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MetroWest Medical Center Combining Alarm Management at Two Campuses



Serving the Framingham and Natick area communities in central Massachusetts for over a century, MetroWest Medical Center's two hospitals offer local, high quality healthcare.

Fire and life safety incident prevention is essential to the patients and staff at a busy hospital. Merging two independent hospitals' facilities presented a substantial challenge for the MetroWest Medical Center's facility managers, who are tasked with ensuring hospital safety and security.

The challenge - unification and more

Uniting the campus building systems of Framingham Union and Leonard Morse Hospitals enabled MetroWest Medical Center to eliminate duplication of facility services, streamline and upgrade both facilities' building systems. Requirements for an alarm management system included:

- Upgrading the existing outdated and unreliable system
- Monitoring non-fire alarms and indicating the type, and where the initiating device is located from boilers, refrigeration, doors, temperature, water pressure, panic, and medical gas alarms
- Combining both campuses alarm monitoring into a single dispatch at the Framingham campus
- Providing local annunciation and stand-alone operation when necessary
- Using viable existing equipment and communications infrastructure (LAN)

With ever-increasing regulations for health-care entities, the Keltron system is helping MetroWest Medical Center move away from reacting to fire and security events to more proactive response, based on improved data collection.

The solution - an integrated, flexible system

Scott Johnson, CHFM and Senior Director of Facilities and Support Services chose the UL-listed Keltron alarm management system to monitor, dispatch and report data from the existing distributed multiplex alarm system at the Natick campus and enable the transition from direct wire to the newer Ethernet/IP backbone at the dispatching Framingham campus.

Although the local fire departments respond immediately by fire alarm signals from the in-hospital masterboxes, hospital staff is alerted by email and voice to fire or other facility emergencies by the Framingham campus dispatch personnel. The Keltron system immediately provides the right information to the right people at the right time.

The benefits - reliability, enhanced information, scalability

The dependable Keltron alarm management system provides MetroWest Medical Center with peace-of-mind: should communications break down between campuses, the alarm receivers at each site function independently with no loss of life safety response or historical information.

Keltron's systems provide a reliable, cost effective, and scalable solution for both present requirements and future expansion. Major benefits and improvements include:

- **Improved situational awareness** - provides dispatch and system administrators with type of alarm and exact location throughout both campuses
- **Unified system** - combines all alarm activity into a single, on-site system
- **Improved reliability** - low maintenance, modern systems
- **Redundancy** - back up alarm receivers ensure constant uptime
- **Facilitates regulatory compliance** - provides historical records of alarm activity
- **Leverages existing investments** - interfaces with existing fire systems
- **Enables growth** - in an industry with a high rate of growth and mergers, the Keltron system provides an interoperable software platform

The Keltron system provides our switch-board operators with the type of alarm and it's exact location, enabling them to alert staff and managers immediately and accurately.



Keltron develops and manufactures dependable, UL listed life safety event management systems that improve fire and security incident response at multi-building facilities and municipalities. Unifying multiple brands of alarm panels and multiple alarm signaling technologies, Keltron's solutions provide an integrated system of alarm monitoring, dispatching and reporting. Made in the USA.

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