



City and County of San Francisco
London N. Breed
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San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

FY – 2018-2019 Security Management Plan Annual Assessment

SAN FRANCISCO HEALTH NETWORK & POPULATION HEALTH,
SECURITY REPORT: ANNUAL REVIEW

Basil A. Price, Director of Security
basil.price@sfdph.org

Security Management Plan Scope

- The scope of the Security Management Program includes:
 1. Annual Clinic Security Risk Assessment
 2. Timely and Effective Response to Security Emergencies
 3. Effective Response to Service Request
 4. Report and Investigate Security Related Incidents
 5. Ensure Compliance of Clinic Rules and Policies
 6. Establish and Implement critical programs to safeguard people, equipment, supplies, medication, and traffic control

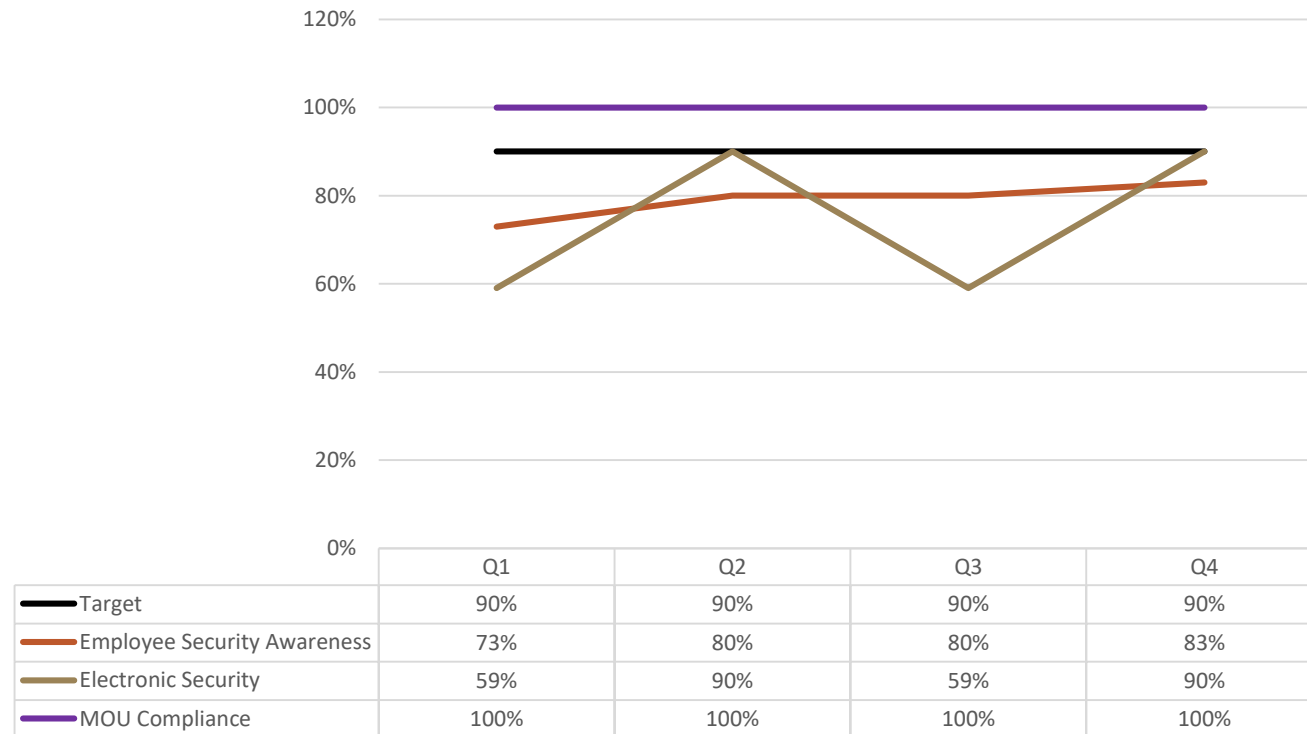
- Provide a safe and secure environment through appropriate policies, staffing, security technology, and physical barriers.

- Establish the framework for continuous improvement of a comprehensive Security Management Program.

Accomplishments

- All Security Program Objectives were met.
- Installation of electronic security and access control enhancements.
- In collaboration with Facility Services, installed security barriers equipped with access control functionality.
- Investigated 17-threat/workplace violence incidents.
- The San Francisco Sheriff's Department exceeded the overall SFDPH & SFSD MOU compliance target.

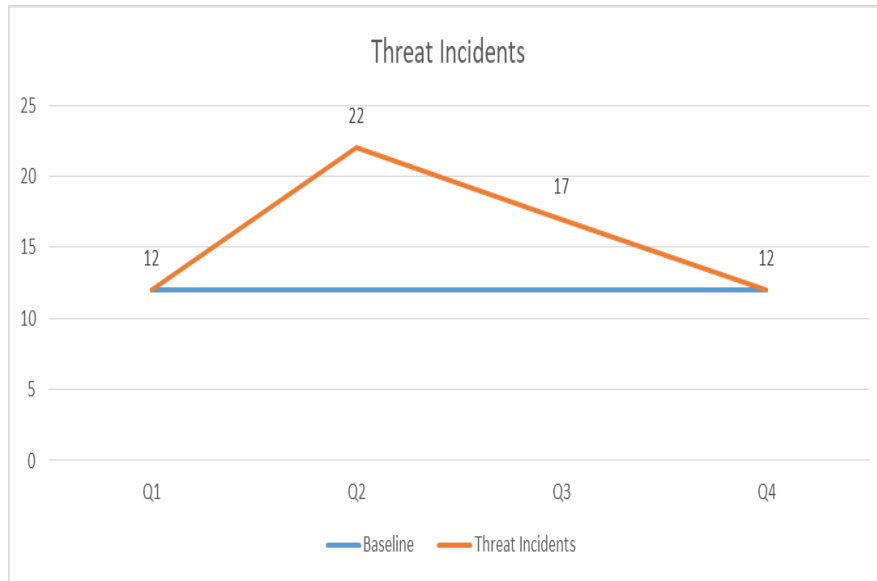
Performance Metrics



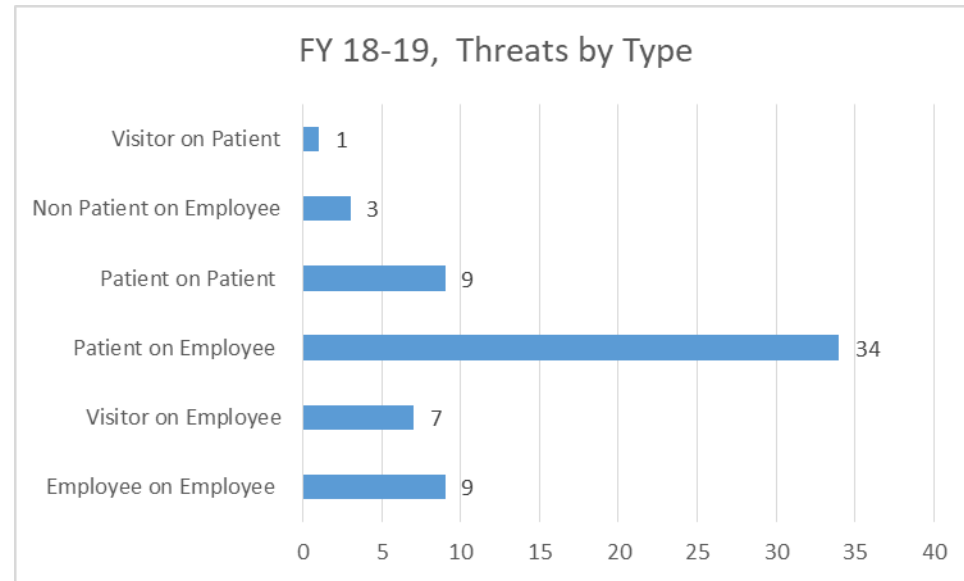
1. The overall performances metrics for Employee Security Awareness was 79%, a 9% increase from FY 2017-2018.
2. The overall performances metrics for Electronic Security Systems was 75%. Many of the systems are outdated, and will be decommissioned in 2019-2020.

Threat Management and Workplace Violence Prevention

To demonstrate the effectiveness of the Threat Management and Violence in the Workplace Prevention Plan, quarterly data is tracked of all moderate and high risk threat reports.

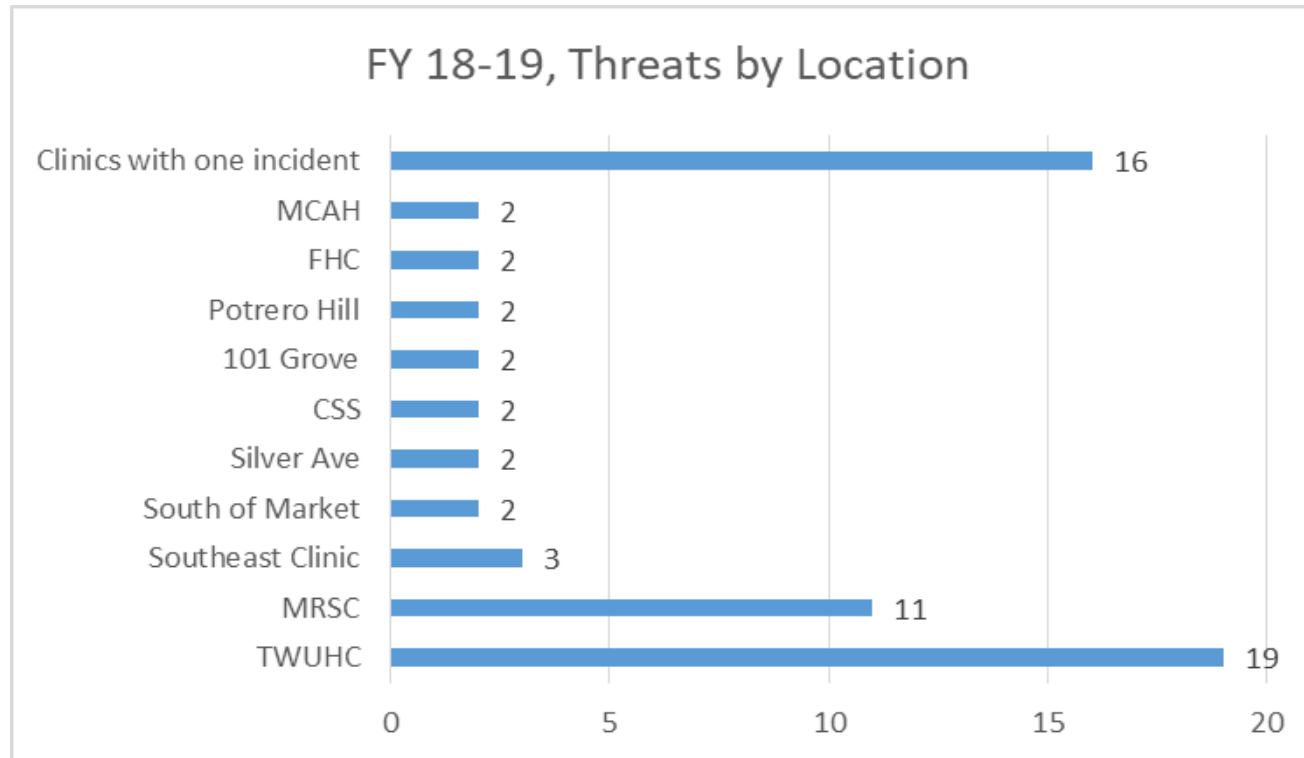


There were 63-reported threats, which exceeded the annual baseline by 34%



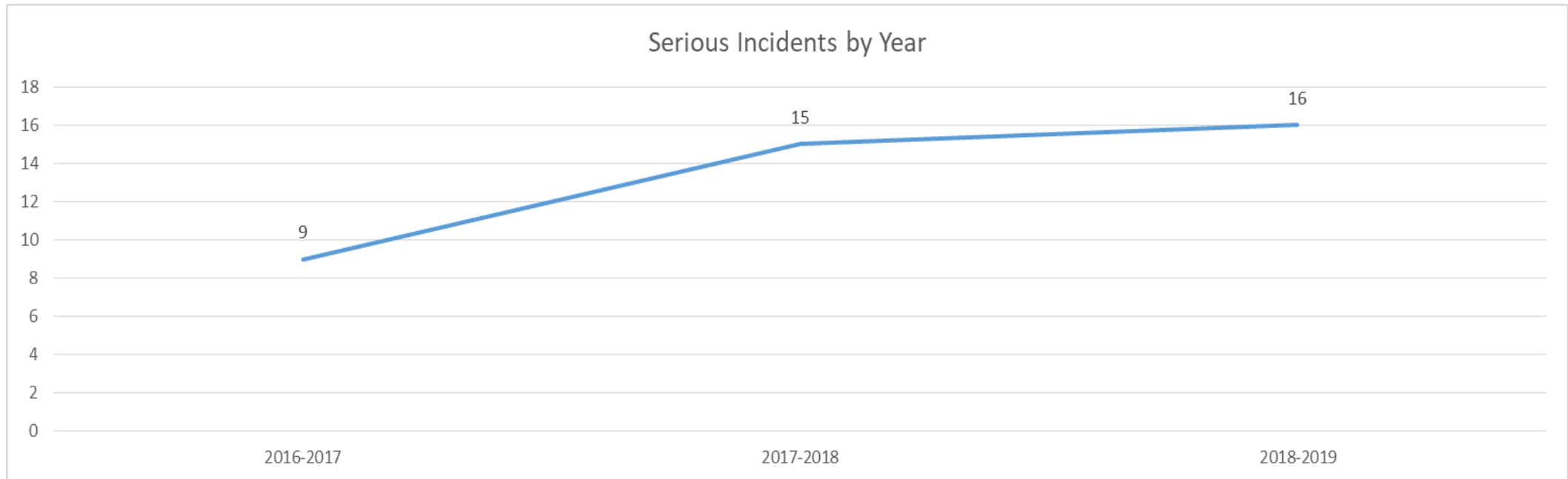
Patient against Employee threats accounted for 54% of reported threats.

Threat Management and Workplace Violence Prevention



1. *Thirty-percent of reported threats occurred at Tom Waddell Urban Health Clinic.*
2. *Clinics with one threat incident include: 25 Van Ness, SECFTC, Mission Mental Health, Tom Waddell Urgent Care, Ocean Park, Castrol Mission, Jail Health, Larkin St, City Clinic, Substance Abuse Research, TAY Clinic, Gender Health, Richard Fine Clinic, Chinatown North Beach, Central City.*

Serious Incidents Crimes by Year

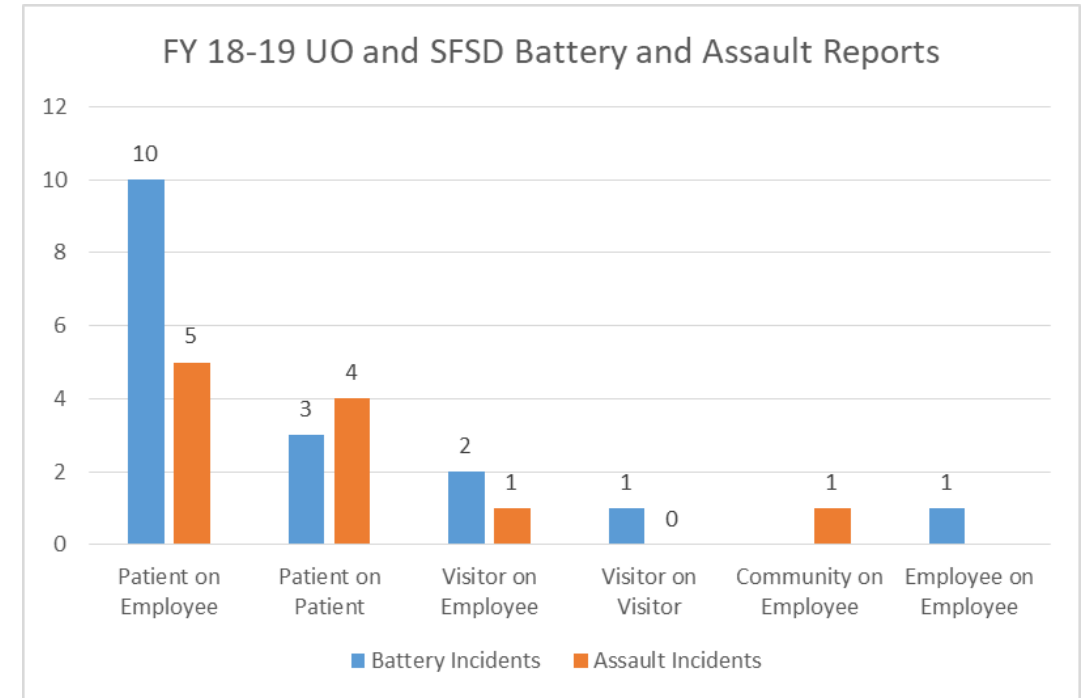
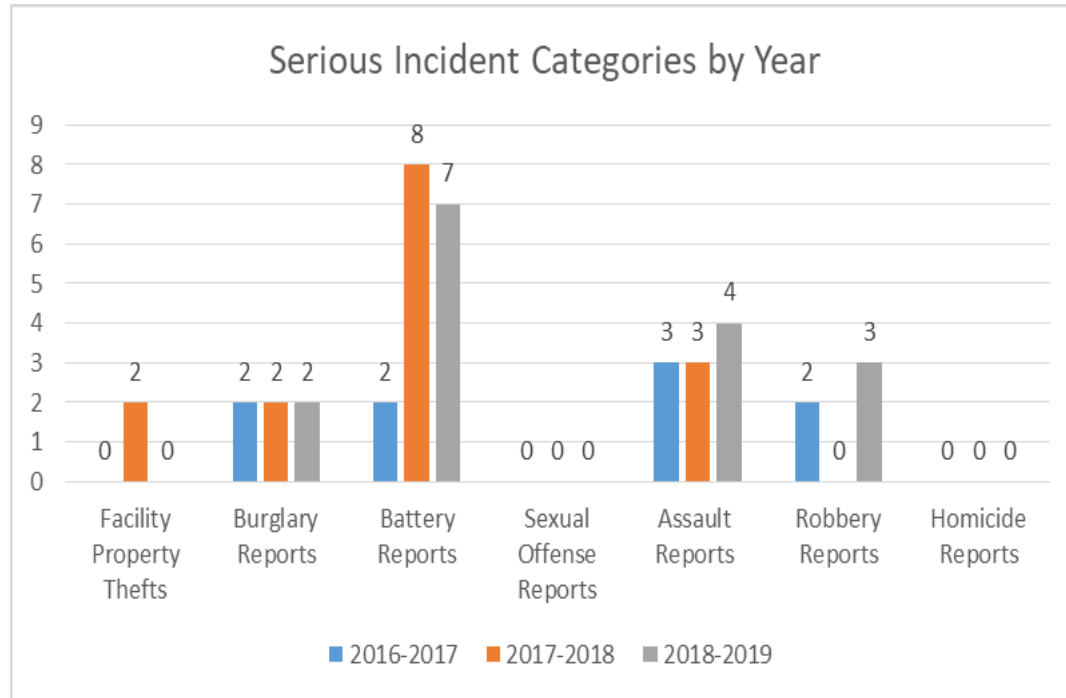


1. Comparing 2017-2018 and 2018-2019 serious incidents have increased 6% .

California Penal Code Section 242: *battery* is defined as "any willful and unlawful use of force or violence upon the person of another." It is important to note that an individual may be charged with **battery** even if there is no injury.

California Penal Code Section 240: *assault* is an unlawful attempt, coupled with a present ability, to commit a violent injury on the person of another.

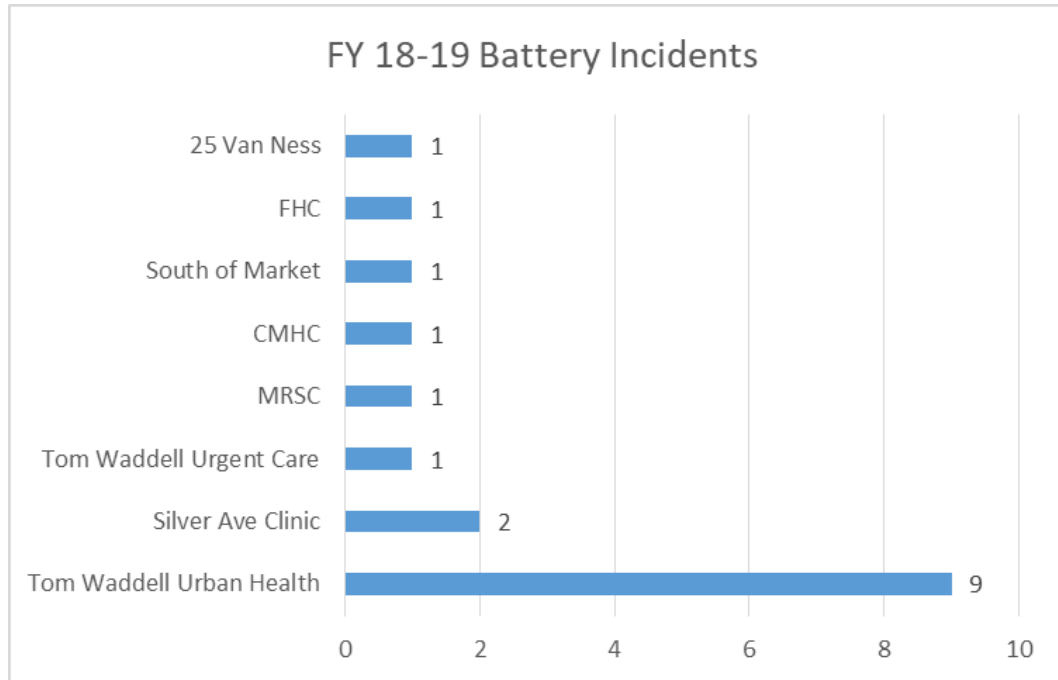
Serious Incident Categories by Year



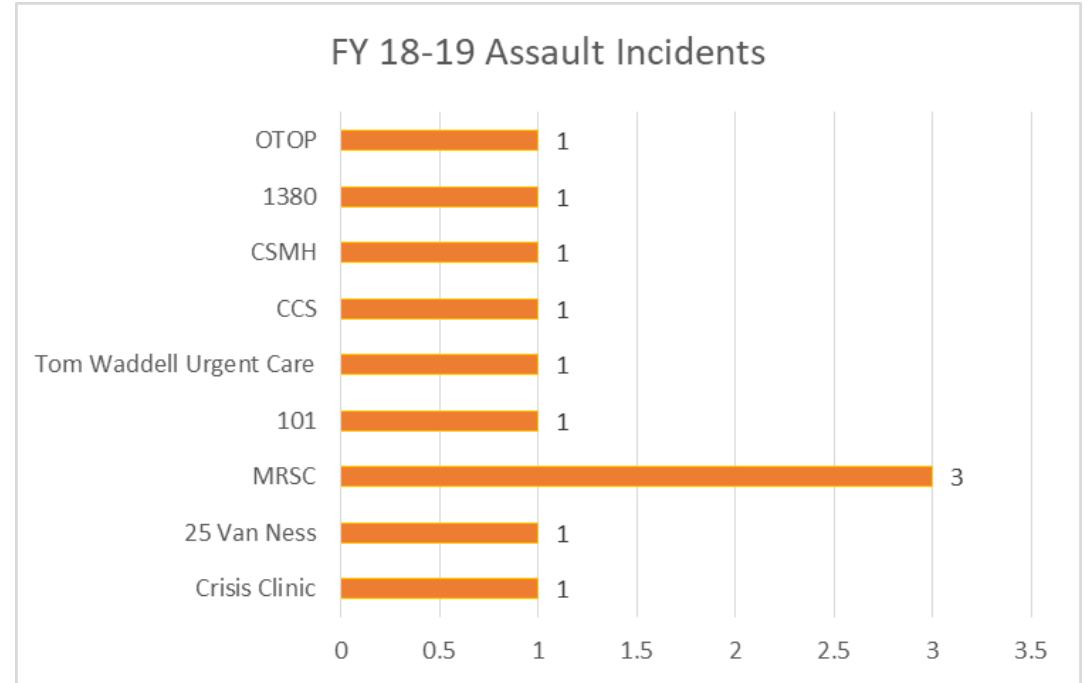
1. Battery and Assault incidents accounted for 44% of the year's serious incidents.

Patient against Employee battery and assaults accounted for 54% of reported crimes against persons.

Serious Incident Categories by Year



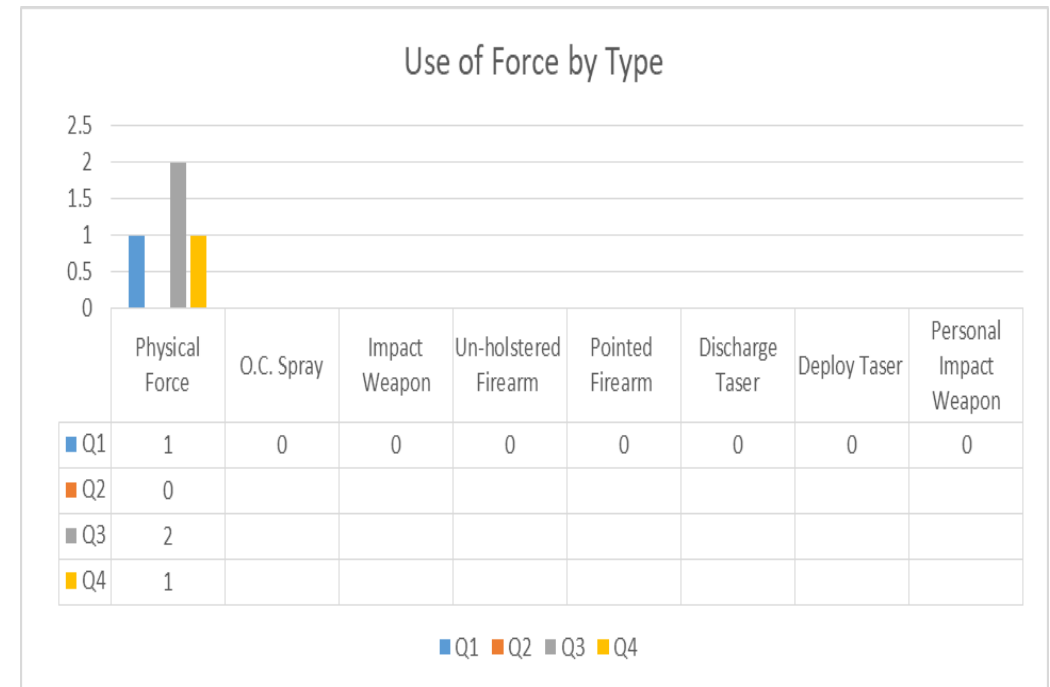
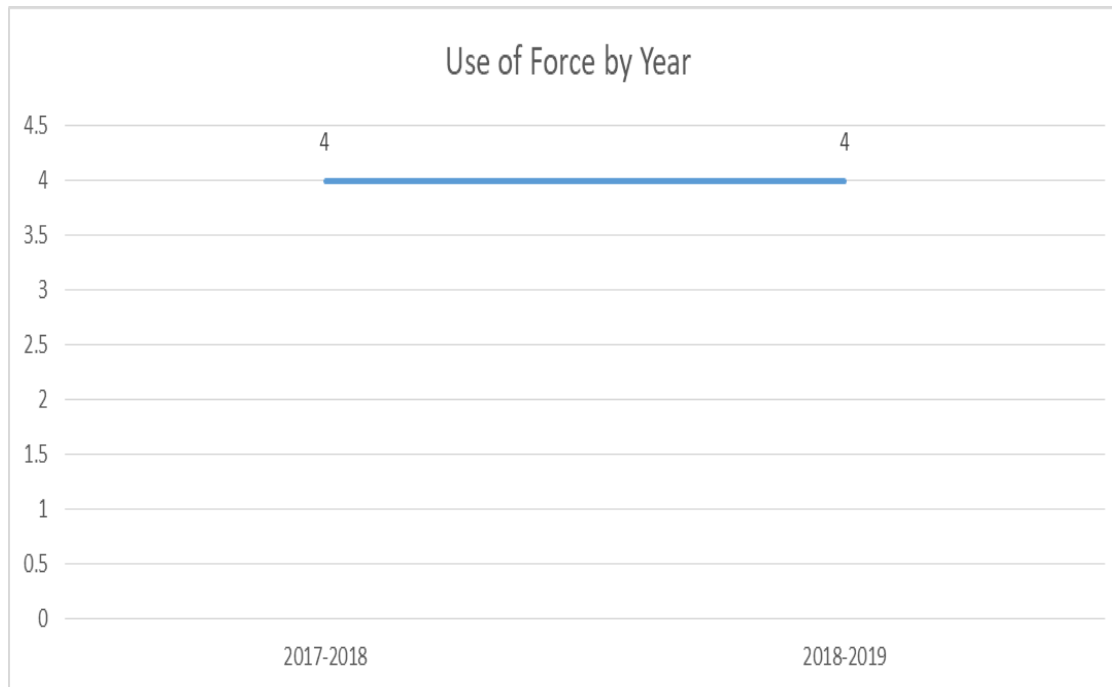
Fifty-three percent of reported battery incidents occurred at Tom Waddell Urban Health Clinic



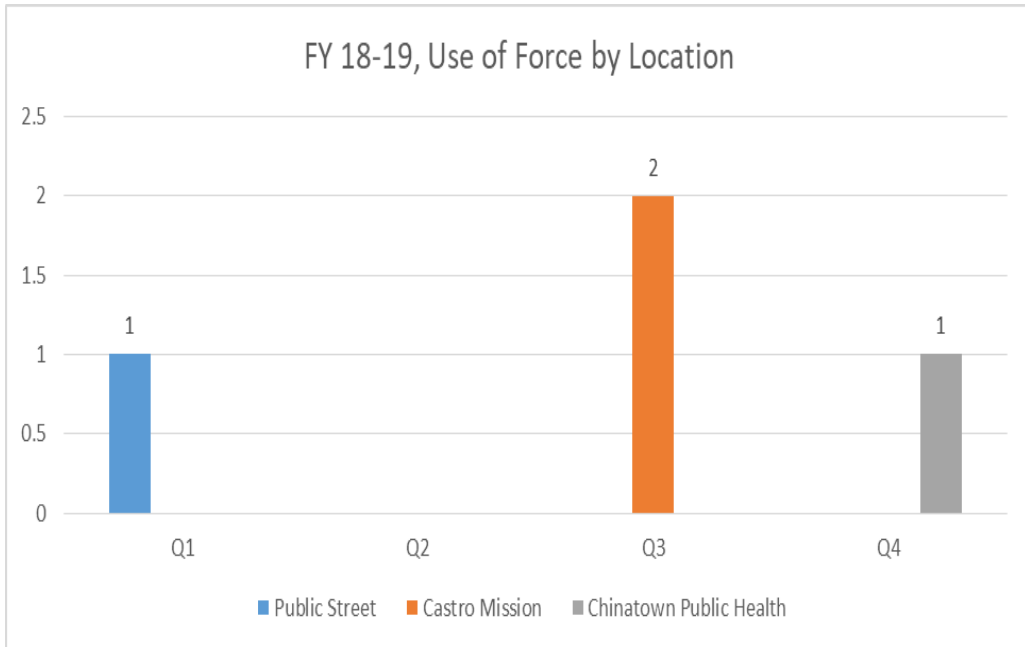
Seventy-three percent of reported assault incidents occurred at Medical Respite Sobering Center.

Use of Force by Year

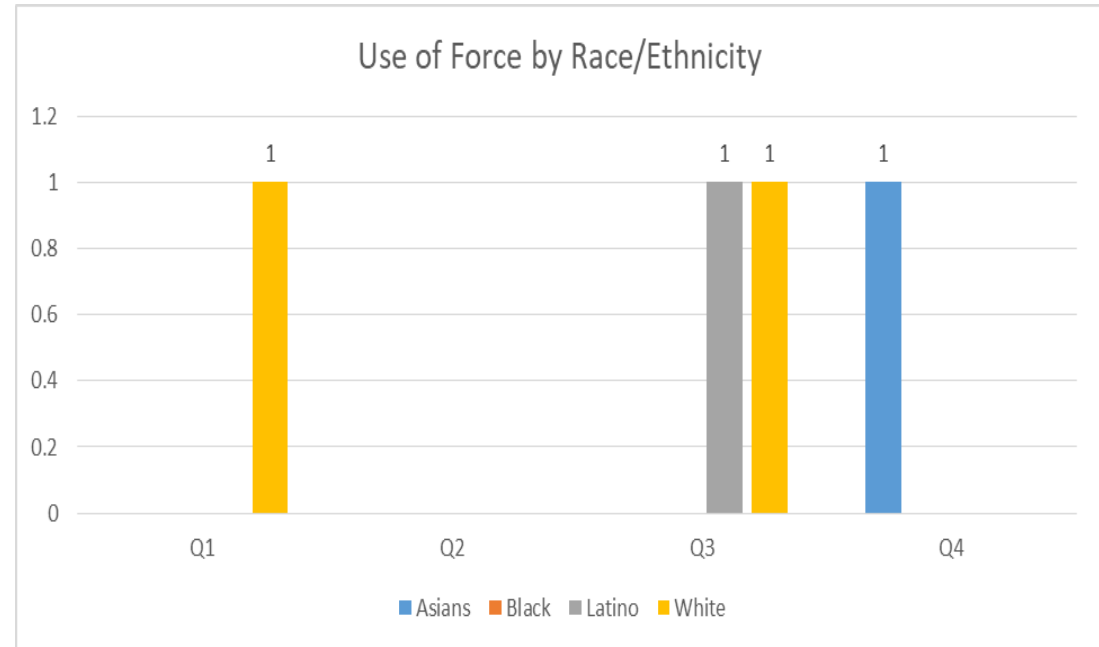
Use-of-force data is tracked of all SFSD incidents occurring on DPH Clinics. Comparing 2017-2018 to 2018-2019, there was no change in the amount of use-of-force incidents.



Use of Force by Location and Race/Ethnicity



Fifty-percent of use-of-force incidents occurred at Castro Mission Health Clinic.



Fifty-percent of use-of-force incidents were inflicted upon Caucasians.

Questions?



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