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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

# San Francisco Joint Conference Committee

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LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER,  
SECURITY REPORT: ANNUAL REVIEW

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# Overview

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The purpose of this report is to provide a annual review of the 2016-2017 Campus Safety and Security Plan.

The report will encompass the following:

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

# Accomplishments

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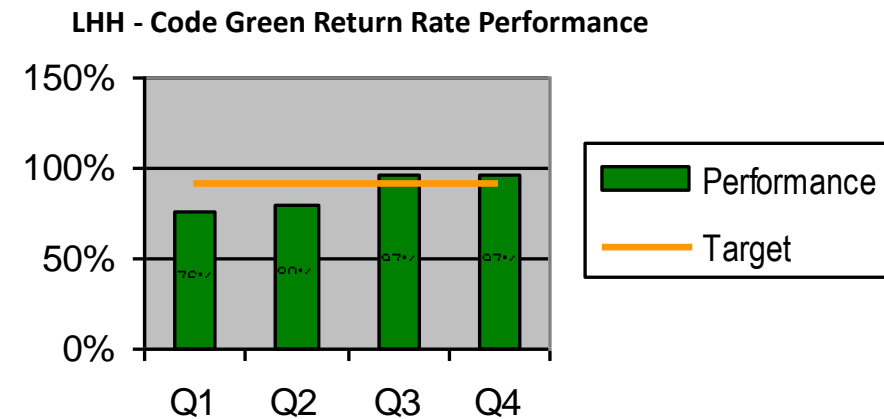
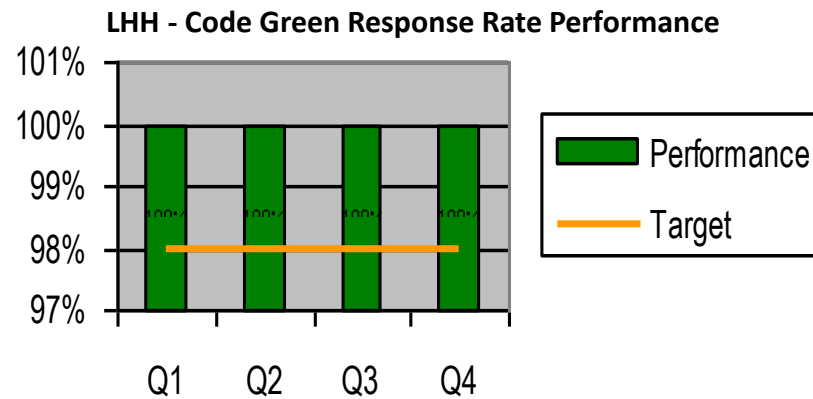
- The 2016-2017 Security Program was successful in accomplishing 12-milestones, which included the following:
  - Development of a Campus Safety and Security Committee
  - Developed a Threat of Violence in the Workplace: Prevention and Management
  - The implementation of 12 Security Standard Operation Procedures
  - Staff Security Awareness Training and Education
  - Electronic Security System Enhancements

# 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%**



**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 3<sup>rd</sup> and 4<sup>th</sup> 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%**

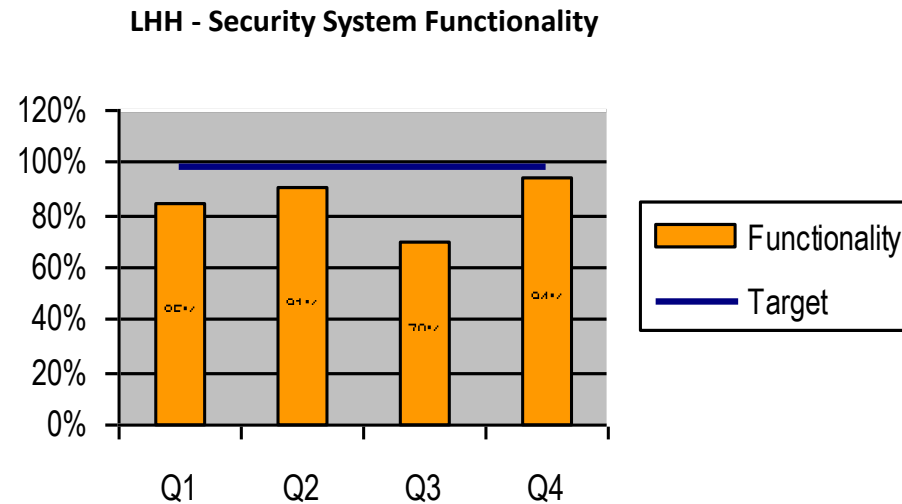


*LHH - The overall satisfaction rate during the 1<sup>st</sup> – 2<sup>nd</sup> quarter, which was based on hospital leaders, was 81%. Residents and Visitors were not surveyed this year.*

# 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**

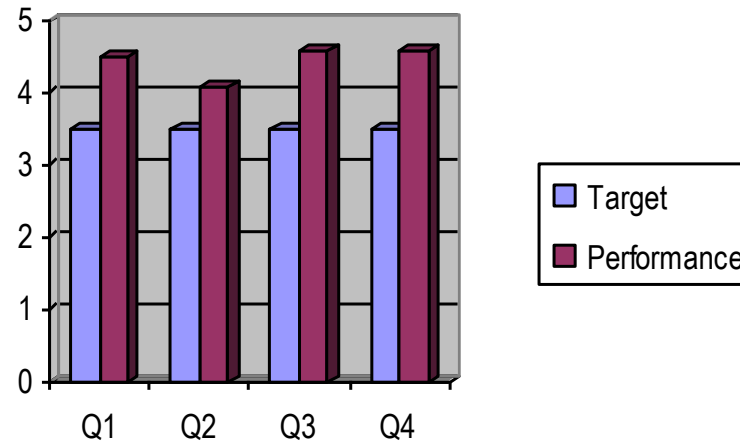


*LHH - The overall functionality of the system for the year was 85%.*

# Effectiveness – Significant Reporting Performance

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

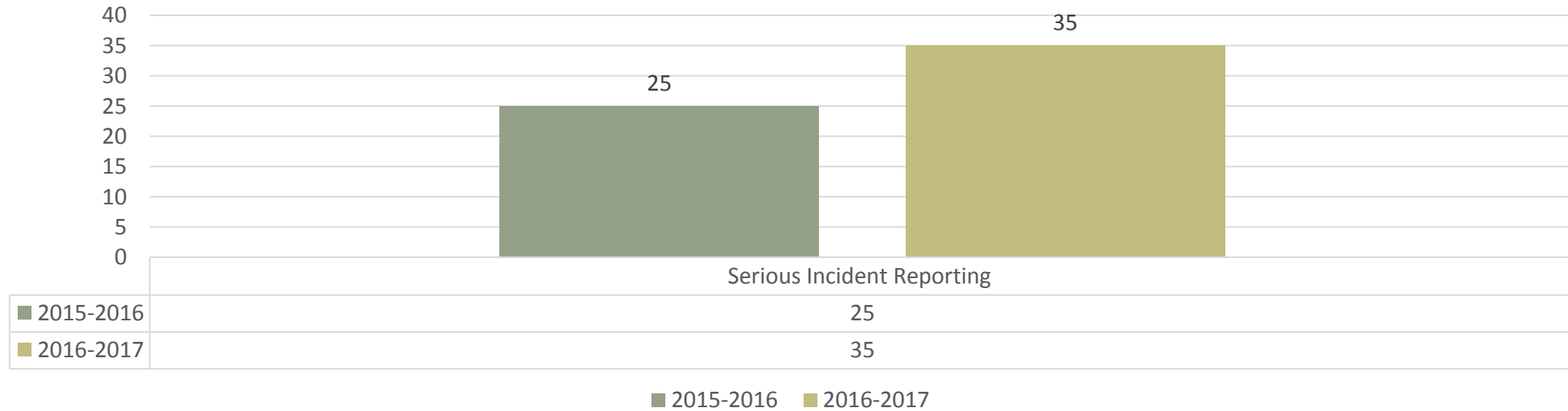
**DPH-SFSD MOU Performance Metrics (LHH)**



*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.

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.

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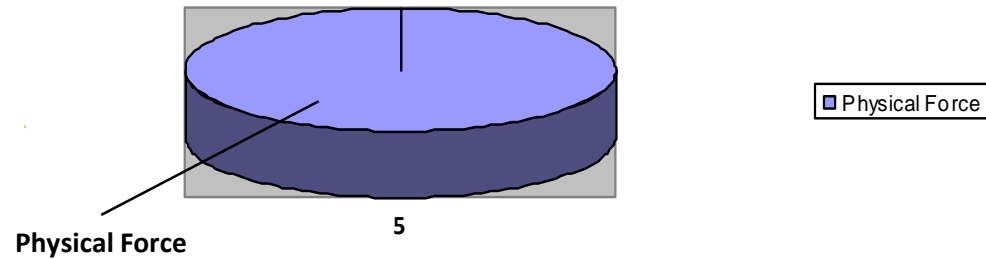
## Use of Force Statistics

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

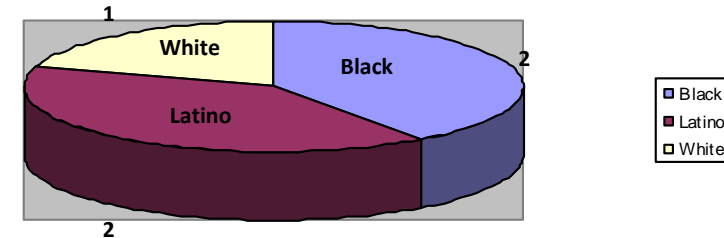
1. Type of Force
2. Number of incidents
3. Cases
4. Location
5. Demographics

# Effectiveness – Significant Reporting Performance cont.

Types of Force



Demographics



Type of Force	Cases	Demographics	Locations
Physical Force – 5	Patients/Residents – 4	Males – 5	Resident/Patient Room – 4
	Non Patients – 11	Females – 0	Public Streets – 1
	Felonies – 0	Asian – 0	
	Misdemeanors – 0	Black/AA – 2	
	Mental Health Incidents – 0	Latino – 2	
		White – 1	

*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

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- Non-violent Crisis Intervention Training for direct patient care providers, and Sheriff's deputies.
- Installation of electronic security devices, including integration systems to serve both hospitals.
- Monthly Security Alert Publications

# Questions?

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