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San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

FY – 2018-2019 Security Management Plan Annual Assessment

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER,
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 Campus-wide 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 Hospital 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.
- In collaboration with Facility Services, installed electronic security and access control enhancements in the Administrative Building, and Hospital.
- Developed and maintained working partnerships with San Francisco Urban Riders to maintain Sherwood Forest.
- Responded to 1,027 calls for service.
- Investigated 11-threat/workplace violence incidents.
- Use of Force incidents decreased 34% from 2017-2018
- Exceeded the overall performance target for Patient/Resident Elopement Response (Code Green.) Response.
- Exceeded the overall performance target for maintaining functional electronic security systems.
- The San Francisco Sheriff's Department exceeded the overall SFDPH & SFSD MOU compliance target.

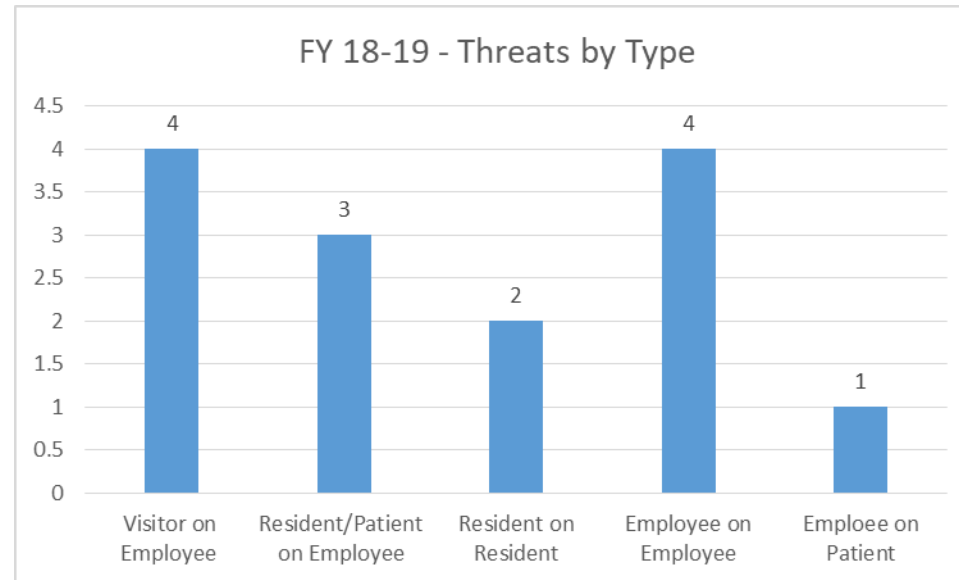
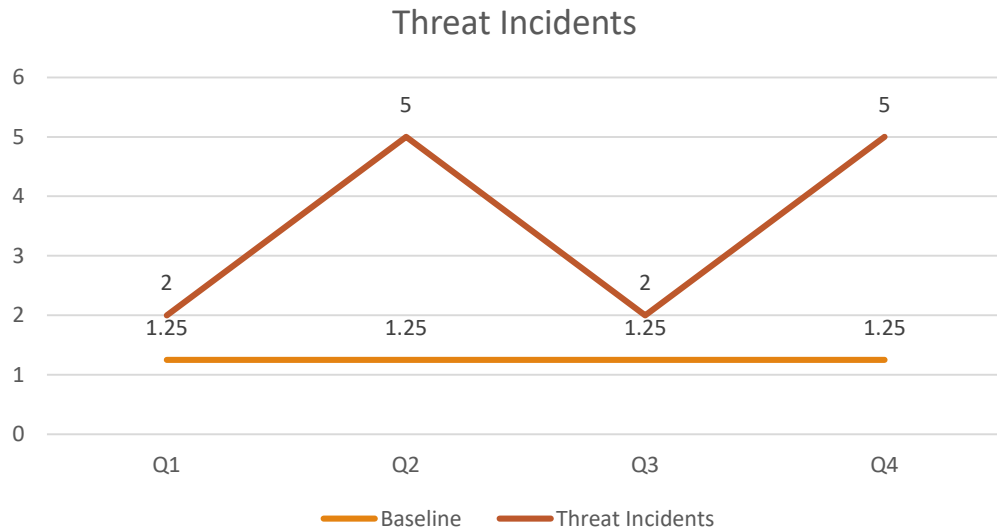
Performance Metrics



The overall performances metrics exceeded their target except the Customer Satisfaction Survey, which was 65% satisfaction.

Threat Management and Workplace Violence Prevention

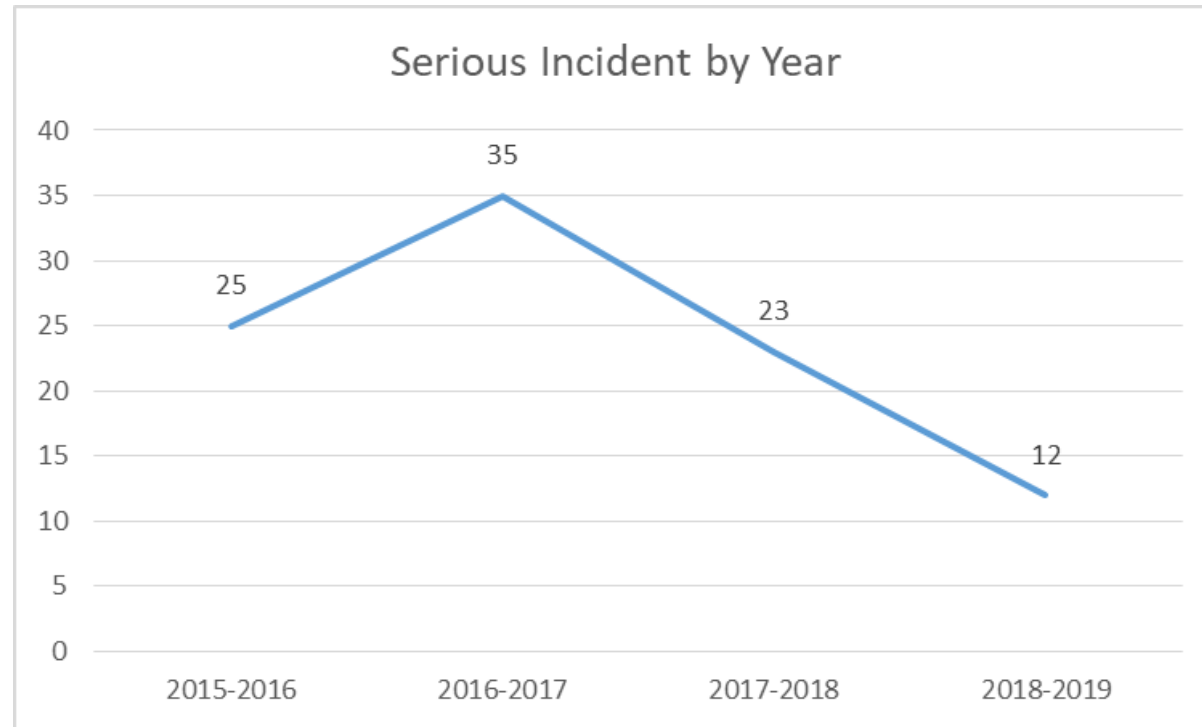
To demonstrate the effectiveness of the Threat Management and Violence in the Workplace Prevention Plan, quarterly data is tracked of all moderate and high risk threat reports.



There were 14-reported threats, which exceeded the annual baseline by 35%

Visitor against Employee, and Employee against Employee threats accounted for 57% of reported threats.

Serious Incidents by Year

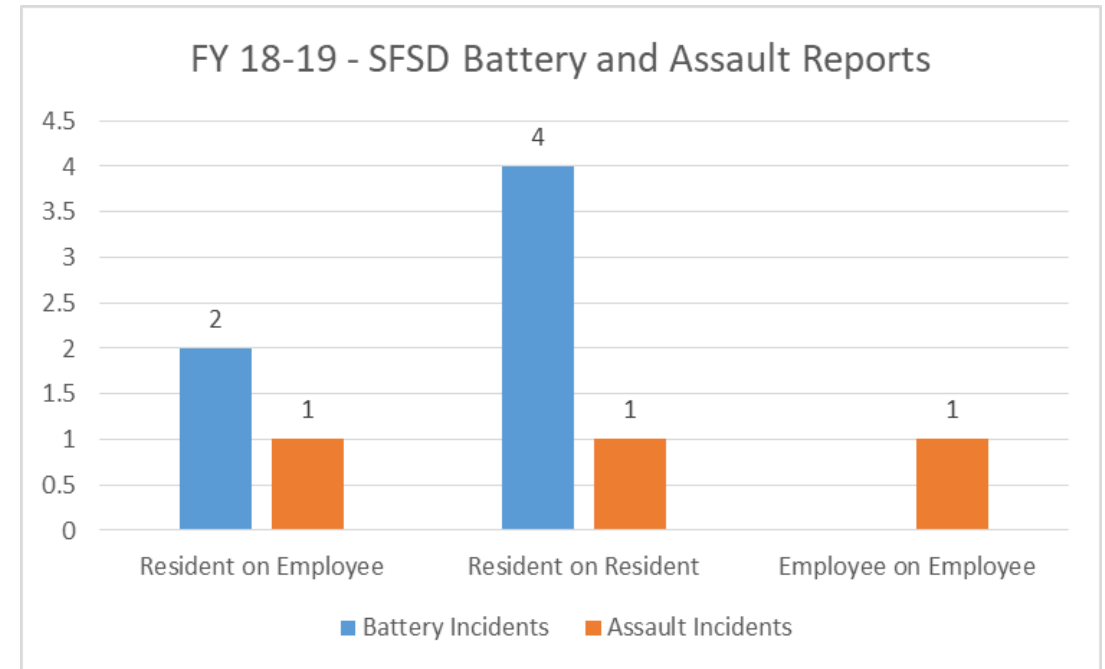
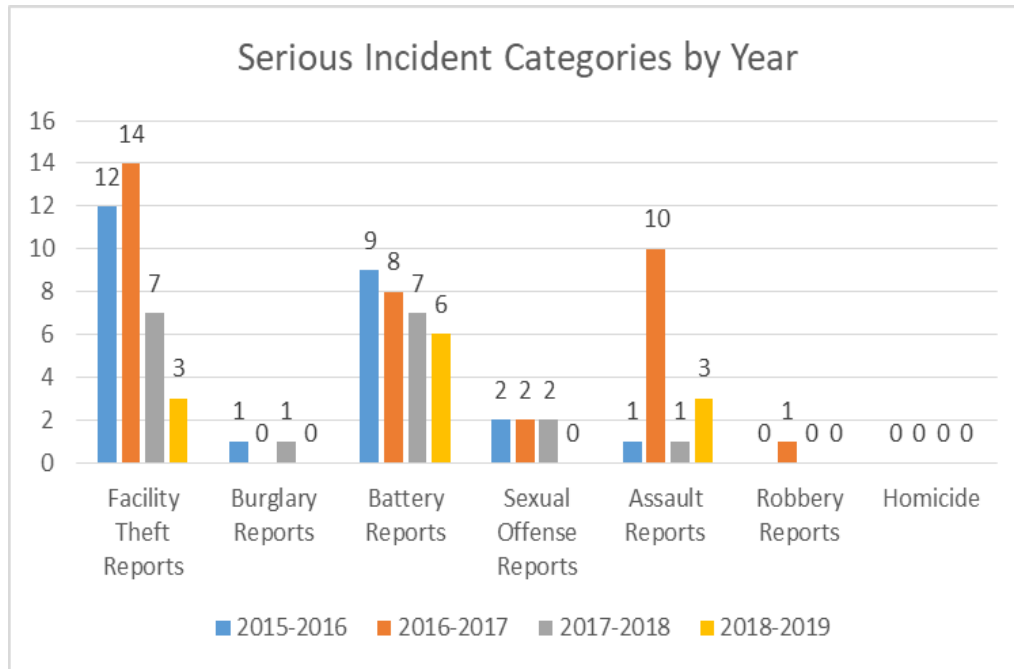


1. Comparing 2017-2018 and 2018-2019 serious incidents have decreased 52% .
2. Serious incident crimes have decreased 48% since FY 15-16.

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.

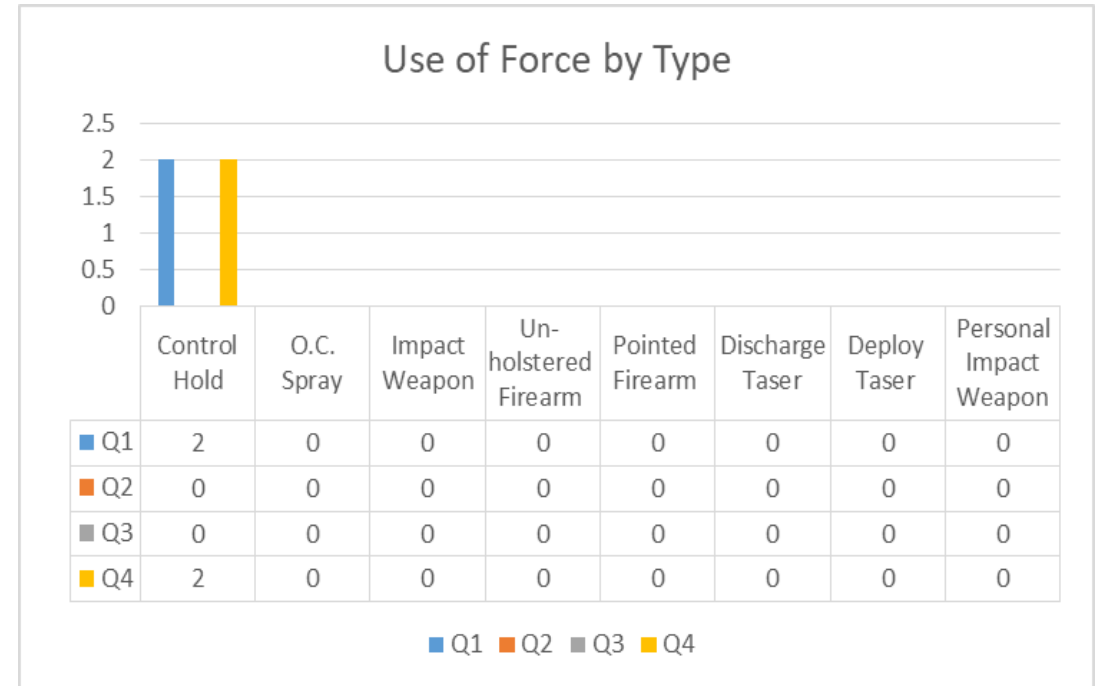
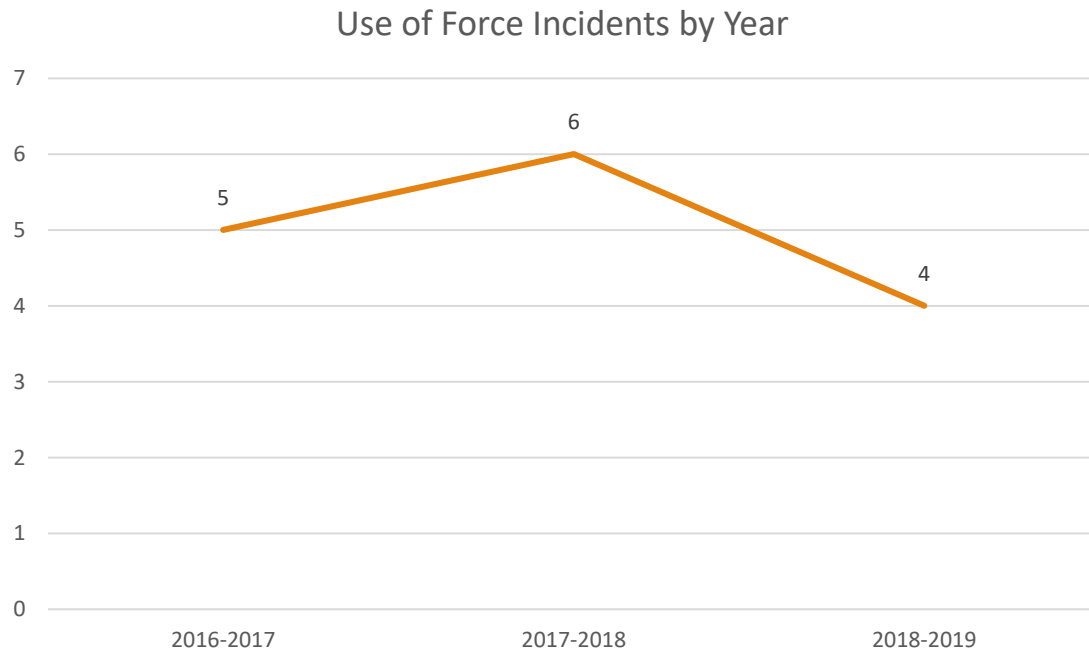
Serious Incident Categories by Year



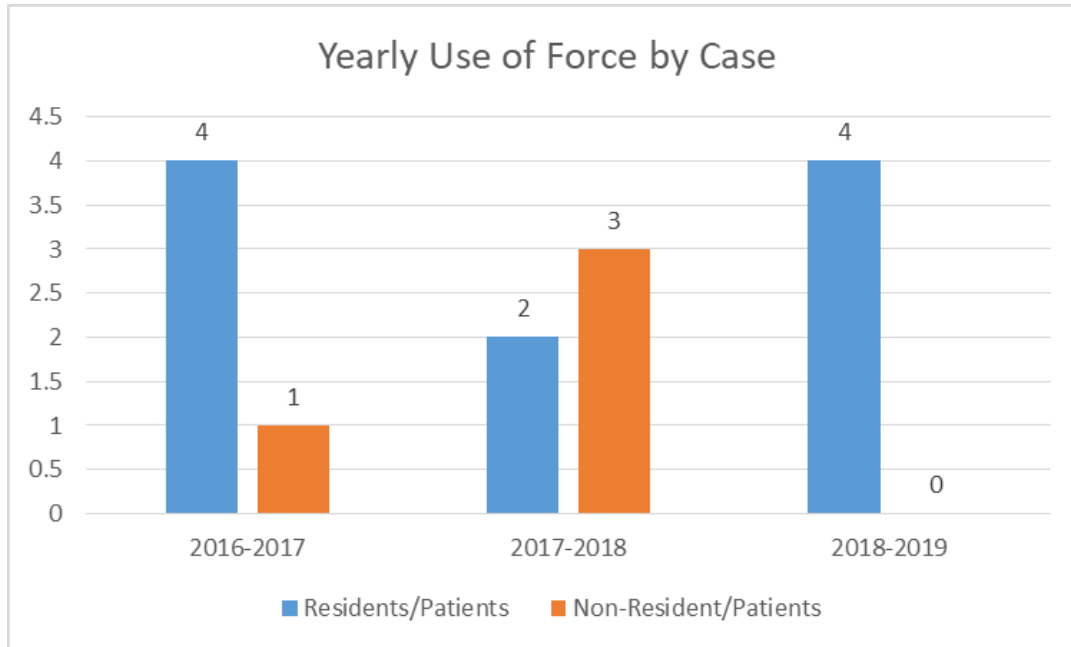
1. Battery and Assault incidents accounted for 75% of this year's serious incidents.
2. The Workplace Violence Committee reported an additional 50-resident-on-employee battery incidents.
3. Risk Management reported an additional 205-incidents, which 40% involved resident-to-resident altercations.

Use of Force by Year

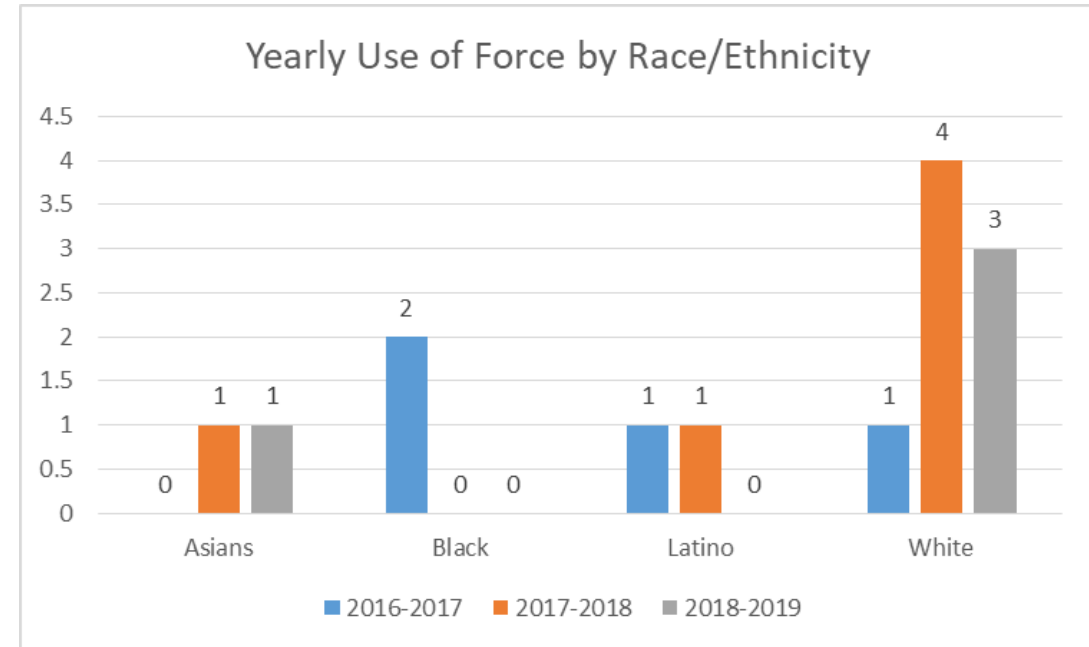
Use-of-force data is tracked of all SFSD incidents occurring on LHH campus. In 2018-2019, there was a 34% decrease in use-of-force incidents from 2017-2018.



Use of Force by Case and Race/Ethnicity



Since 2016-2017, 71% of use-of-force incidents occurred in resident/patient settings.



Since 2016-2017, 57% of use-of-force incidents were inflicted upon Caucasians.

Questions?



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