COMPREHENSIVE **HEALTHCARE** **SECURITY** SOLUTIONS

EMERGENCY

EMERGENCY   EMERGENCY

UNITED SECURITY
USI

The USI Advantage

UNITED SECURITY
INCORPORATED

USI INTEGRATED
SOLUTIONS, INC.

The USI Advantage: Comprehensive Healthcare Security Solutions

Who We Are

United Security, Inc. (USI) has grown to become one of the most successful, privately owned providers of healthcare security services in the United States. With over 33 years of expertise, USI specializes in delivering tailored security solutions for healthcare systems, hospitals, medical centers, and long-term care facilities.

Our teams provide more than **520,000 hours of comprehensive healthcare security and patient sitter services annually**, ensuring safety and regulatory compliance in the ever-evolving healthcare landscape. As a **Certified Woman-Owned Business**, we maintain a client-focused, owner-operator model that enables us to invest in innovative solutions and build strong partnerships.

USI's **Healthcare Training Academy** equips security officers with the specialized skills required to navigate healthcare environments, from workplace violence prevention to emergency response. This initiative reflects our commitment to providing security personnel who can meet the unique demands of healthcare facilities with professionalism and expertise.

32+
YEARS IN BUSINESS

520k
ANNUAL HEALTHCARE SECURITY HOURS

WBE
WOMAN-OWNED BUSINESS

300+
SITES SECURED NATIONWIDE

100%
ORGANIC CLIENT GROWTH

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A Holistic Approach to
Healthcare Security

USI delivers customized programs designed specifically for the healthcare sector, incorporating physical security, technology integration, and cybersecurity. Our approach addresses every aspect of safety and compliance, ensuring seamless operations and peace of mind.

Physical Security
Our highly trained officers manage the unique challenges of healthcare settings, providing services such as emergency response, ingress/egress control, conflict resolution, behavior pattern recognition, and patient sitter support.

Technology Integration
We optimize and manage advanced security systems, including access control, video monitoring, and emergency call systems, ensuring compliance with healthcare regulations such as HIPAA, OSHA, and CMS.

Cybersecurity
In partnership with Citanex, USI delivers cybersecurity services to safeguard sensitive patient data and mitigate risks through cyber Business Impact Analysis (BIA), virtual Chief Information Security Officer (vCISO), Penetration Testing, Incident Response Strategies and more.

This comprehensive approach supports healthcare facilities in remaining safe, compliant, and prepared for any potential security challenge.

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Specialized Healthcare Security Services

USI's healthcare security professionals are carefully selected, rigorously trained, and equipped to handle the unique demands of healthcare facilities. Key responsibilities for our security teams include:

- Emergency Department/Trauma Support
- Armed Visiting Nurse Escort Services
- Unarmed and Armed Services
- Weapons/Contraband Screening
- Workplace Violence Prevention
- Facility Access Control and Patrols
- Fire and Emergency Response
- Camera and Alarm Monitoring
- Patient Sitter Services
- Escorting Emergency Personnel
- Safety and Compliance Tours

Our officers are trained in regulatory compliance preparation for **The Joint Commission (TJC), Centers for Medicare and Medicaid (CMS), Occupational Safety and Health Administration (OSHA)**, and more. This includes adapting to frameworks such as TJCs, ensuring facilities meet the highest standards of care and safety.

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Seamless Program Implementation

USI's healthcare programs prioritize continuity, stability, and client communication. Each program is supported by:

1 Customized Key Performance Indicators (KPIs) to measure success.

2 24-Hour Communication with local USI management teams.

3 Detailed Post Orders tailored to each hospital's needs.

Our seamless implementation process includes onsite visits to meet with staff, review post orders, assess equipment, and align goals with client stakeholders —ensuring a smooth transition and immediate operational excellence.

The USI Technology Edge

Recognizing the critical role of technology in healthcare security, USI integrates advanced tools like Trackforce Tour and Reporting Software to collect actionable data, establish KPIs, and enhance efficiency. We also evaluate existing systems, unlocking untapped features and creating technology roadmaps for future upgrades, including AI integration.

To enhance our technology offerings in healthcare, USI integrates advanced solutions that address the unique challenges of medical environments. Our approach includes:

Weapons Detection Systems
Combined with highly trained security officers, weapons detection equipment is being widely implemented in healthcare systems.

Access Control Systems
Implementing network access control solutions and intercoms to manage entry efficiently, ensuring that patients, staff, and visitors can move seamlessly without compromising security.

Intelligent Analytics
Utilizing network cameras with intelligent analytics to alert appropriate personnel for rapid and informed responses to incidents.

Wearable Solutions
Deploying wearable cameras to promote transparency, accountability, and safety by providing visual and audio records of interactions between healthcare providers and patients.

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Technology: Improving Emergency Access with **Axis**

Client

Leading Healthcare Facility in Massachusetts

Situation

New state legislation required enhanced security at hospital emergency access points. The facility, with a long history of community service, needed to upgrade its systems to meet regulations and improve safety.

Challenges

- 24/7 surveillance and accessibility requirements under new legislation.
- Safety concerns at emergency department access points.
- Outdated cameras and surveillance blind spots.
- Need for accessibility features for individuals with disabilities.

Solution

The healthcare facility partnered with Axis Communications to upgrade its security system:

- **Video Intercoms:** Installed 2N® IP Verso intercoms with emergency buttons and assistive listening.
- **Surveillance System:** Replaced analog cameras with 100+ Axis high-resolution cameras, optimized with AXIS Site Designer.
- **Security Management:** Integrated cameras and intercoms with AXIS Camera Station for faster response and enhanced monitoring.

OUTCOME

Regulatory Compliance: Achieved full compliance with state-mandated security requirements.

Operational Efficiency: Streamlined remote monitoring and optimized resource allocation.

Improved Safety: Enhanced emergency response capabilities with integrated intercoms and advanced surveillance.

Community Impact: Set a benchmark for security technology upgrades at healthcare facilities across the state.

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Cybersecurity: Protecting
Healthcare Data

Healthcare organizations face heightened risks to sensitive patient data and operational systems. To address these vulnerabilities and maintain operational resilience, **USI** provides comprehensive solutions through **Business Impact Analysis (BIA)**, including:

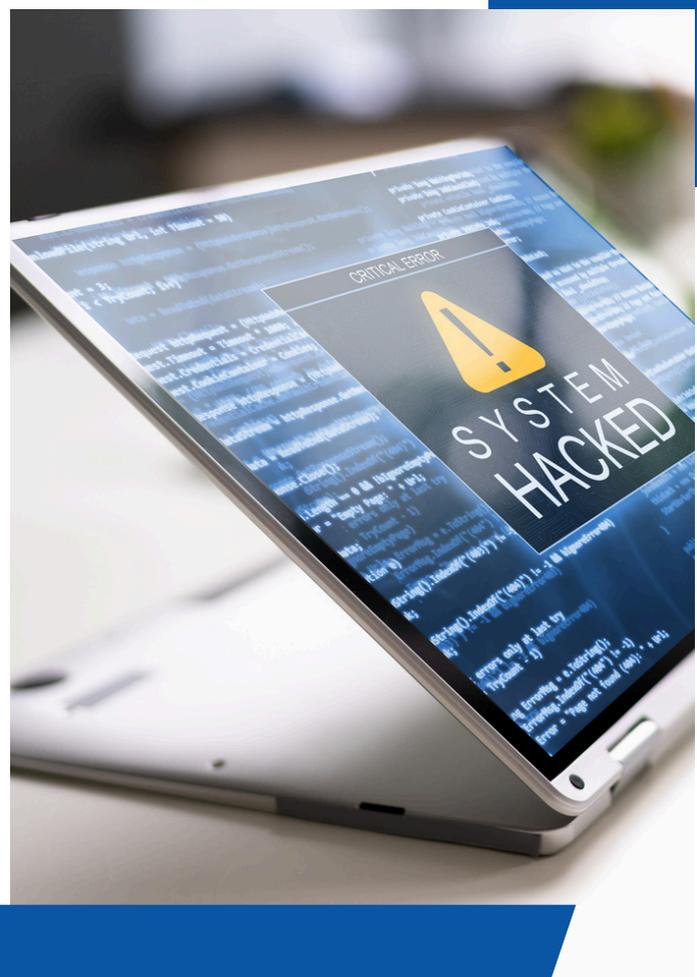**Review and Analyze company's BIA** to identify critical functions and dependencies.

Estimate Damages in the Event of Critical Impact to quantify potential operational and financial disruptions.

Align to Cyber Insurance Policy to support coverage effectively mitigating cybersecurity risks.

Optionally Certify BIA prior to Critical Impact(s) to prepare for worst-case scenarios.

Align to Risk Mitigation Strategy by developing actionable plans to reduce identified risks.

Align to Penetration Testing Reports to validate security measures and identify vulnerabilities.

By aligning BIA insights with cybersecurity measures and physical security protocols, **USI** strengthens healthcare facilities protection against both **physical** and **digital** threats while maintaining business continuity.

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Cybersecurity: vCISO Healthcare Case Study

Client

Leading Healthcare Network in the Northeastern United States

Situation

A key IT security role was vacated during a critical period when the network was navigating a complex merger and facing pandemic-driven cybersecurity vulnerabilities. The absence of a cybersecurity leader highlighted the need for an interim Virtual Chief Information Security Officer (vCISO).

Challenges

- No dedicated cybersecurity leadership.
- Misalignment between Compliance and IT departments.
- Gaps in incident response capabilities.
- Increased threats due to the pandemic.

Solution

Citanex deployed an interim vCISO and implemented a comprehensive 4-phase strategy:

- **Threat Detection:** Identified and assessed risks.
- **Immediate Response:** Addressed urgent vulnerabilities.
- **Vulnerability Mitigation:** Strengthened weak points.
- **Cyber Defense Strategy:** Established long-term resilience.

OUTCOME

$9M Losses Prevented: Avoided financial, reputational, and operational damages.

Operational Continuity: Maintained focus on patient care during the pandemic.

Enhanced Security: Implemented state-of-the-art defenses.

Strategic Confidence: Supported merger goals with improved security posture.

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Why Choose USI?

At USI, we place our healthcare clients at the center of everything we do. Our proven track record includes regulatory compliance support, emergency management expertise, and superior client service. With industry-leading credentials and a commitment to innovation, USI is your trusted partner in healthcare security.

Let us help you protect your patients, staff, and property with solutions tailored to your unique needs. **That's the USI Advantage.**

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