



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

FY 2017-18
Security Management Plan
Annual Assessment



San Francisco Department
of Public Health

Security Management Plan Scope

- Assure the ongoing provision of a safe, accessible, and secure environment for staff, patients, and visitors at Zuckerberg San Francisco General Hospital Campus.
- The 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.

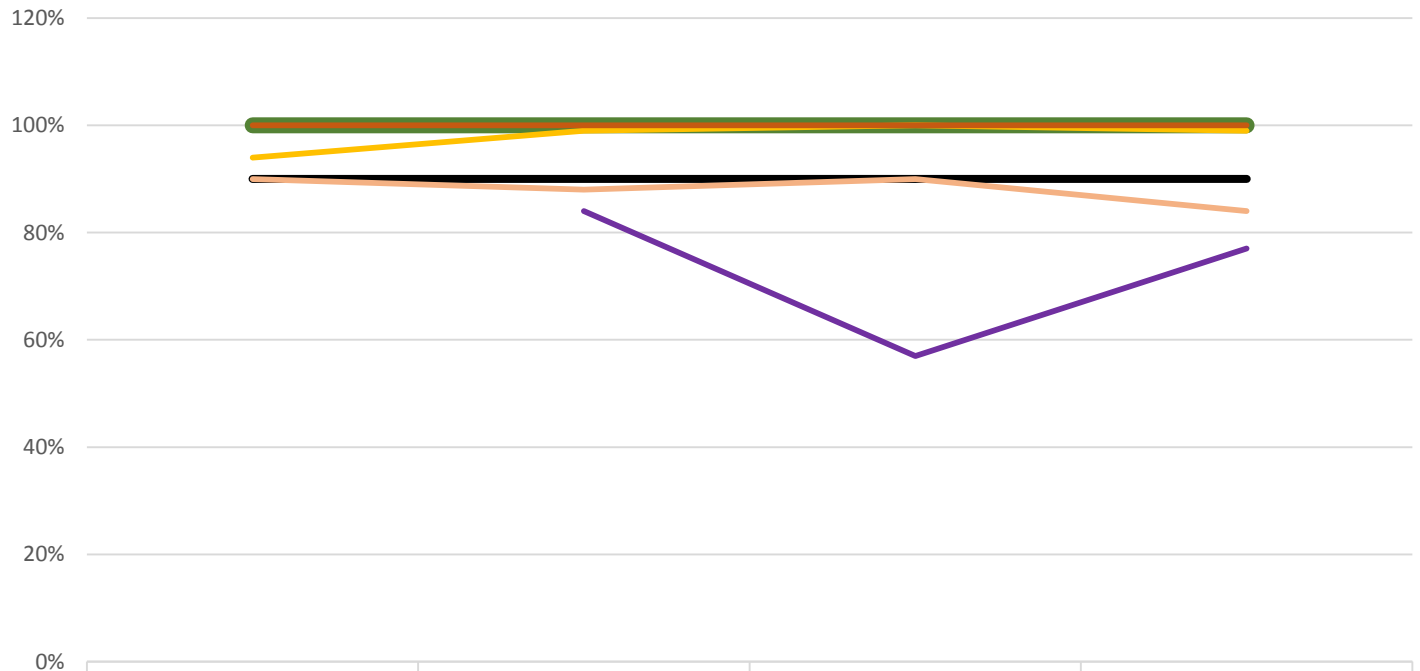
The scope of the Security Management Program includes:

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

Accomplishments

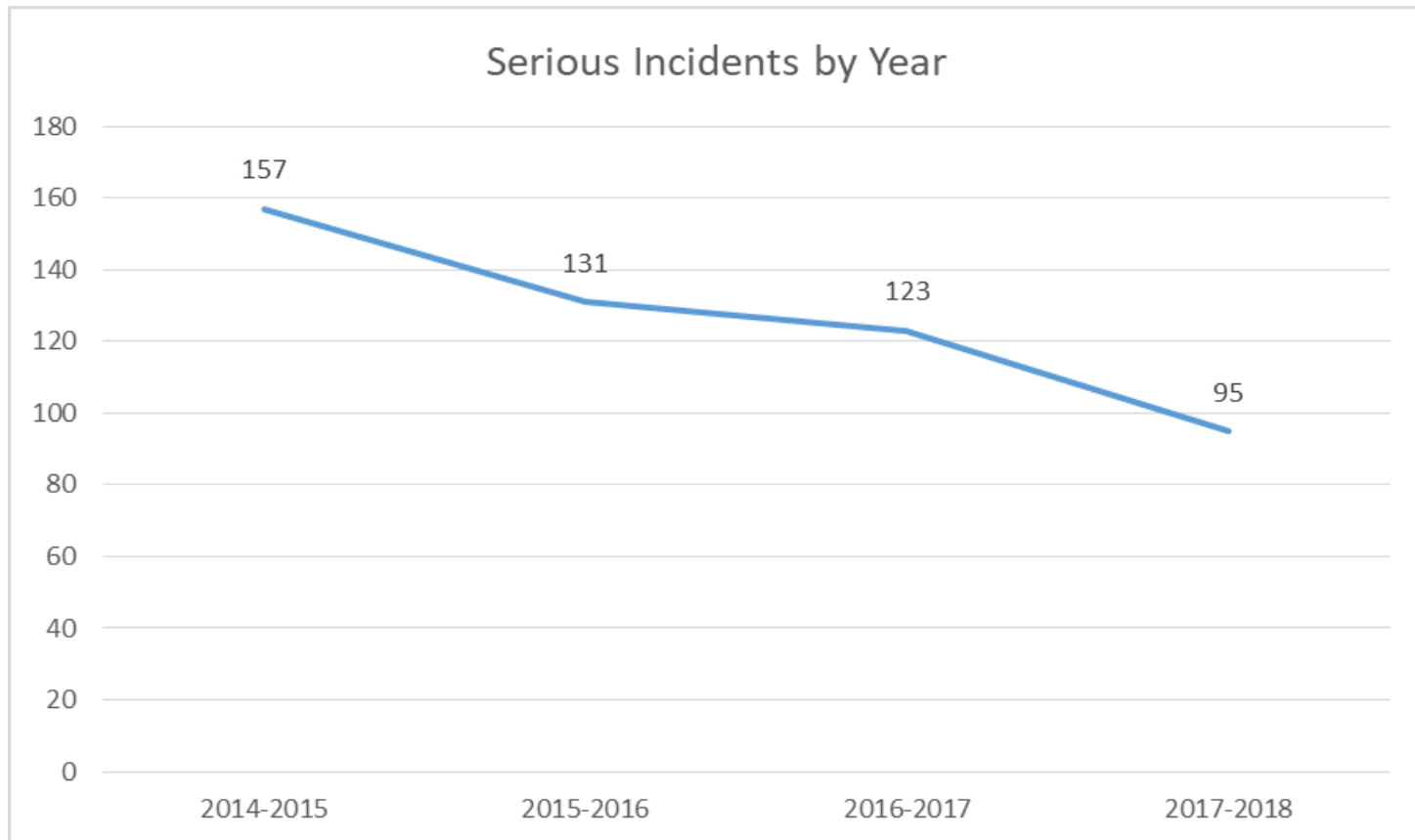
- Installation of 75 additional electronic security devices to monitor, and alarm all Building 5 stairwell exits.
- In collaboration with Facility Services, installed, in the tunnels, security gates/doors equipped with access control functionality
- The ED Security Weapons Screening Process resulted in confiscation of 3,466 weapons and contraband
- Responded to 19,150 calls for patient/medical assist, patient standby, and patient restraint/support incidents
- Exceeded the overall performance target for Code Green Response, Electronic Security System Functionality, and SFDPH and SFSD MOU Compliance
- Decrease in reported serious incident crimes by 23% from 2016-2017

Performance Metrics

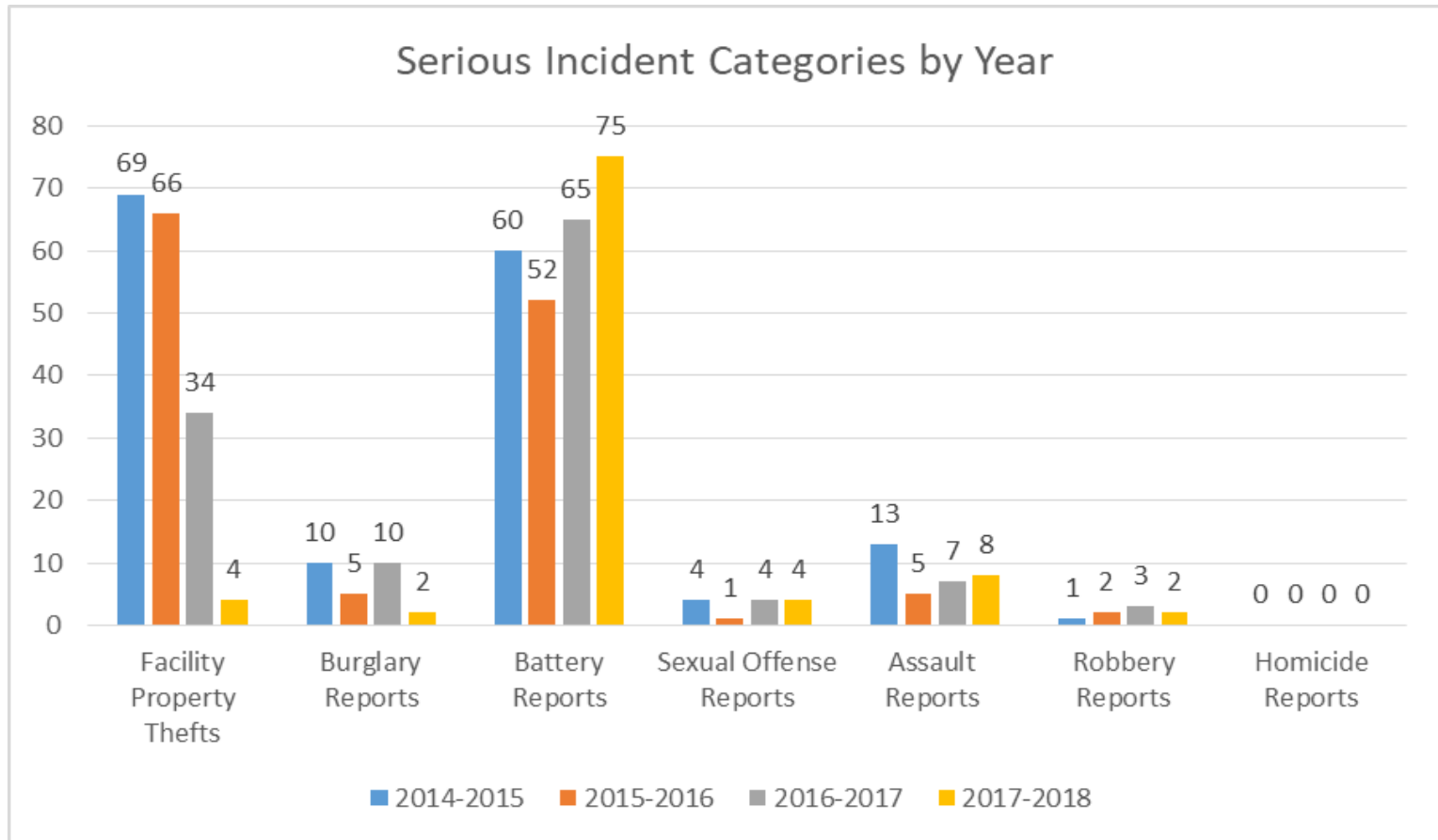


	Q1	Q2	Q3	Q4
Target	90%	90%	90%	90%
Code Green Response	100%	100%	100%	100%
Customer Satisfaction		84%	57%	77%
Electronic Security	94%	99%	100%	99%
MOU Compliance	100%	100%	100%	100%
Code Pink	90%	88%	90%	84%

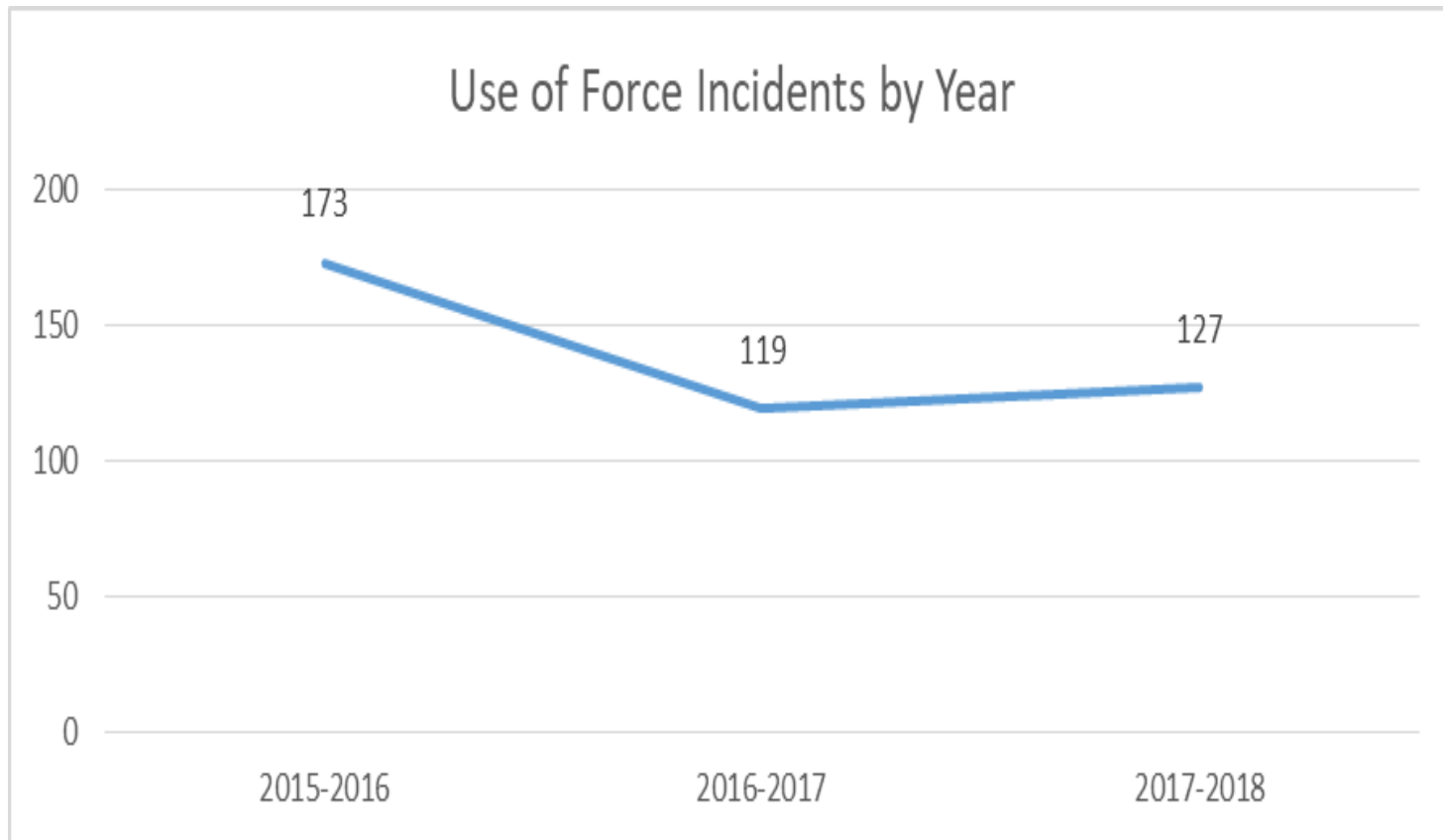
Serious Incidents by Year



Serious Incident Categories by Year

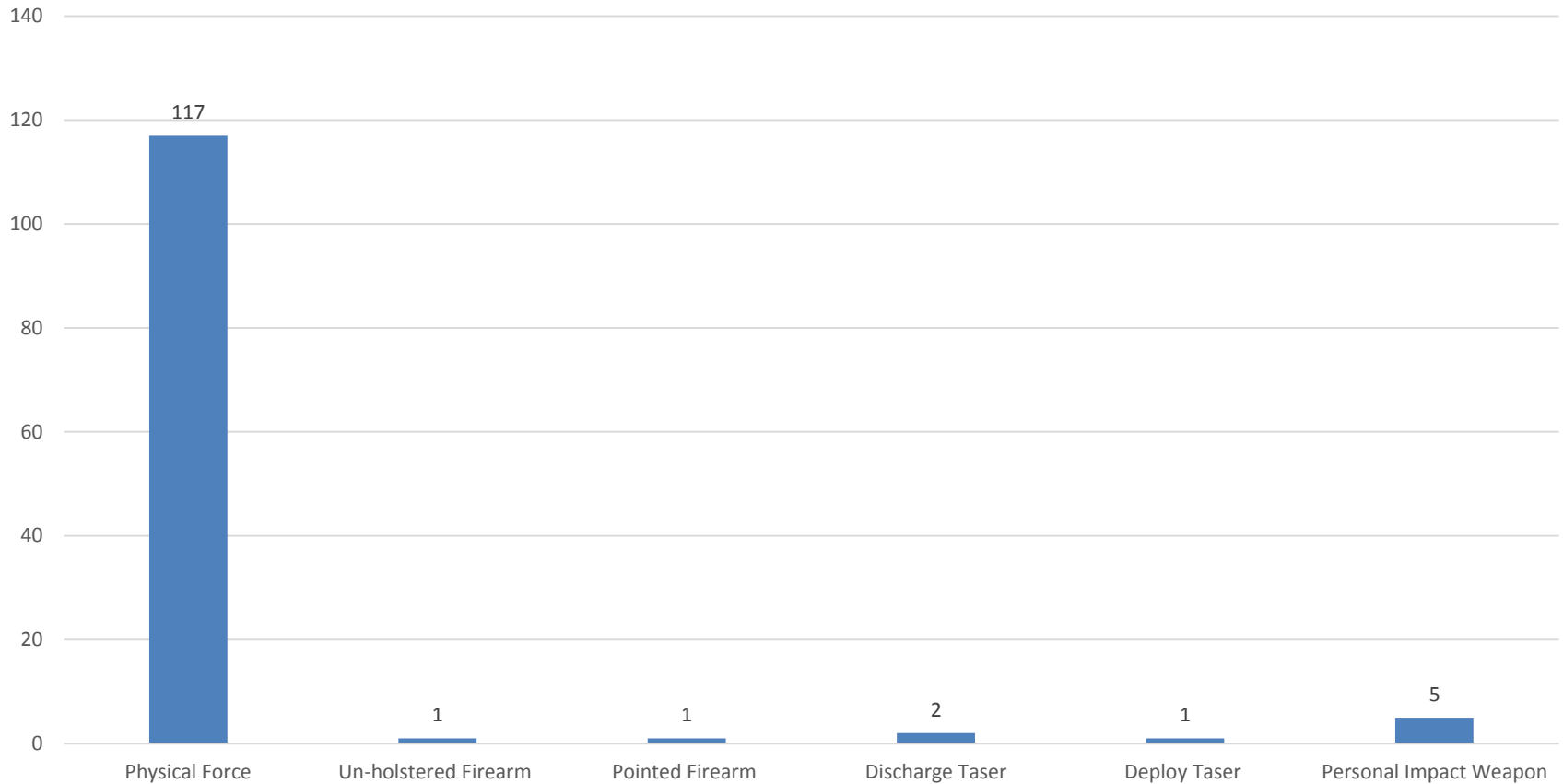


Use of Force by Year

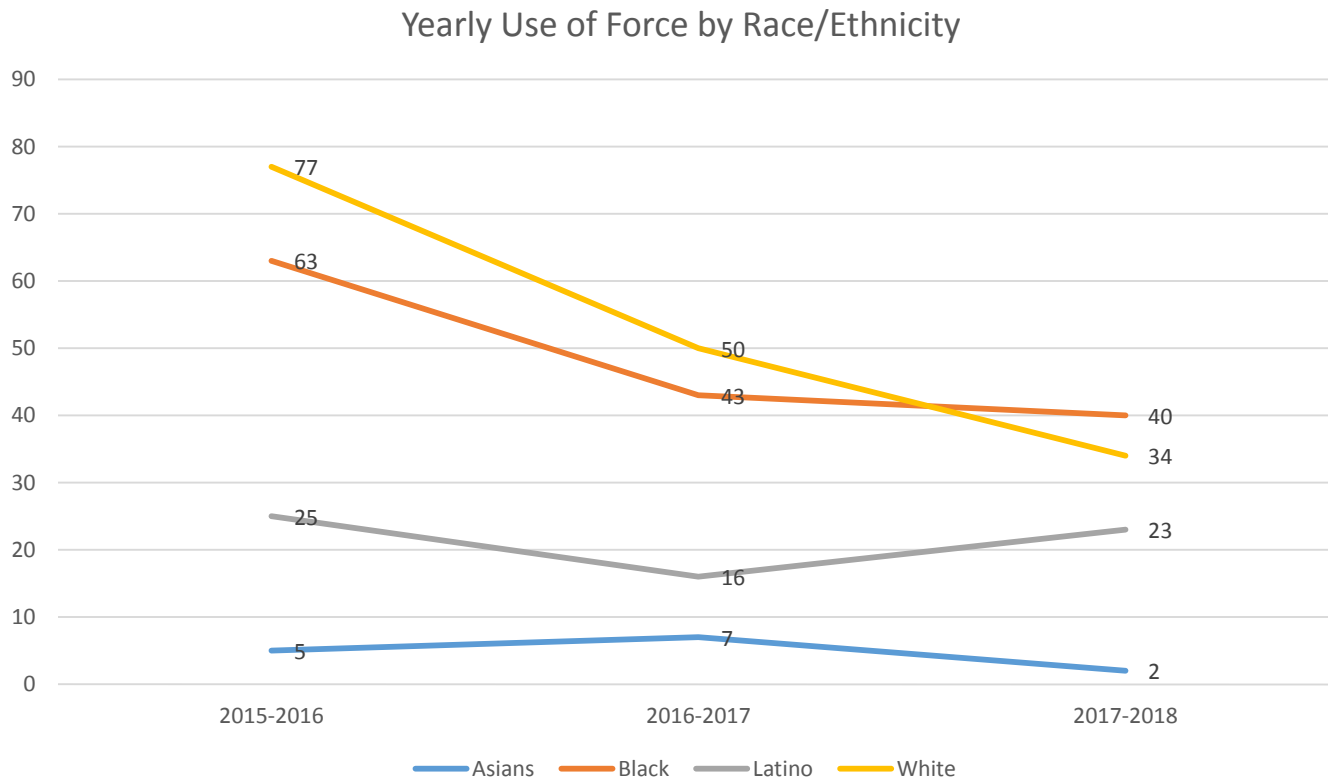


Use of Force by Type

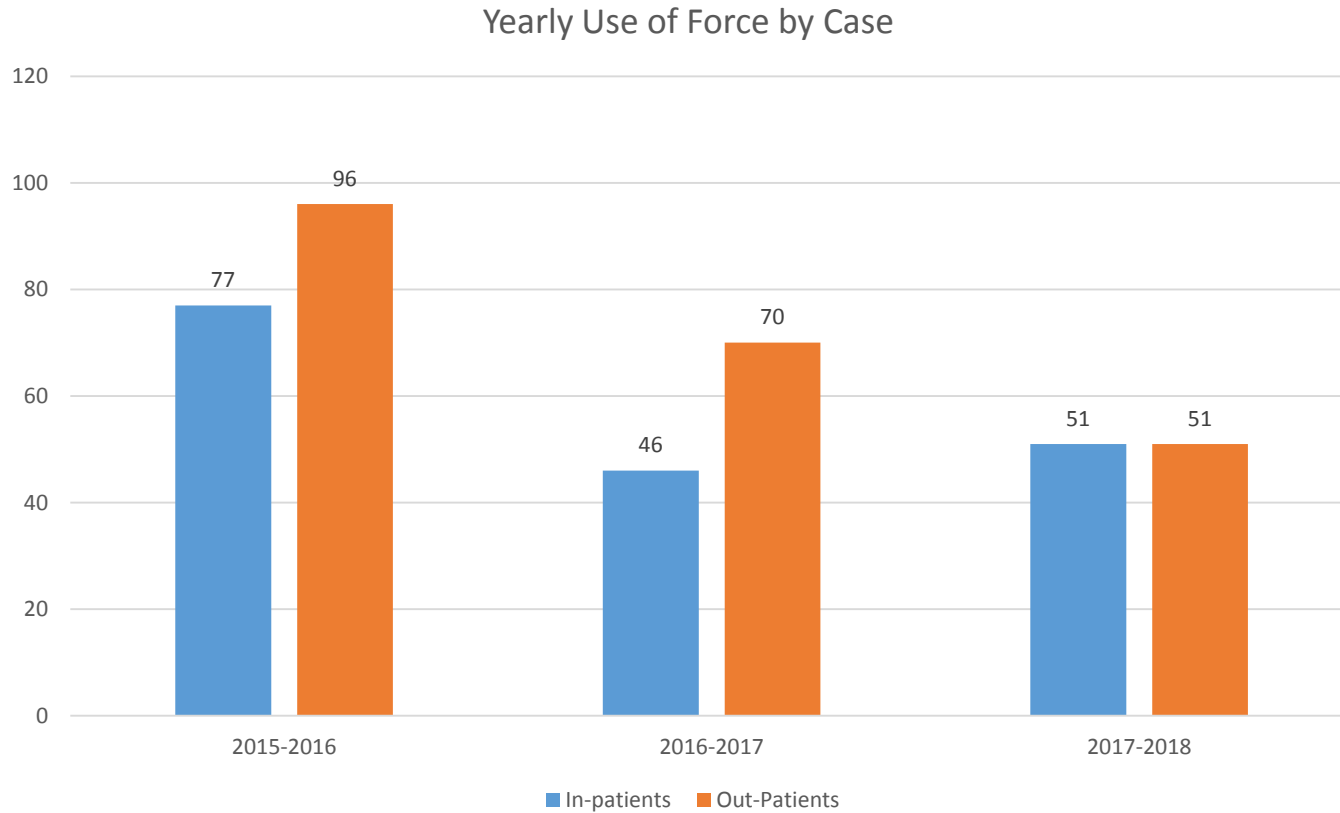
Yearly Use of Force by Type



Use of Force by Race/Ethnicity

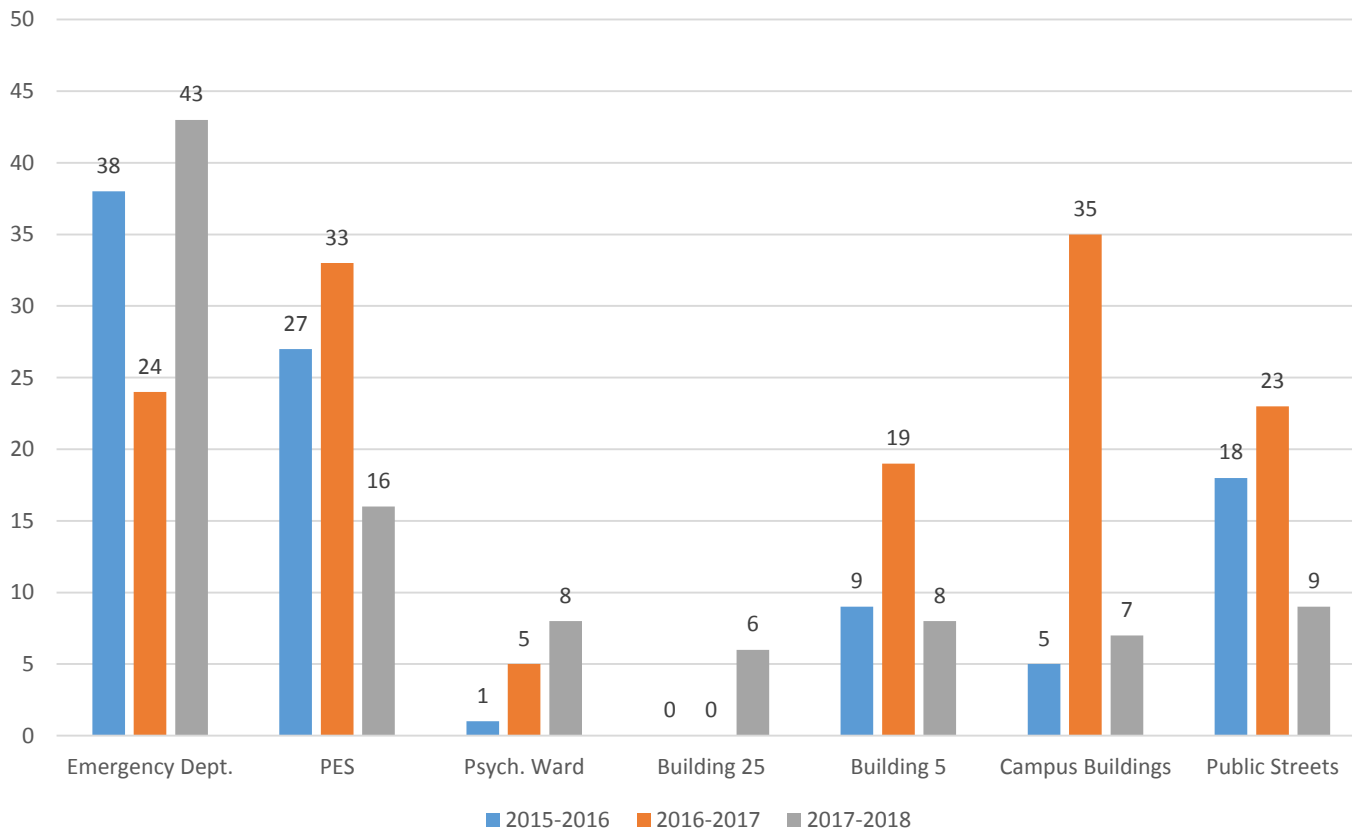


Use of Force by Case

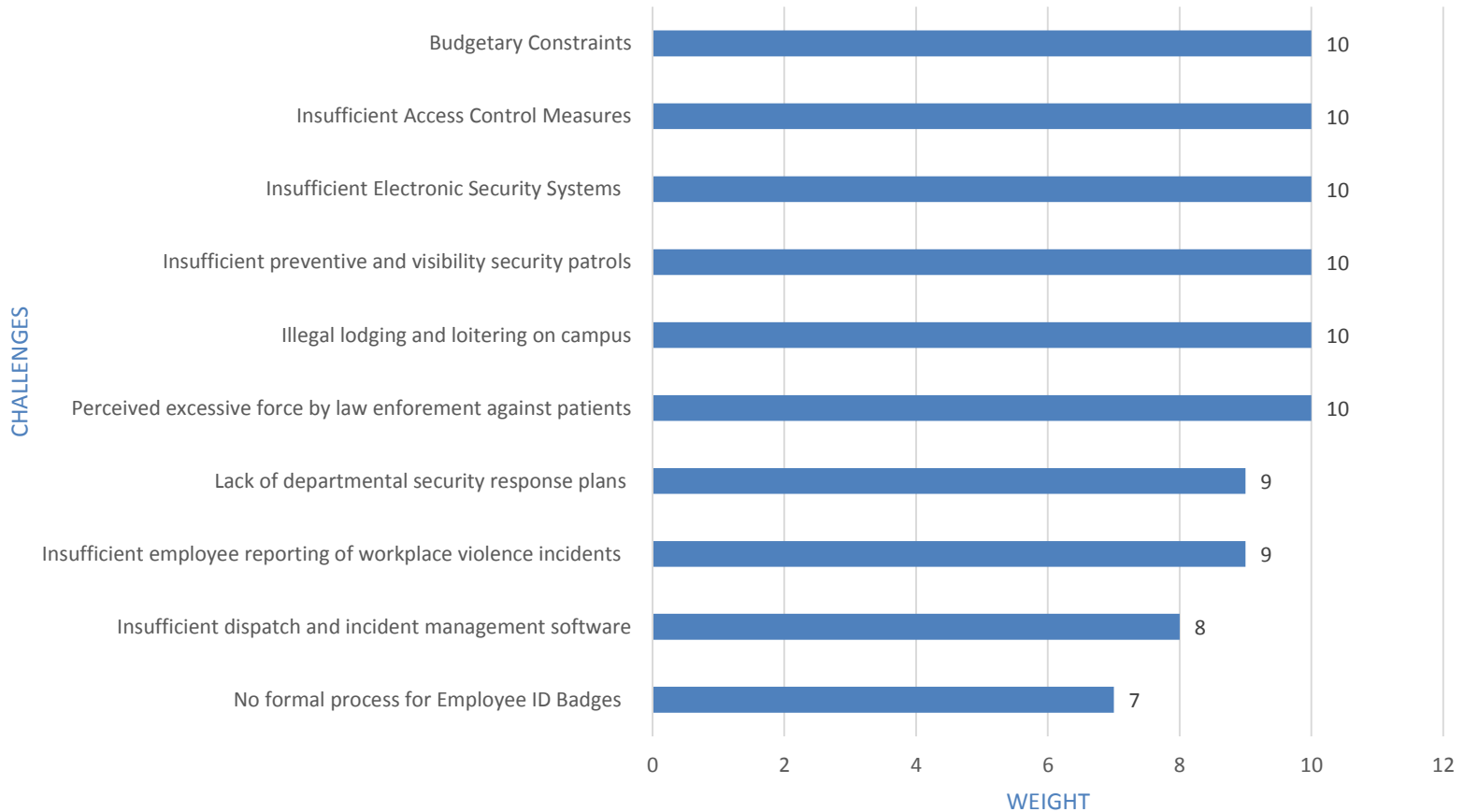


Use of Force by Location

Yearly Use of Force by Location



Top Security Service Challenges



Building 2 Corrective Action and Response Plan

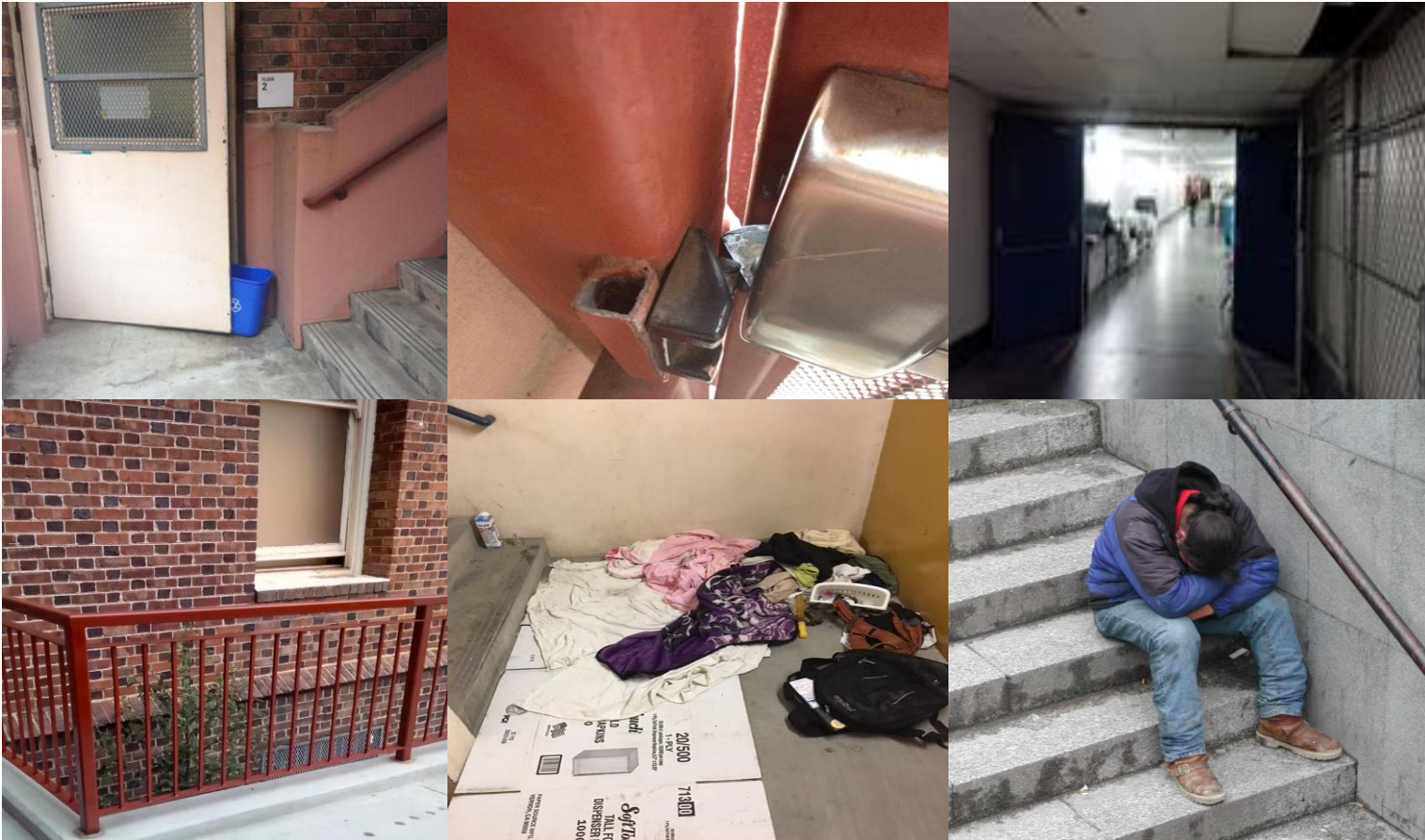
- DPH Security Investigation
- Comprehensive Security Risk Assessment
- Roving Patrols of all Campus Building Stairwells (2 - 4 per shift)
- DPH Stairwell Rounding Audit and Quarterly Report
- SFSD Corrective Action Taskforce assigned to ensure compliance with SFSD procedures, including Missing Person Procedure.
- 24/7 dedicated security staff to conduct building stairwell checks
- Expanded monthly security device inspection to include the legacy security system
- Building 2 Security Project – Install a physical barrier and additional electronic security devices.
- Campus Tunnel Security Project - Install badge readers in the Building 5 elevators.

Security Vulnerabilities

Access control is the hospital campus' greatest vulnerability, which contributes to:

- Facility Property Thefts
- Vandalism
- Urinating/Defecating in Public
- Drug use and drug paraphernalia on campus
- Illegal Lodging
- Loitering
- Unauthorized Access to Mechanical and Electrical Areas
- Unauthorized Access to Stairwells and Tunnels
- Unauthorized Access to Employee Only Areas
- After-hour Access to Clinical and Administrative Buildings

Security Vulnerabilities

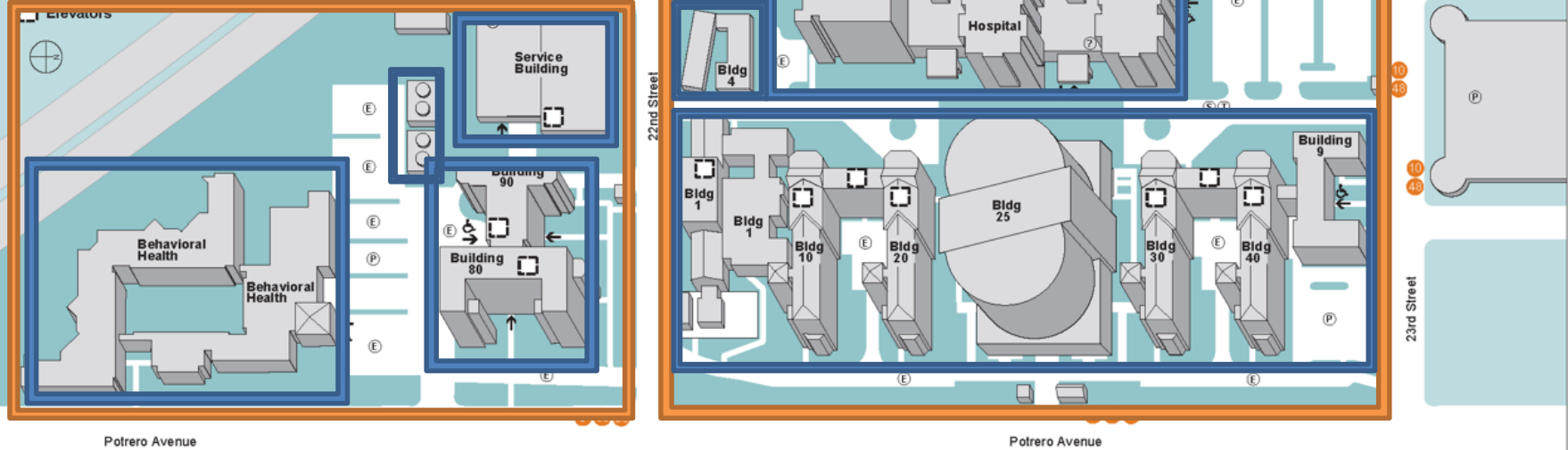


Layered Approach to Security Vulnerabilities

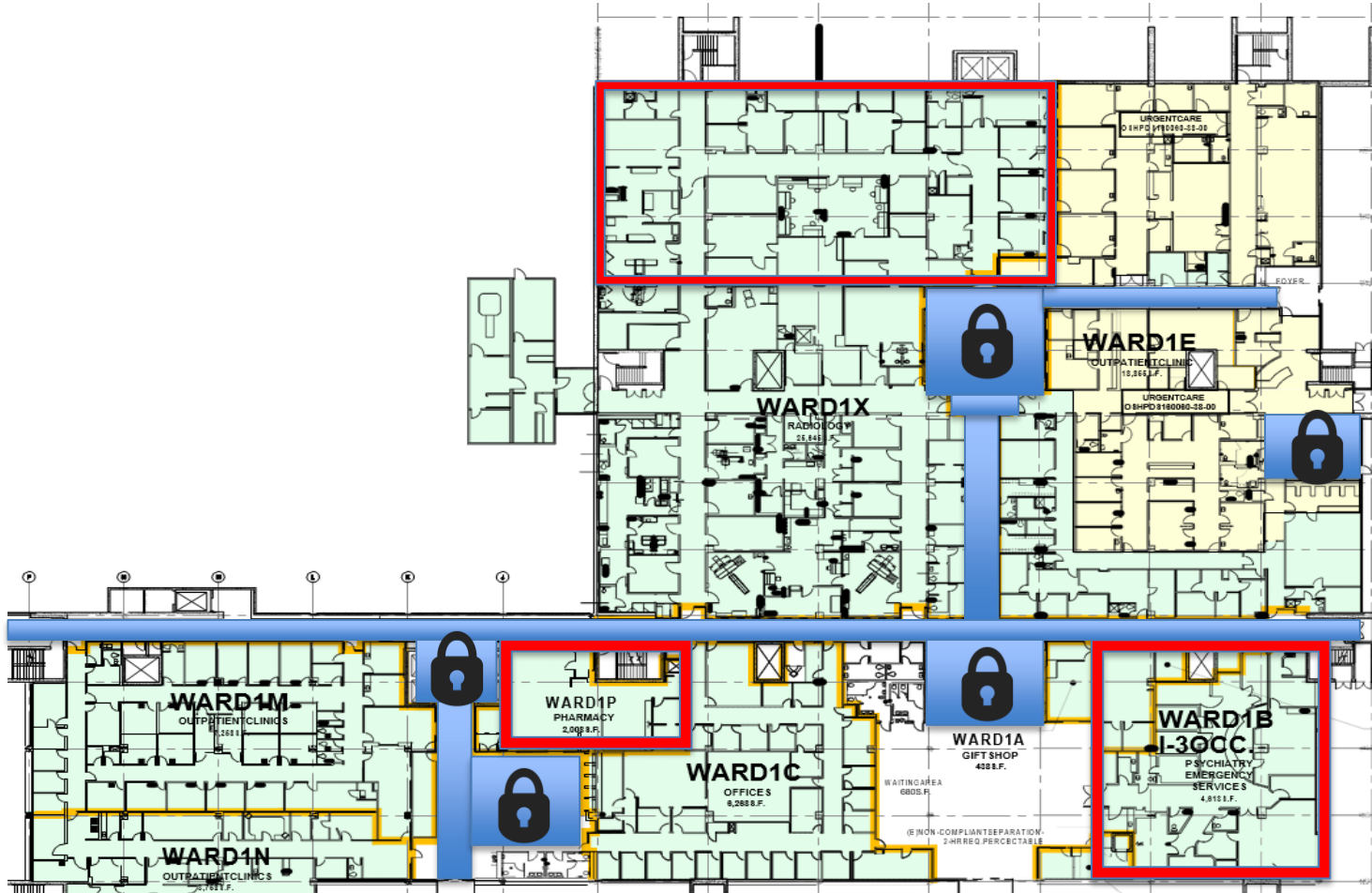
ZSFG Zuckerberg San Francisco General Hospital and Trauma Center

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San Francisco, CA 94110
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- Main Entrance
- ♿ Entrance for the Disabled
- ✚ Ambulance Entrance
- ℹ Information Desk
- 🚕 Taxi Stop
- 🚌 Muni Bus Stop
- 🚏 Shuttle Bus Stop
- P Public Parking
- E Employee Parking

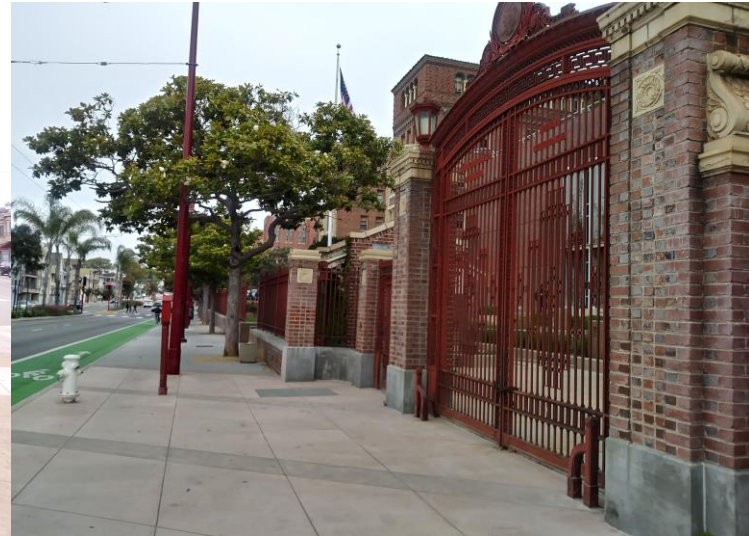
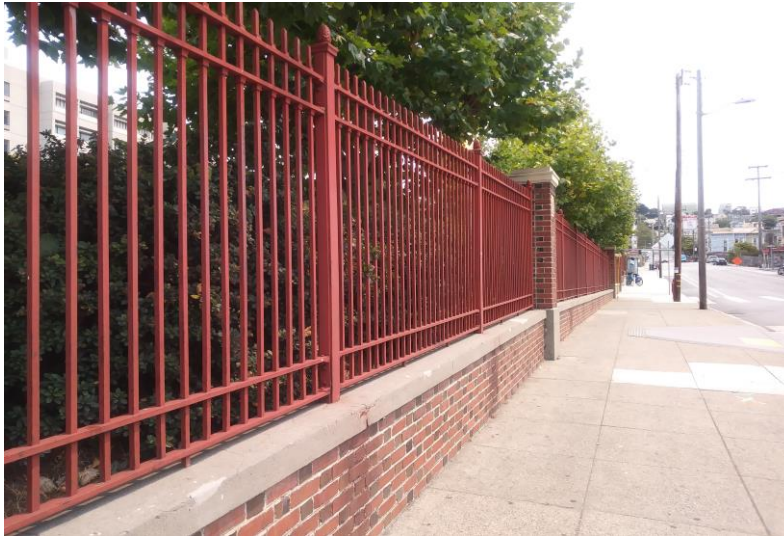


Layered Approach to Security Vulnerabilities



Layered Approach to Security Vulnerabilities

Perimeter Security Measures



Layered Approach to Security Vulnerabilities

Inter-Perimeter and Interior Security Measures



Increased Security Staffing FY18-19

Building 90	Roving Sheriff's Cadet	2.8 FTE
Building 5 Lobby	Fixed Sheriff's Cadet	2.8 FTE
Building 25 Lobby	Fixed Sheriff's Cadet	1 FTE
Emergency Department	Ambulance Bay Sheriff's Cadet	1.4 FTE
Campus Stairwells	Roving Sheriff's Cadet	3 FTE