



City and County of San Francisco
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Mayor



San Francisco Health Commission

DEPARTMENT OF PUBLIC HEALTH, SECURITY UPDATE

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Overview

The purpose of this report is to provide an update of the SFDPH Security Program, including the effectiveness of the 2016-2017 Security Management Plan for each entity of the San Francisco Health Network: Zuckerberg General Hospital, Laguna Honda Hospital, and the Primary Care and Behavioral Health Clinics.

The report will encompass the following:

- Accomplishments
- Performance Measures
- Program Effectiveness: Significant Reporting Performance
- Opportunities and Next Steps
- Questions

Accomplishments

- The 2016-2017 Security Program was successful in accomplishing 17-milestones, which included the following:
 - Responded to 22,000 service calls, including over 4,000 calls to provide patient/medical assist services.
 - The ZSFG Emergency Department, Security Weapons Screening Process resulted in the confiscation of 3,934 weapons and contraband.
 - Adjusted the SFSD service model from a primary fixed position to a roving patrol model that security support services to all DPH facilities.
 - Development of Campus Safety and Security Committee, a Security Management Plan, and Security Response Procedures for each entity of the San Francisco Health Network.

Accomplishments cont.

- Developed a Threat of Violence in the Workplace: Prevention and Management program to address threats and aggressive behavior at the earliest stage.
- Development of a DPH Employee Security Awareness program that provides security training and education
- The approval of 12 Laguna Honda Security Standard Operation Procedures, which detail the expectation of the San Francisco Sheriff's Department in all security related incidents impacting the hospital campus.
- Electronic Security System Enhancements, including the repair of existing equipment, installation of additional duress buttons, surveillance cameras, access and visitor control devices.

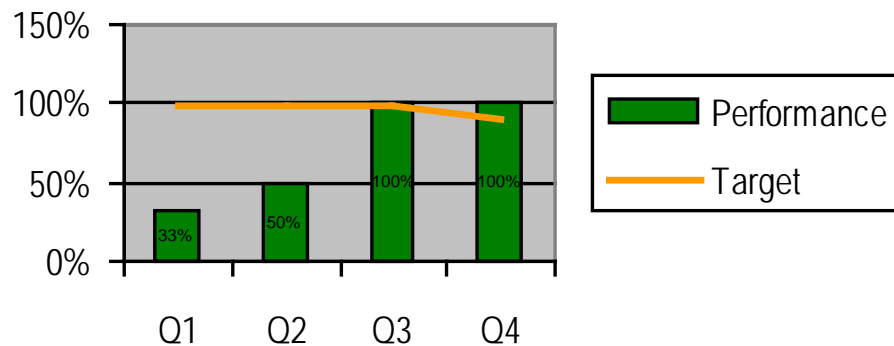
Performance – “At Risk” Patient Response

The contract security provider will be measured on their ability to effectively respond i.e. initial perimeter search, and to locate and return an “At Risk” patient, and when the patient is not located, follow the *Not Located Procedure*.

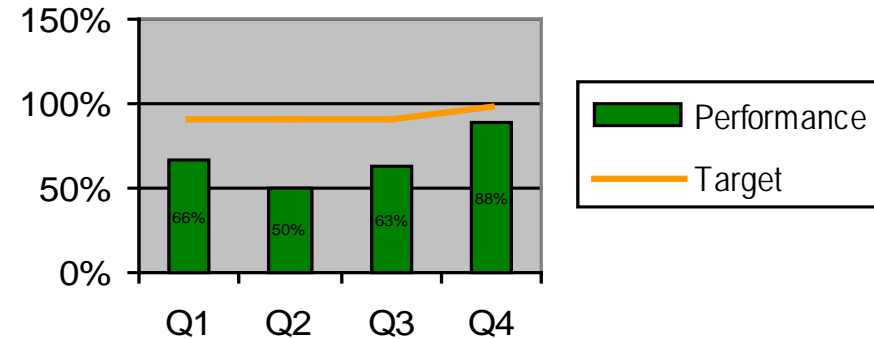
Response-rate Target – 90%

Locate/Return-rate Target – 98%

ZSFG - Code Green Response Rate Performance



ZSFG - Code Green Return Rate Performance



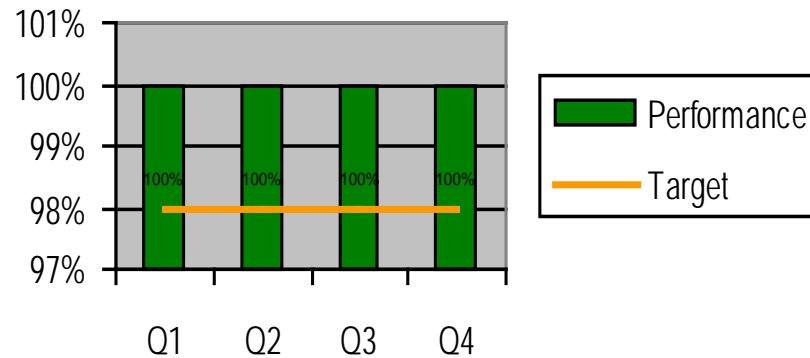
SFSD at ZSFG Response Rate – Exceeded the target during the 4th quarter, achieving 100%.

Code Green Return Rate – Achieved an 88% in the 4th quarter. During Q4 an “At Risk” incident that resulted in SFSD locating the patient; however, the circumstances did not permit SFSD to return the patient to the hospital.

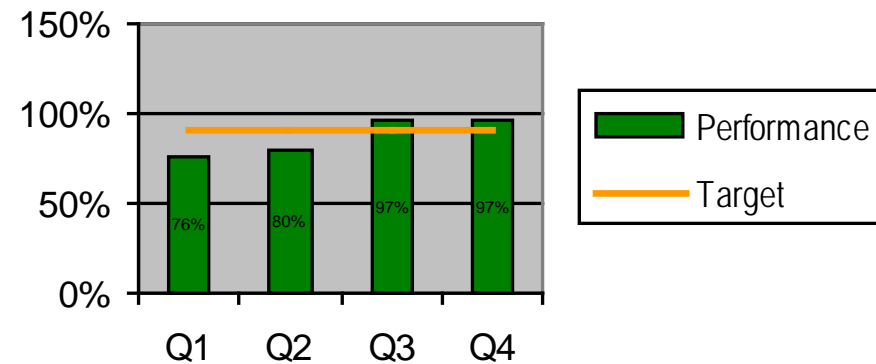
Performance - “At Risk” Patient Response cont.

Response-rate Target – 90%
Locate/Return-rate Target – 98%

LHH - Code Green Return Rate Performance



LHH - Code Green Response Rate Performance



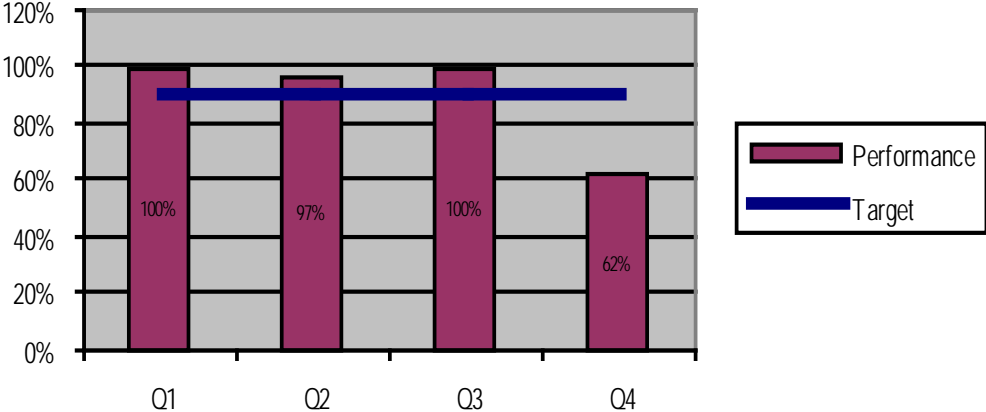
LHH- Prevent/Return Results – Exceeded the target in each quarter, achieving an overall 100% for the year.

LHH - Hospital-wide Response Results – Achieved a 97% in the 3rd and 4th quarter. The overall response rate for the year was 88%.

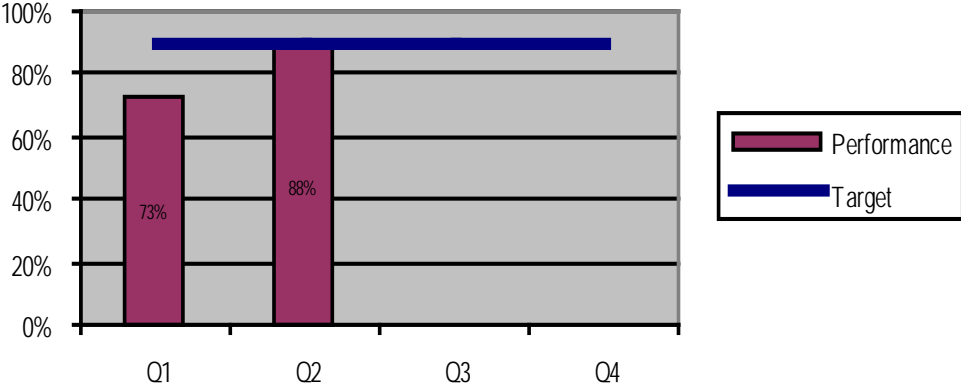
Performance – Customer Satisfaction

The Security Department will be measured on its ability to achieve a rating of Satisfied - Very Satisfied.
Target - 90%

ZSFG - Customer Satisfaction Performance



LHH - Customer Satisfaction Performance

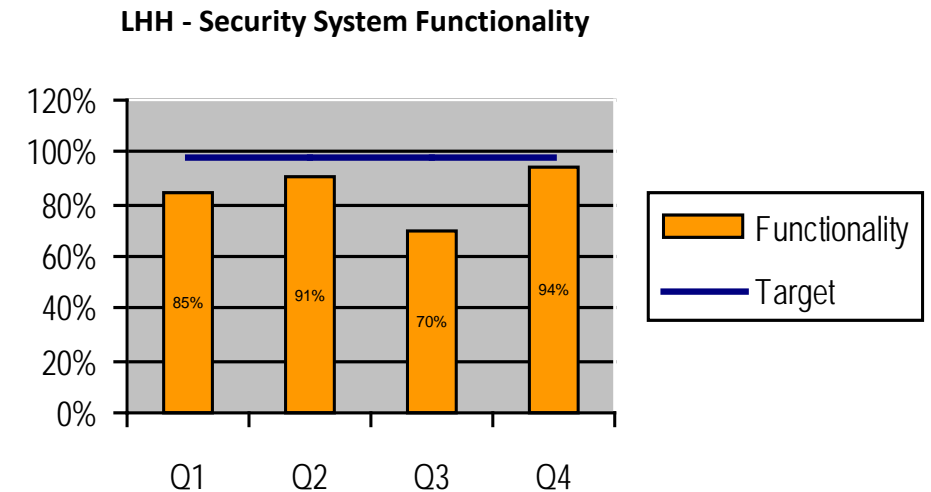
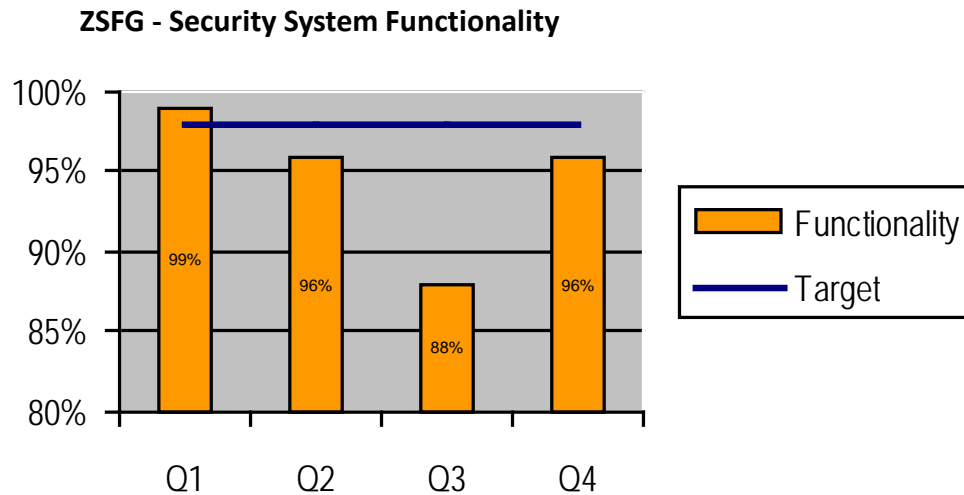


ZSFG - The overall satisfaction rate for the year was 90%. Quarters 1 – 3 were based on feedback from patients and visitors. Quarter 4 was based on feedback from hospital employees.
LHH - The overall satisfaction rate during the 1st – 2nd quarter, which was based on hospital leaders, was 81%. Residents and Visitors were not surveyed this year.

Performance – Electronic Security System Functionality

On a monthly basis the SOC will inspect every element of the electronic security system for functionality.

Target - 98% functional

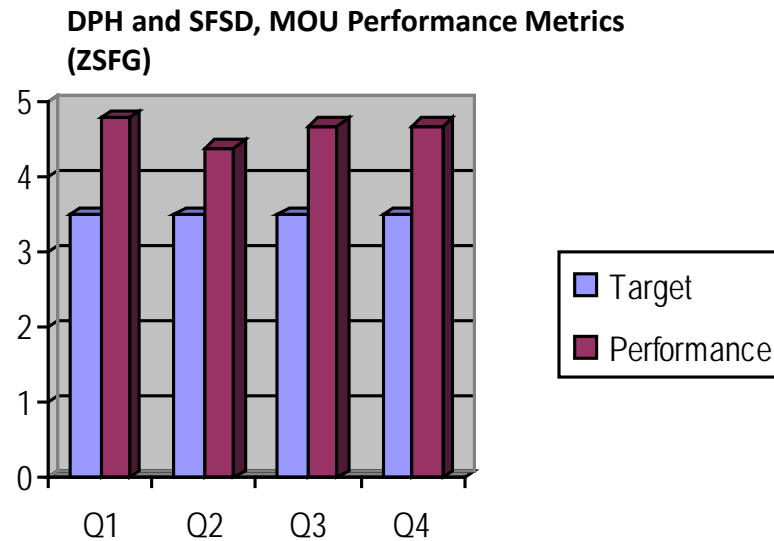


ZSFG - The overall functionality of the security system for the year was 95%, which is a 4% increase from 2015-2016.

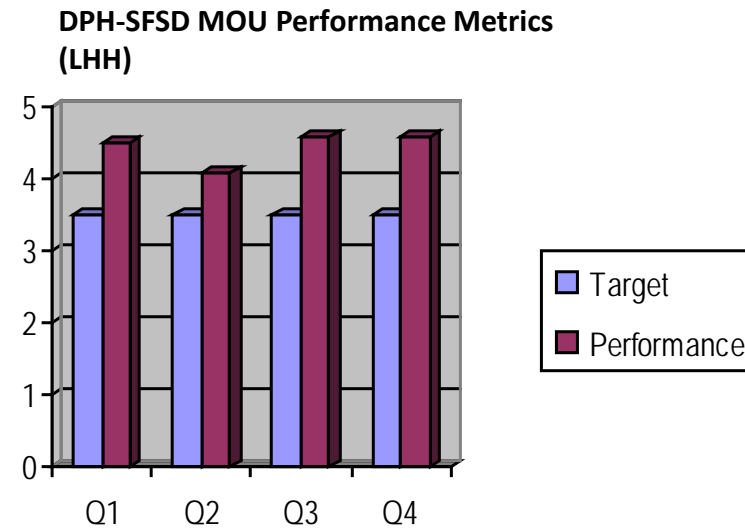
LHH - The overall functionality of the system for the year was 85%.

Effectiveness – Significant Reporting Performance

The functional effectiveness of the 2016-2017 Security Management Plan was reviewed and found to be effective at ZSFG and LHH. Significant Reporting performance metrics include: MOU Compliance, Crime Statistics, Use-of-Force Incidents.

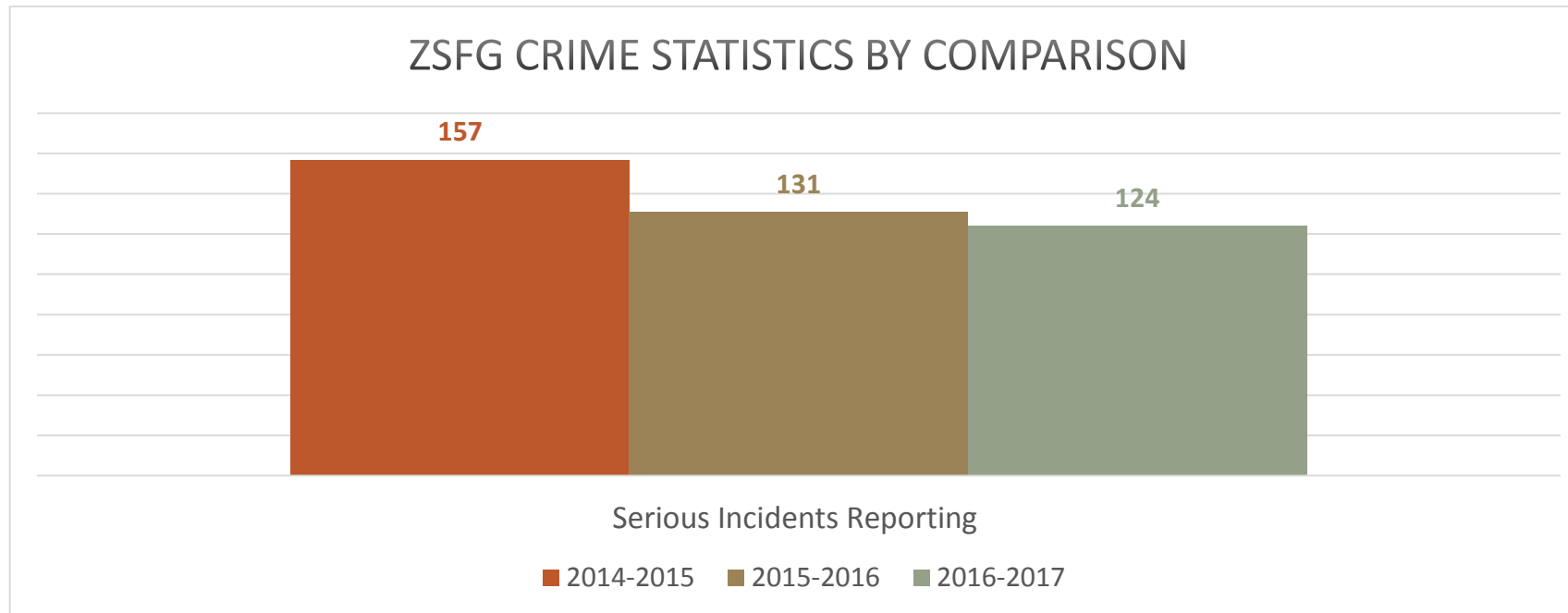


Each line item in the MOU was given a value, which ranged from "1 to 5." SFSD was measured on their ability to maintain scores in the 3-5 range. The overall MOU compliance for the year was 4.7



Each line item in the MOU was given a value, which ranged from "1 to 5." SFSD was measured on their ability to maintain scores in the 3-5 range. The overall MOU compliance for the year was 4.4.

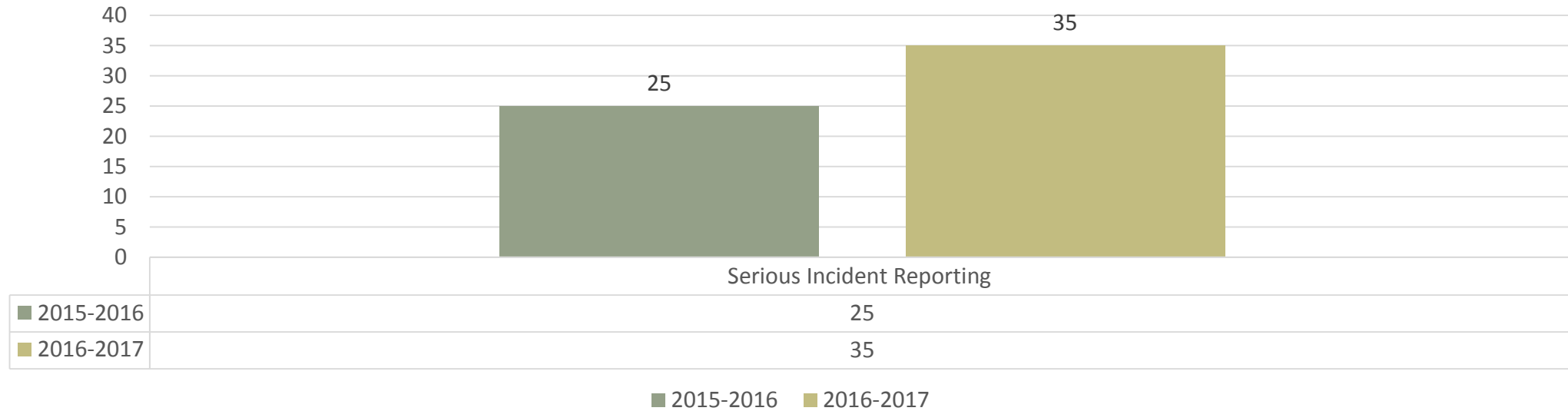
Effectiveness – Significant Reporting Performance cont.



Since 2014 serious incidents have decrease 22% at ZSFG. Battery incidents from risk patients is the ED and PES were the contributing factors for these crimes. Facility property thefts was the second most frequent incidents reported, which is contributed to the limited access control devices in the medical office buildings.

Effectiveness – Significant Reporting Performance cont.

LHH Crime Statistics by Comparison



Comparing 2015-2016 and 2016-2017 serious incidents increased by 40%. Facility Theft incidents were the primary driver for the increase during this period. Incident reports under the facility theft category included theft of hospital resident's personal property.

Effectiveness – Significant Reporting Performance cont.

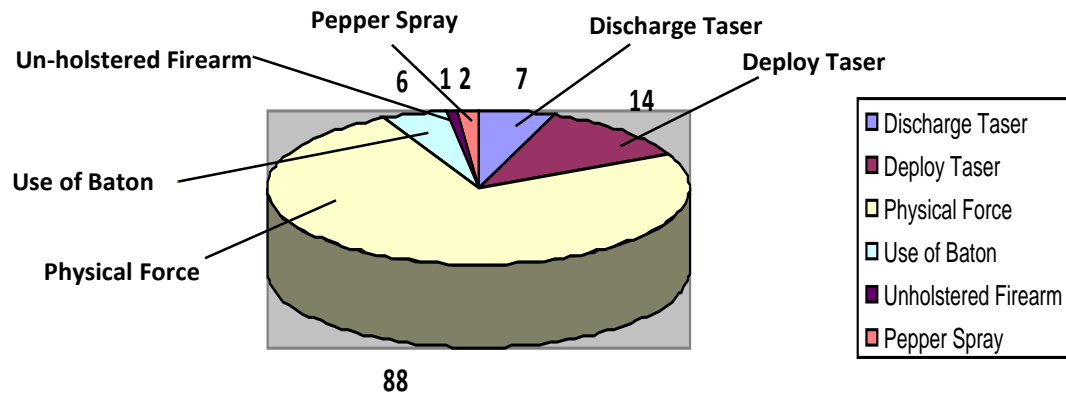
ZSFG & LHH - Use of Force Statistics

Monthly use-of-force data is tracked of all SFSD incidents occurring on ZSFG and LHH campuses. In 2016-2017, there was a combined total of 124 incidents involving use-of-force, (ZSFG – 119, LHH – 5), which is broken down under the following categories:

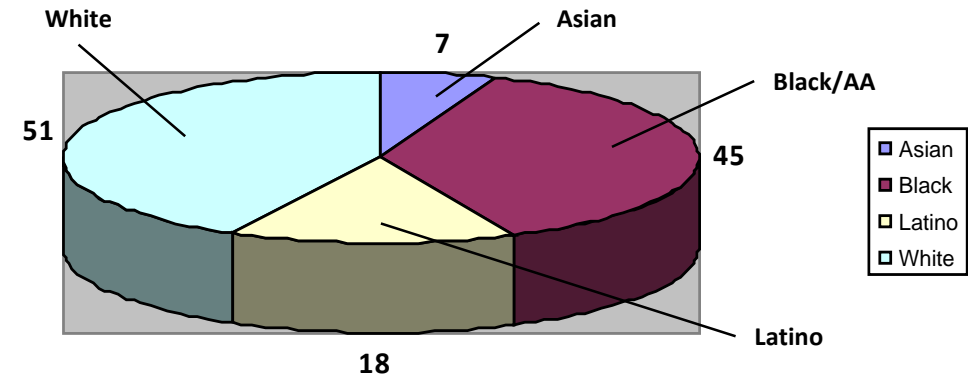
1. Type of Force
2. Number of incidents
3. Cases
4. Location
5. Demographics

Effectiveness – Significant Reporting Performance cont.

Types of Force



Demographics



Type of Force	Cases	Demographics	Locations
Physical Force – 88	Patients/Residents – 50	Males – 106	Emergency – 24
Un-holstered Firearm - 1	Non Patients – 71	Females – 21	PES – 33
Discharge Taser - 7	Felonies – 20	Asian – 7	Psych Wards – 5
Deploy Taser - 14	Misdemeanors – 41	Black/AA – 45	Inpatient/Resident Unit – 23
Use of Baton – 6	Mental Health Incidents – 45	Latino – 18	Campus Buildings – 35
Pepper Spray - 2		White – 51	Public Streets – 25

The numbers do not equal by category. There are incidents where more than one type of force was used on an individual at a given location.

Opportunities and Next Steps

- Hospital patients/residents were subject to use-of-force in 40% of the incidents.
- Law enforcement was called to assist in nearly 4,000 calls related to patient-care. Assistance included reinforcing direction to take medication, patient standby, and patient restraint support.
- Non-violent Crisis Intervention Training for direct patient care providers, and Sheriff's deputies.
- A Security Management Plan, including performance metric was developed for Primary Care and Behavioral Health Clinics. The Q1 Security Report will be completed in October 2017.
- Installation of electronic security devices at ZSFG Building 5, LHH, and Tom Waddell Urban Health.