

Telecommunications E911 Sentry System

Beth Israel Deaconess Medical Center

Introduction/Problem

In 2017 over 1500 calls were placed to 911. Those calls were directed to the various local outside Public Safety Answering Point (PSAP) and identified only by each building's street address. In our BIDMC campus environment as well at our many off site locations, the exact location of the caller could not be identified.

In the event local Emergency Response providers/police called the institution or arrived on site, staff had no knowledge of the call or the caller's location.

Massachusetts State Law M.G.L. c.6A section 18J requires institutions to identify the location of the call by building, floor and/or zone.

Aim/Goal

Implement a system to identify all calls to 911 with an exact location and the ability to alert our public safety office at the same time.

This will allow each onsite representative to investigate and offer any assistance needed as well as direct outside Emergency Responders (police/fire/Ambulance) upon arrival.

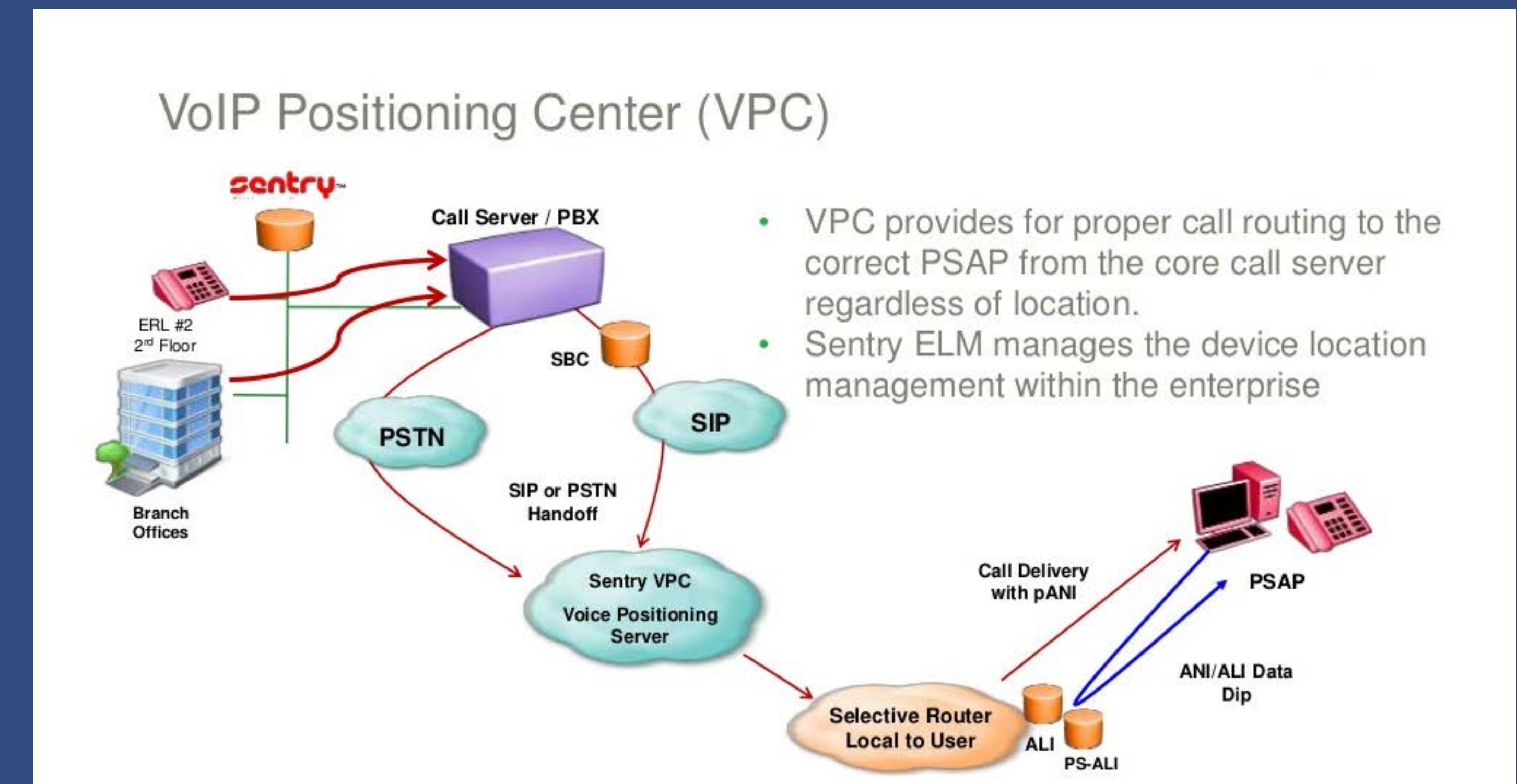
The Team

- BIDMC Telecommunications
- BIDMC Desktop Development
- BIDMC Public Safety
- Off-site building/administrative staff (Chelsea, Lexington, Bowdoin St.)

The Interventions

- Identify the location of every telephone within the BIDMC network. This includes 37 off site locations throughout Eastern Massachusetts.
- Create database for over 21000 extensions with their location
- Assign each extension an Emergency Location Extension
- Create and maintain database of building locations for internal and external systems
- Route calls from all BIDMC locations over proper channels to ensure location information is presented accurately to PSAP

Results/Progress to Date



The Sentry system was successfully installed in December 2017.

Internal alerts are now being received by BIDMC Public Safety and other offsite representatives. Calls are routed to VPC and directed to closest PSAP.

Lessons Learned

- Maintaining database of every telephone in BIDMC network is critical to accuracy of system.
- Improved response to 911 calls - by having location and source phone number, can determine quickly if true emergency or just a misdial.

Next Steps

- Expand system to BID Needham campus
- Ongoing training of users for Sentry Beacon alert notifications

For more information, contact:

Deborah Crowley, BIDMC Telecommunications Manager (617) 754-8184