



Valenciennes Hospital – Healthcare Case Story

## Olympic readiness with flexible video handles healthcare needs today and tomorrow for Valenciennes Hospital



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Valenciennes Hospital is a public institution and the largest general hospital in France, among the top 50 healthcare centers in the country (source: *Le Point*, 2024). It is also the leading employer in the region, with 5,200 professionals working on-site.

With facilities covering hundreds of thousands of square meters, Valenciennes Hospital engages in nearly 400,000 patient consultations each year, performing close to 30,000 surgeries, and managing about 130,000 emergency room visits. All of this demonstrates the center's critical role in a region with high healthcare demands.



#### Customer

Valenciennes General Hospital



#### Milestone products

XProtect Corporate VMS  
XProtect Smart Wall



#### Integrations

License Plate Reader (LPR)  
Access Control, logo recognition  
People Counting analytics AI



#### Location

Valenciennes, France



#### Camera count

200+ video cameras



#### Partner

n/a

## Challenges: technologies leading into the future

Security is a major concern. Managing a site as large as Valenciennes Hospital means protecting its facilities, patients, visitors, and staff — daily, not only against potential malicious acts but also in exceptional health crises, such as mass casualty incidents. In these scenarios, new technologies play a crucial role in securing the hospital quickly and effectively.

## Olympic readiness for emergencies and a heightened focus on cybersecurity

For the 2024 Olympic Games, Valenciennes Hospital was called upon as one of the key facilities to contribute to event preparations, particularly for matches held in the city of Lille.

The hospital focused on two key areas:

- **Cybersecurity** - Hospitals faced millions of cyberattack attempts during the Games, with malicious actors aiming to disrupt healthcare systems.
- **Emergency Readiness** - Teams were deployed to Olympic sites in Lille to ensure medical support on-site, while also preparing the Valenciennes Hospital as a frontline facility, ready to handle a mass casualty event, such as an attack or a major accident. Throughout the Games, the emergency teams and operating rooms remained fully mobilized, ready to act at any moment.

## Solution: the right tools — flexible video and AI

The Emergency Department (ER) at Valenciennes Hospital treats adult patients aged 16 and up. In 2024, they estimated to receive 77,000 patients — just over 210 patients a day.

One important tool is video surveillance, not only for monitoring access points, but especially for tracking exits. Sometimes patients leave the emergency area without informing staff, and the personnel need to know how, with whom, and where they went.

Another key tool is artificial intelligence, which the hospital has been using in the ER for several years to predict activity levels. It allows them to forecast how many patients they will be admitting up to five days in advance, with around 91–92% accuracy. That greatly helps them to better manage staffing and align resources with expected demand.

Our vision for the future starts with recognizing an aging society in a region with pressing healthcare needs. This pushes us to innovate and implement new technologies to better address tomorrow's challenges. These technologies come in various forms, from robotics to software solutions such as artificial intelligence, which help us predict patient flows in our emergency services and adjust our operations accordingly.

Charles Lepas,  
Director of Communications,  
Valenciennes Hospital

“The biggest challenge for an ER doctor and the emergency care team is adaptability. It's essential to be able to adapt to patient flow, to the wide range of conditions we handle, and also to react to the needs of family members and caregivers. We have to respond not only to patients but to everyone involved. And technology can have multiple impacts, depending on the tools we use.”

Dr Antoine Maisonneuve,  
Chief of Emergency Services,  
Valenciennes Hospital



The hospital's video surveillance system covers all its sites, with a total of 200 cameras. While some of the technology is still outdated, upgrades are planned. Currently, the system includes 11 analog cameras and over 175 digital ones. One of the most advanced cameras features dual technology: a standard video surveillance lens combined with a thermal imaging lens for fire detection.

Another component of the system ensures access control for hospital staff at all entry points. There are 15 license plate recognition (LPR) cameras, along with cameras that monitor the flow of emergency vehicles. Three dedicated cameras identify ambulances, taxis, and medical transport vehicles (VSL), all equipped with a standardized "R" logo for healthcare transportation in France.



“We’re now using AI to predict patient care pathways, helping us improve communication with patients and their families by giving them clearer expectations about waiting times and care schedules. It’s all about making the ER experience more transparent and bearable for everyone involved.”

Dr Antoine Maisonneuve,  
Chief of Emergency Services,  
Valenciennes Hospital



“A key advantage of our system is its integration of video surveillance with access control, allowing us to remotely open and close site entrances when needed.

The ambulance logo recognition camera plays a crucial role in streamlining hospital access, helping to manage the flow of over 500 ambulances daily.”

Fabrice De Gryse,  
Manager of Security, Fire and  
Safety, Valenciennes Hospital

## Results: video integrations with access control can be managed remotely

Overall, these video surveillance technologies, including license plate recognition and vehicle tracking, enhance security for safeguarding people and property across all of the hospital facilities. This is all made possible through the open platform architecture of Milestone Systems video management software and multiple integrations.



“These systems meet our current needs, but if new requirements arise in the future, we already know on which platform we will continue to rely.”

Fabrice De Gryse, Manager for Security, Fire and Safety, Valenciennes Hospital



## Recognize the challenges?

Do you also need to see what is happening on your premises, so you can plan better and respond in time?

Get in touch with us at [milestonesys.com/book-a-demo/](https://milestonesys.com/book-a-demo/) and let's talk about what type of solution is right for you.

### About Milestone Systems

Milestone Systems is a leading provider of data-driven video technology software in and beyond security that helps the world see how to ensure safety, protect assets, and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 customer sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

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