



Laguna Honda Hospital and Rehabilitation Center

Security Management Plan Assessment

2019-2020 Annual Campus Safety and Security Plan Review

References:

California Code of Regulations, Title 8, Sections 8 CCR 3203 *et seq.*
California Code of Regulations, Title 22, Sections 22 CCR 70738
Health & Safety Code, Section 1257.1, 1257.8

I. SCOPE:

The scope of the Security Management Plan is to assure the ongoing provision of a safe, accessible, and secure environment for staff, residents/patients, volunteers, contractors, and visitors at Laguna Honda Hospital and Rehabilitation Center. To that end, it is the overall intent of this plan to establish the framework, organization and processes for the development, implementation, maintenance, and continuous improvement of a comprehensive Security Management Program. This program is designed to provide protection through appropriate staffing, security technology, and physical barriers.

The scope of the Security Management program includes:

- Continuous review of physical conditions, processes, operations, and applicable statistical data to anticipate, discern, assess, and control security risks, and vulnerabilities
- Ensure timely and effective response to security emergencies
- Ensure effective responses to service requests.
- Report and investigate incidents of theft, vehicle accidents, threats, and property damage
- Promote security awareness and education
- Enforce various hospital rules and policies
- Establish and implement critical program elements to include measures to safeguard people, equipment, supplies, medications, and traffic control in and around the hospital and the outlying medical offices.

Each management objective is listed in the table below, and is marked as met or not met. If an objective is not met, the DPH Director of Security will review the objective, and develop a corrective action plan.

II. ACCOMPLISHMENTS:

- All Security Program Objectives were met.
- Installation of electronic security and access control enhancements in the Administrative Building, and Hospital.
- In collaboration with Facility Services, installed electronic security devices and doors to address access control.
- Responded to 1,306 calls for service.
- Investigated 7 moderate/high risk workplace violence threat incidents, developing security plans to address the threat and protect the victim(s) and the organization.
- Reduction in reported workplace violence incidents by 55% from the previous year.
- Exceeded the overall performance target for resident elopement response, achieving 100% in each quarter.
- The San Francisco Sheriff's Office exceeded the overall SFDPH & SFSD MOU compliance target.
- In response to COVID-19 and in collaboration with Hospital Administration, and the San Francisco Sheriff's Office, successful implemented the isolation/quarantine security management plan to address campus building access and provide 24/7 isolation watches. .

III. PROGRAM OBJECTIVES:

Objectives	Met / Not Met	Comments and Action Plans
<p>An annual review of the physical conditions, processes, operations, and applicable statistical data is conducted to anticipate, discern, assess, and control security risks, and vulnerabilities.</p> <p>A security management plan is developed, and monitored, quarterly to address security vulnerabilities, and minimize risk.</p>	Met	A 2019-2020 security risk assessments was completed, and the security risks, vulnerabilities, and sensitive areas were identified and assessed through an ongoing facility-wide processes, coordinated by the DPH Director of Security, and hospital leadership. These processes were designed to proactively evaluate facility grounds, periphery, behaviors, statistics, and physical systems.
Ensure timely and effective response to security emergencies, and service request, including the enforcement of hospital rules and policies.	Met	The daily UO reporting documents, crime stats, and the quarterly CSS Security Report, support the effectiveness of security response to security emergencies, and service request.
Report and investigate incidents of theft, vehicle accidents, threats, and property damage.	Met	Through quarterly law enforcement (SFSD) reports, and Unusual Occurrence reports, investigations are initiated for all crimes against persons and property.
Promote security awareness and education	Met	Through Security Service Rounds employees are provided security awareness training. Other security awareness and education programs include: Code Silver – Active Shooter Training, and Threat and Workplace Violence Management and Prevention Training.
Establish and implement critical program elements to include measures to safeguard people, equipment, supplies, medications, and traffic control in and around the hospital and the outlying medical offices.	Met	The Director of Security in partnership with the contract security provider, San Francisco Sheriff's Department, collaboratively establishes, and maintains communication and mutual ownership for outcomes, identification and troubleshooting of emergent safety concerns.

These objectives were reviewed and evaluated. They were found to be effective and will remain unchanged in 2020-2021.

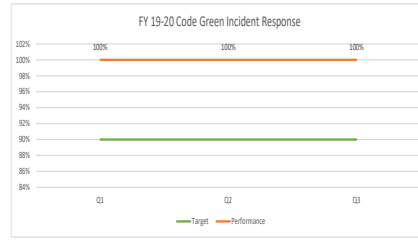
IV. PERFORMANCE:

Performance Metrics #1 Code Green, "At Risk" Patient Alert Response Incidents/Drills

Performance Metric:

The contract security provider will be measured on their ability to effectively respond to 90% of Code Green incidents according to the procedure i.e. initial perimeter search, and notification of SFPD, BART, and MUNI as applicable, and documenting the search activity.

Response-rate Threshold – 80%
Response-rate Target – 90%
Response-rate Stretch – 100%



The Code Green (Resident Elopement) performance was **100%**, which included response and search activity.

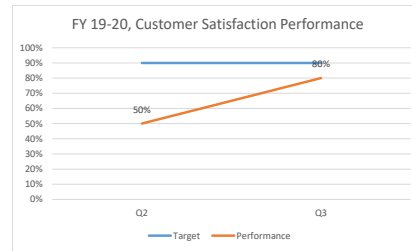
Performance Metrics #2 Customer Satisfaction

Performance Metric:

The Security Department is measured on its ability to achieve 90% satisfaction on monthly customer service surveys. The surveys are completed by 100-customers consisting of patients, visitors, employees/physicians their experience.

In 5-performance areas, customers will respond, Very Satisfied, Satisfied, Somewhat Satisfied, Dissatisfied, and Very Dissatisfied.

Threshold - 80%
Target - 90%
Stretch – 98%



There were two surveys conducted during this period. The overall customer satisfaction performance was **65%**. Verbatim responses reflected an opportunity to increase response visibility and response time, which will be addressed in the 2020-2021 scope of service.

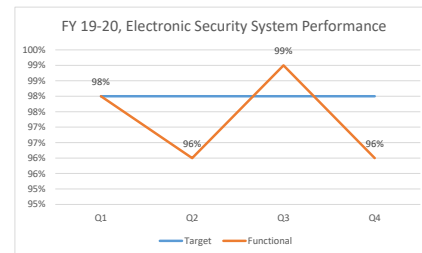
Performance Metrics #3 Electronic Security System Functionality

Performance Metric:

The electronic security systems are inspected monthly. The Security Services Maintenance Planner is measured on their ability to keep on security devices 98% functional.

The system evaluation includes the following security devices:

- Video Recorders
- Alarm Panels
- Cameras
- Card Readers
- Alarm Input/output
- Emergency Callboxes
- Other Alarms



The overall performance of functional electronic security devices was **97%**.

V. EFFECTIVENESS:

The 2019-2020 significant reporting metrics measures the effectiveness of the Security Management Plan in the areas of MOU Compliance, Workplace Violence Threats, Battery, Assault, Sexual Offenses, Robberies, and Sheriff Deputy Use-of-Force Incidents.

The significant reporting objectives will remain unchanged in 2019-2020.

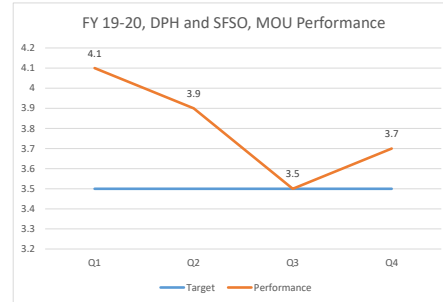
SIGNIFICANT REPORTING METRICS

DPH and SFSD, MOU Performance Metrics

Performance Metric:

A monthly security provider performance survey is completed and submitted to DPH and SFSD Leaders. The assessment is intended to validate the security provider's compliance with MOU obligations, operational performance, management responsibilities, and finance provisions.

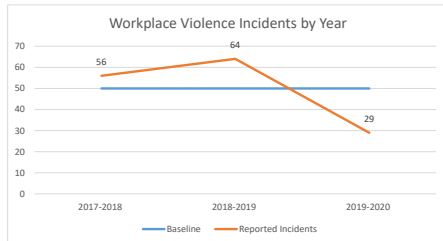
The provider is expected to maintain scores in the 3.5-5 range.



The Sheriff's Department met the MOU compliance target, measuring an average 3.8 for the fiscal year.

Workplace Violence – Threats and Physical Violence Incidents

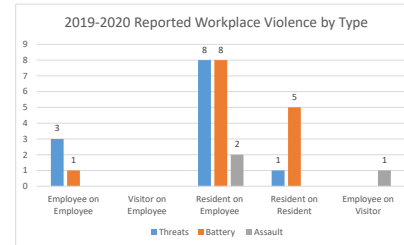
Standard: In accordance with Cal/OSHA Workplace Violence Prevention in Health Care Standard, Title 8 Section 3342, Security Services and Risk Management maintains records of Unusual Occurrence Threats and Physical Violence Reports.



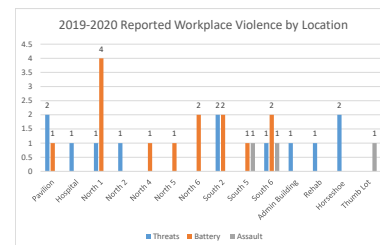
Workplace violence incidents decreased 55% from the previous year.

In 2019-2020, there were 29 reported incidents of workplace violence (threats, battery, assaults, and sex offenses,) reported through the Unusual Occurrence System, including paper reports.

Seven moderate/high risk threat incidents were investigated, and security plans were developed to address the threat and protect the victim(s.)



Battery incidents accounted for 48% of workplace violence followed by 41% of threat incidents. Violence committed by residents against employees account for 62% of workplace violence reports.



The North 1 Unit reported 17% of workplace violence incidents followed by both South 6 and South 2 Units that reported 14% of incidents.

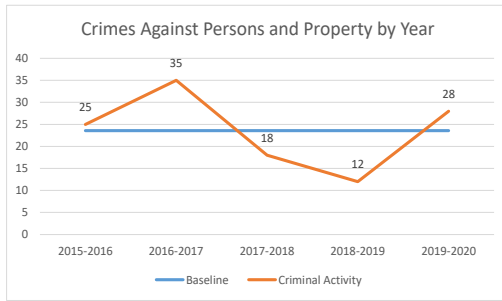
Significant Event Reporting: Crimes Against Persons and Property

Yearly Comparison	2018-2019	2019-2020
SFSD - Facility Property Thefts Reports (>\$900)	3	3
SFSD - Burglary Reports	0	0
SFSD - Battery Reports	6	23
SFSD - Sexual Offense Reports	0	1
SFSD - Assault Reports	3	1
SFSD - Robbery Reports	0	0
SFSD - Homicide Reports	0	0
SOC – 341 – Patient Abuse Reporting	274	486
Total	286	514

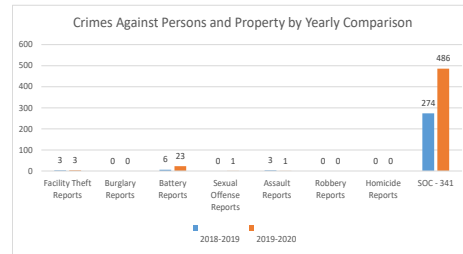
2019-2020 Crime incidents resulted in the following actions:

- Citations Issued – 3
- Arrest – 2
- Citizen's Arrest – 2

Significant Event Reporting: Crimes Against Persons and Property Analysis

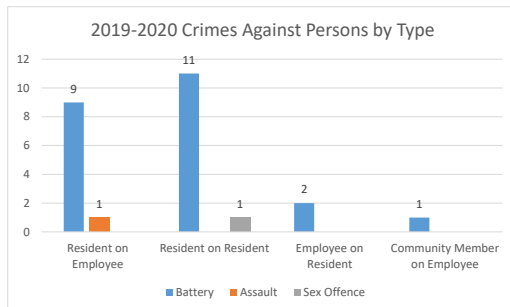


Crimes against persons and property increased 133%. The primary driver was the increase of battery incidents.

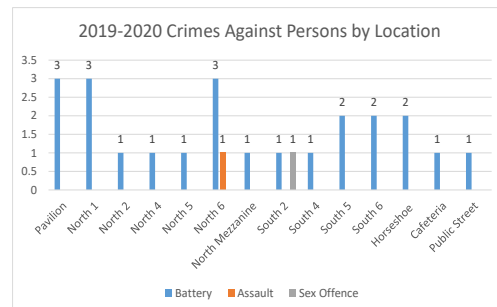


Reported crimes increased 79% from 2018-2019. The primary driver was a 77% increase in Patient Abuse Reports (SOC-341.) Battery reports increased 283%.

Reports of crimes against persons account for 89% the campus criminal activity. Thirty-percent of SOC-341 reports involve resident-on-resident altercations.



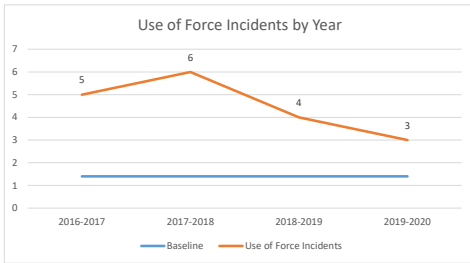
Resident against resident battery incidents accounted for 44% of reported crimes against persons followed by resident against employees battery incidents accounted for 36% of reported campus crimes.



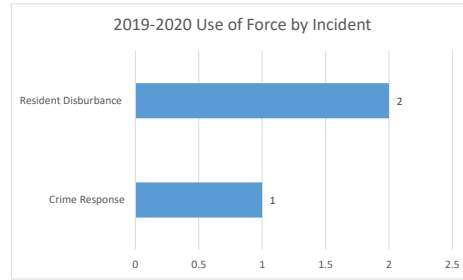
The North 6 Unit reported 16% of reported crimes followed by both North 1 and the Pavilion that reported 12% of incidents.

2019-2020 Use of Force Statistics

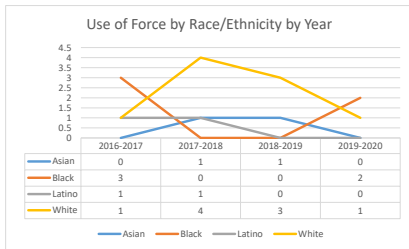
Use-of-force data is tracked of all SFSO incidents occurring on LHH campus. In 2019-2020, there were 3 incidents involving use-of-force, which analyzed by the number of incidents each year, types of force, type of incidents, location, cases, and demographics.



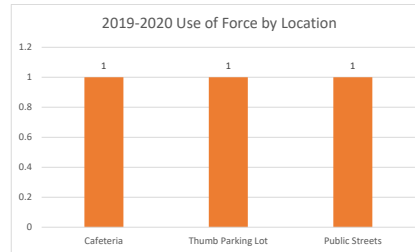
Use-of-force decreased 25% from the previous year and continues to be under the baseline by 1 incidents. Physical force was used in all 3 of the incidents.



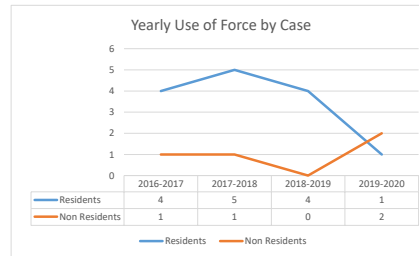
Deputies assisting in resident disturbances accounted for 66% of use-of-force incidents.



Over a 4-year, period use-of-force has decreased in each race/ethnicity except Black/African Americans where there was an increase by 2 incidents from 2019-2020.



Sixty-six percent of use-of-force incidents occurred within various areas of the hospital campus.



Over a 4 year period use-of-force against residents has continued to decrease. There were two incidents of force that involved non-residents: an arrest on public streets and an incident involving an employee.