



**The Soriant Experience**

Optimal program design and outcomes require expertise and the specific application of strategy, best practices, and program accountability.

Our team of seasoned consultants are renowned subject matter experts that lead the quality validation, regulatory compliance, leadership development, and program development to achieve a support services model with long-term sustainability at the forefront.

Learn more about our team and services today at [info@soriantolutions.com](mailto:info@soriantolutions.com).

**Soriant Results:**

**Average Savings Per Project: \$2.9M**

**Typical Annual Return On Investment: 386%**

**Actual VS. Projected Savings Per Project: 112%**

*“Recognizing the number of initiatives that need to be completed, the team built a flexible project plan to support a timeline that met the Clients constraints and budget.”*

*Erik Scott, CEO*

**SECURITY SERVICES**



*Customer Solution*  
**CASE STUDY**

*Client Profile*

**UNIVERSITY OF MARYLAND UPPER CHESAPEAKE MEDICAL CENTER & HARTFORD MEMORIAL HOSPITAL**



**Region:** Northeastern

**Bed Size:** 320

**Department:** Security Services

**Type:** Co-Sourced

**Project Summary:** Client was seeking a comprehensive assessment to identify risks, threats and vulnerabilities in the security program.

***Soriant’s securities management team maximized client operations while creating long-term solutions for sustainable success!***



**UNIVERSITY OF MARYLAND MEDICAL SYSTEM**  
*Audit & Optimization of Securities Services Department*

Project goals included:

- ⇒ Client was seeking a project plan that addressed key areas of focus and any major findings.
- ⇒ Client wants a more patient centric approach to security that addresses security from the point of entry through a patient visit.
- ⇒ Client wanted to understand crime risk and how it differed from the two facilities. Additionally, client wants to understand best practice and how it relates to staffing differentiation between the two facilities based on crime risk and behavioral health units.



**THE SORIENT SOLUTION**

Sorient conducted a comprehensive assessment of both acute care facilities, non-acute care facilities, administrative buildings, and parking areas. The two facilities reviewed are in different geographic areas, one urban with high crime risk and the other in a rural setting with lower crime rates. All recommendations were tailored to address the crime risk, number of access points, Emergency Department volumes, and size and scope of behavioral health units.

**PROJECT RESULTS**

Sorient identified staffing shortages compared to similar facilities and recommended additional staffing to cover static posts and visitor management.

Sorient identified 75 actionable recommendations with associated work plans for implementation. All implementation resources provided including policies, procedures, training plans, work flows, etc for implementation. Targeted implementation of the 75 actionable recommendations is 24 months. Recommendations primarily focused on:

- ✓ Security Technology
- ✓ Required revisions to policies and procedures
- ✓ Staffing and Training of Officers and Hospital Staff

*Client goals achieved included a complete risk assessment and reduction, along with a successful decrease in costs.*

**Impressed by our expert strategist's exemplary outcomes on this project?**  
**Connect with us today simply by calling 770-777-6633,**  
**or just send us an email at [info@soriantolutions.com](mailto:info@soriantolutions.com).**