FY 2017-18
Security Management Plan
Annual Assessment
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 is to establish the framework, organization, and processes for 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

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
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<tbody>
<tr>
<td>Target</td>
<td>90%</td>
<td>90%</td>
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<tr>
<td>Code Green Response</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
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<tr>
<td>Customer Satisfaction</td>
<td>84%</td>
<td>57%</td>
<td>77%</td>
<td>77%</td>
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<tr>
<td>Electronic Security</td>
<td>94%</td>
<td>99%</td>
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<tr>
<td>MOU Compliance</td>
<td>100%</td>
<td>100%</td>
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<tr>
<td>Code Pink</td>
<td>90%</td>
<td>88%</td>
<td>90%</td>
<td>84%</td>
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Serious Incidents by Year

Serious Incidents by Year

- 2014-2015: 157
- 2015-2016: 131
- 2016-2017: 123
- 2017-2018: 95
Serious Incident Categories by Year

- Homicide Reports: 0 (all years)

Zuckerberg San Francisco General Hospital and Trauma Center

10/18/2018
Use of Force by Year

Use of Force Incidents by Year

- 2015-2016: 173
- 2016-2017: 119
- 2017-2018: 127
Use of Force by Type

Yearly Use of Force by Type

- Physical Force: 117
- Un-holstered Firearm: 1
- Pointed Firearm: 1
- Discharge Taser: 2
- Deploy Taser: 1
- Personal Impact Weapon: 5
Use of Force by Race/Ethnicity

Yearly Use of Force by Race/Ethnicity

Asians  Black  Latino  White

2015-2016: 77  63  25  5
2016-2017: 50  43  16  7
2017-2018: 40  34  23  2

Legend:
- Asians
- Black
- Latino
- White
Use of Force by Case

Yearly Use of Force by Case

- 2015-2016: In-patients 77, Out-Patients 96
- 2016-2017: In-patients 46, Out-Patients 70
- 2017-2018: In-patients 51, Out-Patients 51
Use of Force by Location

Yearly Use of Force by Location

Top Security Service Challenges

CHALLENGES

- Budgetary Constraints
- Insufficient Access Control Measures
- Insufficient Electronic Security Systems
- Insufficient preventive and visibility security patrols
- Illegal lodging and loitering on campus
- Perceived excessive force by law enforcement against patients
- Lack of departmental security response plans
- Insufficient employee reporting of workplace violence incidents
- Insufficient dispatch and incident management software
- No formal process for Employee ID Badges

WEIGHT

0 2 4 6 8 10 12

10 10 10 10 10 10 9 9 8 7

10/18/2018

Zuckerberg San Francisco General Hospital and Trauma Center
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

1001 Potrero Avenue
San Francisco, CA 94110
(415) 206-8000

- Main Entrance
- Entrance for the Disabled
- Ambulance Entrance
- Information Desk
- Taxi Stop
- Muni Bus Stop
- Shuttle Bus Stop
- Public Parking
- Employee Parking

10/18/2018
Zuckerberg San Francisco General Hospital and Trauma Center
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

<table>
<thead>
<tr>
<th>Location</th>
<th>Position</th>
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<tr>
<td>Building 90</td>
<td>Roving Sheriff’s Cadet</td>
<td>2.8</td>
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<tr>
<td>Building 5 Lobby</td>
<td>Fixed Sheriff’s Cadet</td>
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<td>Building 25 Lobby</td>
<td>Fixed Sheriff’s Cadet</td>
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<td>Emergency Department</td>
<td>Ambulance Bay Sheriff’s Cadet</td>
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<tr>
<td>Campus Stairwells</td>
<td>Roving Sheriff’s Cadet</td>
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