable vendor in search of cutting-edge tech that could bolster security and reduce workload. What we heard in return was, 'we can absolutely make that happen.' What we received was a powerful tool supported by a dedicated team, on time, and within budget. The Coram system via Compass Communications was an easy win that keeps getting better with each conversation and software update."

Challenges and Pitfalls to Avoid

There were no major challenges with the Coram camera system installed by Compass. The only unforeseen delay was shipping for some components sourced from overseas. Other than that, short delay, the project rolled out as expected.

Lessons Learned / Advice to Share with Others

This type of project involves both facilities and information technology (IT) staff because coordinating the increased network resources needed to optimize the Coram camera system is important. Getting those parties together ahead of the installation is key to a successful rollout.

Partnering with a trusted vendor like Compass and having access to the Coram engineers enhanced the process and fostered confidence in the new AI technology from all the MCF staff.