



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

SECURITY ANNUAL ASSESSMENT

2019 - 2020



San Francisco Department
of Public Health

Highlights and Findings by Chapter

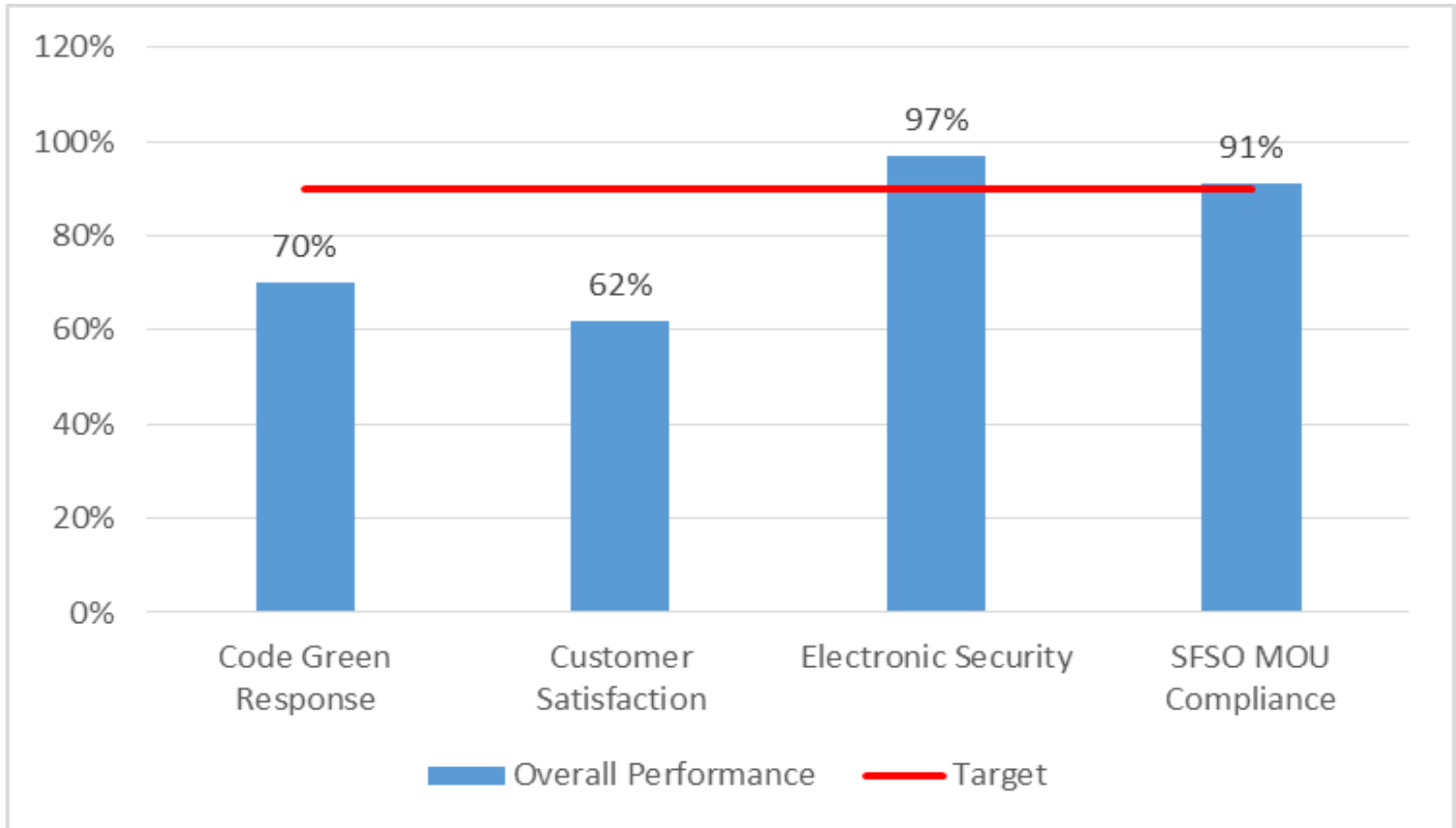
Security Management

- **Program Objectives: All program objectives were met.**
- **Effectiveness: Program found to be effective.**

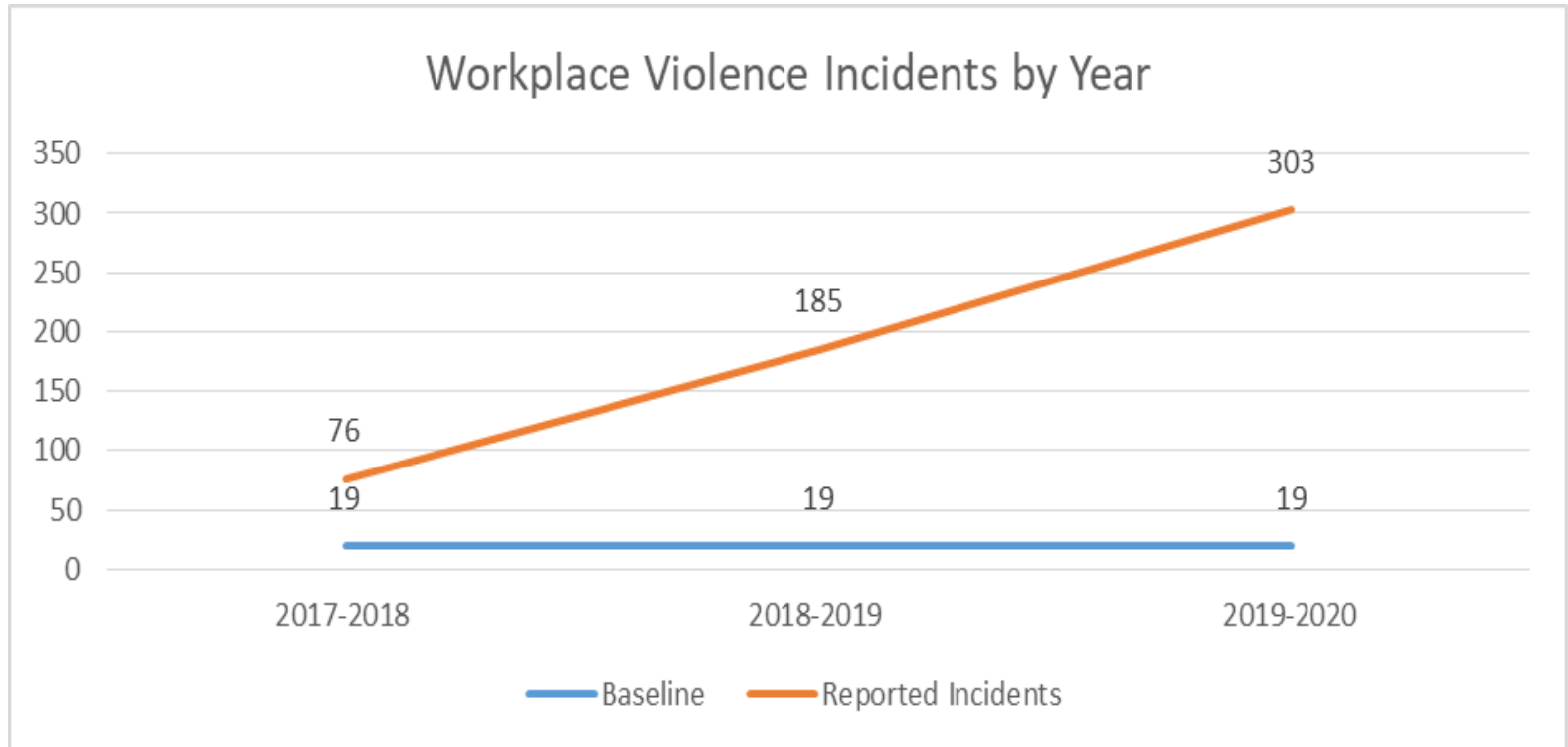
Accomplishments:

- The 2019-2020 Security Program was successful in assuring the provision of a safe, accessible, and secure environment for staff, patients, and visitors, which included the following:
 - Installation of electronic security systems in Campus Building Clinics, Psychiatric Emergency Services and Emergency Department reception and treatment pods.
 - In response to COVID-19, in collaboration with Facility Services addressed campus building access control, resulting in an 88% reduction in loitering and illegal lodging incidents.
 - In response to 13,339 patient related service calls, less than 1% resulted in use-of-force.
 - Responded to 564 calls to address homelessness related incidents.
 - Confiscated 3,394 weapons and contraband through Emergency Department Security Weapons Screening.
 - Investigated 23-moderate/high risk workplace violence threat incidents, developing security plans to address the threat and protect the victim(s) and the organization.
 - Workplace Violence Awareness efforts resulted in 95% increase in workplace violence reporting.

Performance Metrics



Workplace Violence

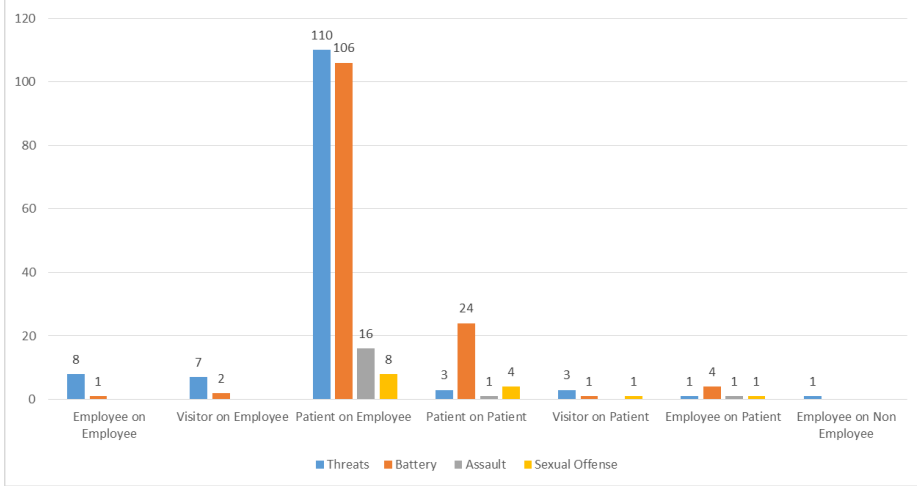


In 2019-2020, through the Unusual Occurrence System and paper reports, 303 workplace violence incidents (threats, battery, assaults, and sex offenses) were reported.

Nineteen moderate/high risk threat incidents were investigated, and security plans were developed to address the threat and protect the victim(s.)

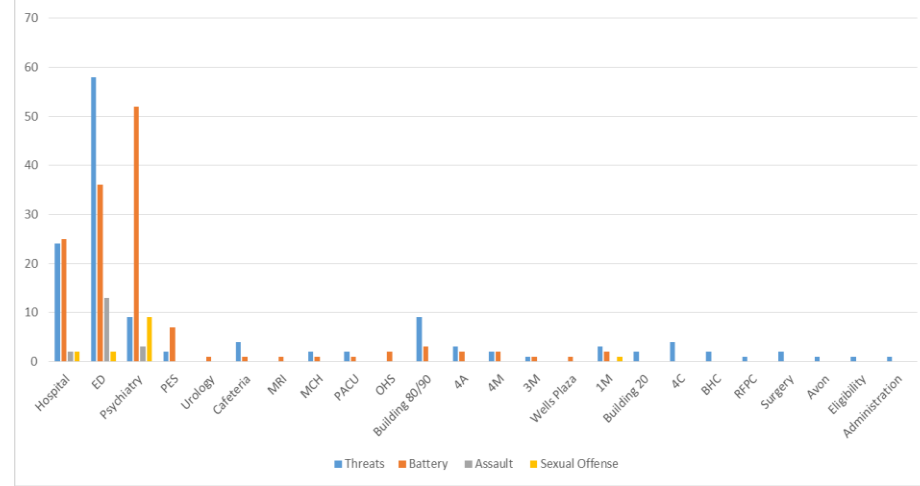
Workplace Violence

2019-2020, Reported Workplace Violence Incidents by Type



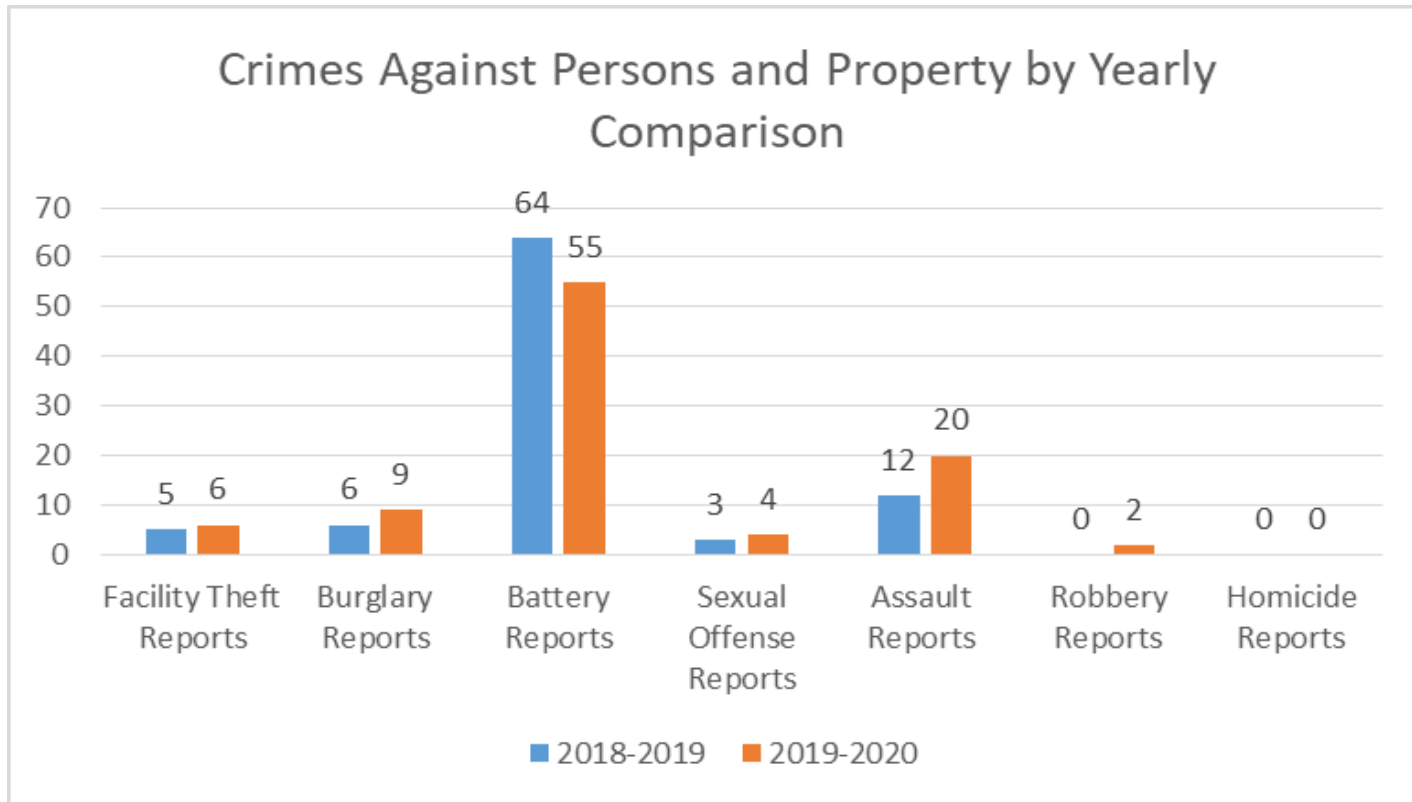
Battery incidents accounted for 45% of workplace violence followed by 43% threats incidents. Violence committed by patients against employees account for 71% of workplace violence reports.

2019-2020, Reported Workplace Violence Incidents by Location



The Emergency Department reported 35% of workplace violence incidents followed by Psychiatry at 24%.

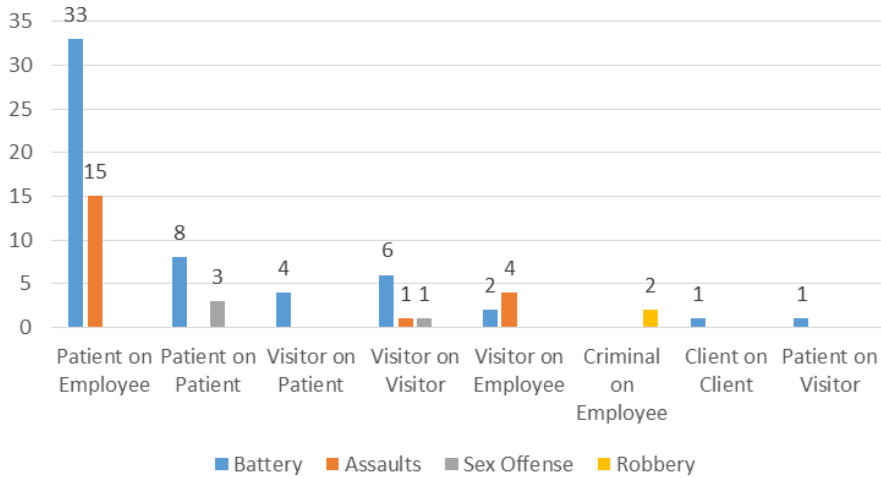
Crimes Against Persons and Property



Battery incidents decreased 15% from 2018-2019. Eighty-four-percent of the reports were related to battery and assaults.

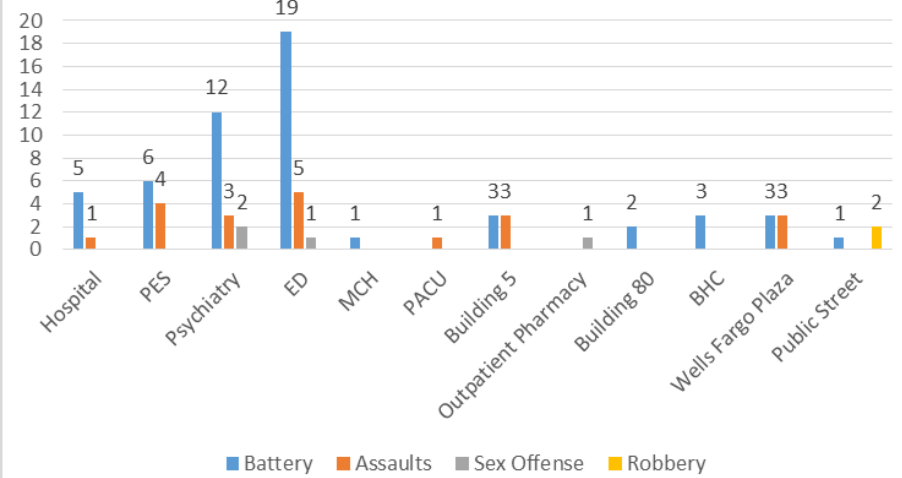
Crimes Against Persons and Property

2019-2020 Crimes Against Persons by Type



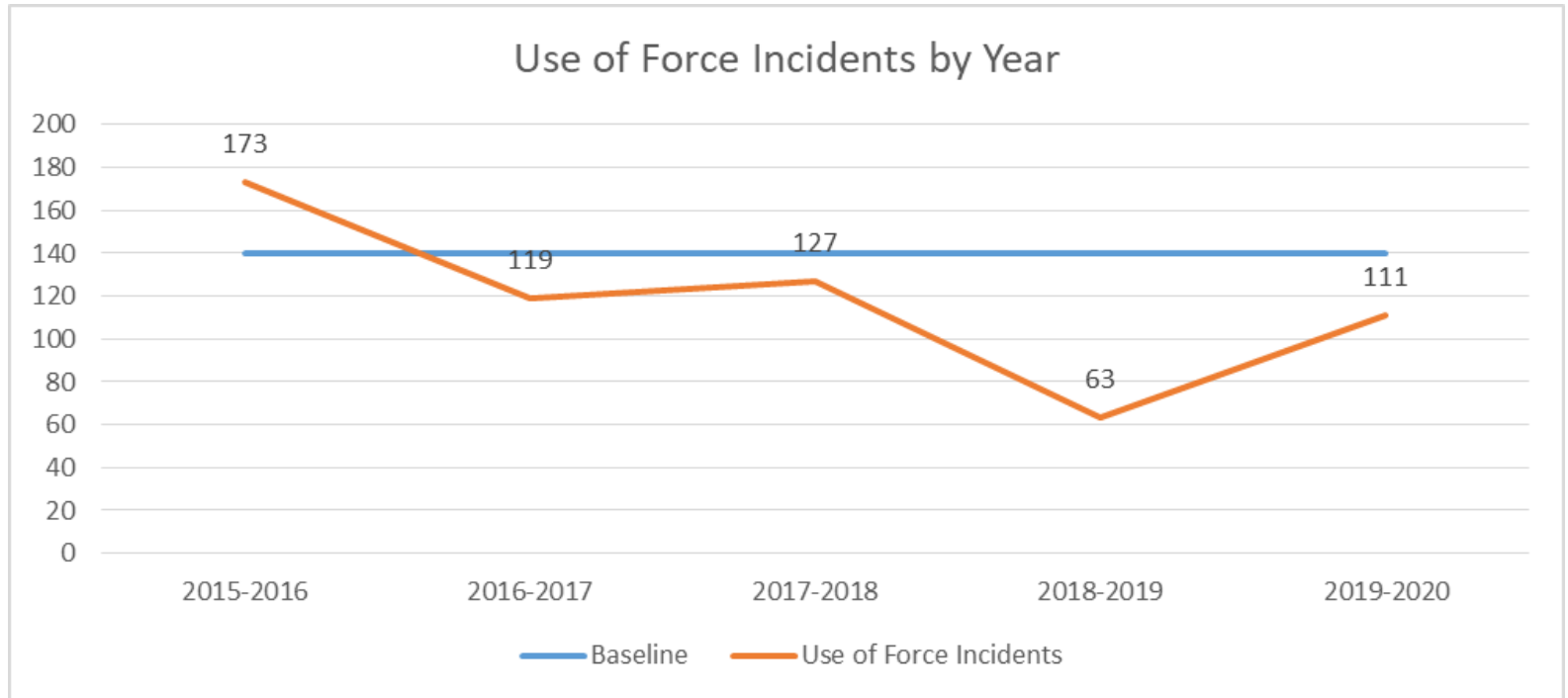
Battery and assaults committed by patients against employees accounted for 59% of reported crimes on campus.

2019-2020 Crimes Against Person by Location



More than 31% of crimes against persons were reported by the Emergency Department.

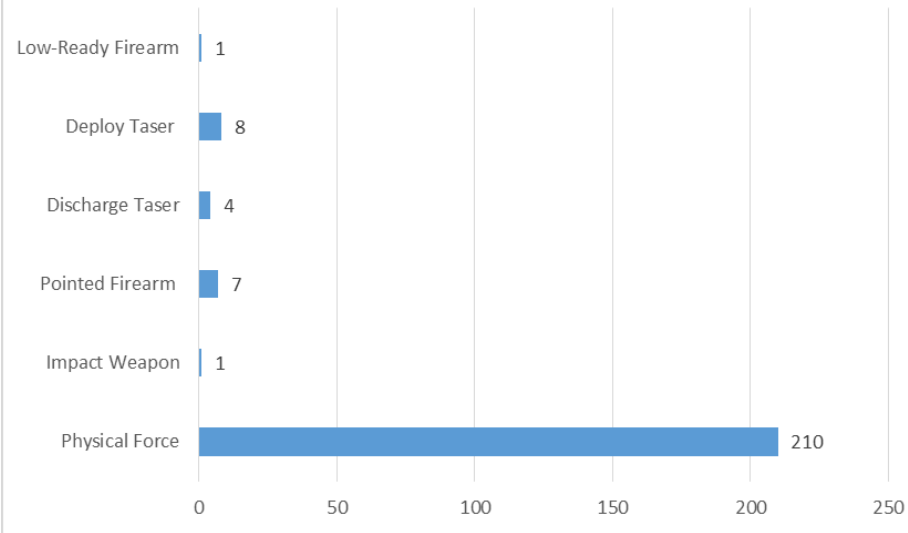
Use of Force by Year



Use-of-force increased 76% from the previous year. An increase in service calls to address workplace violence incidents contributed to the increase in use-of-force.

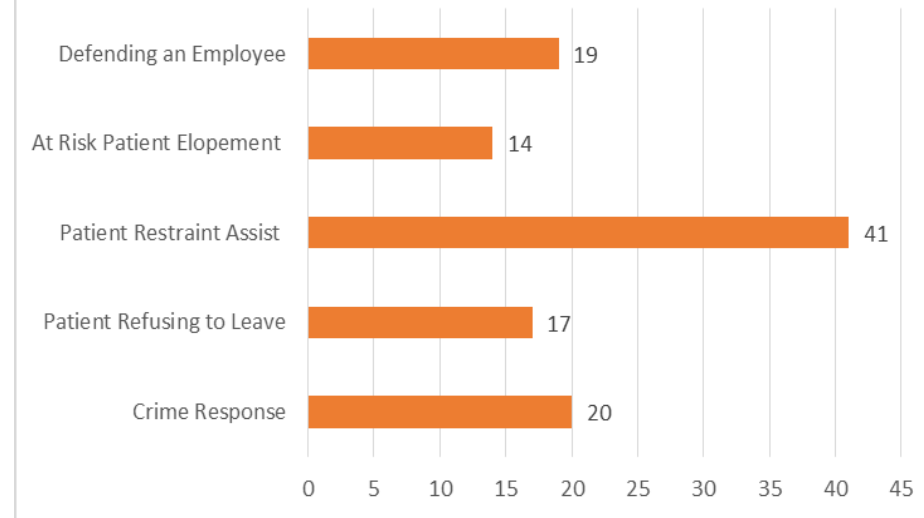
Use of Force

2019-2020 Use of Force by Type



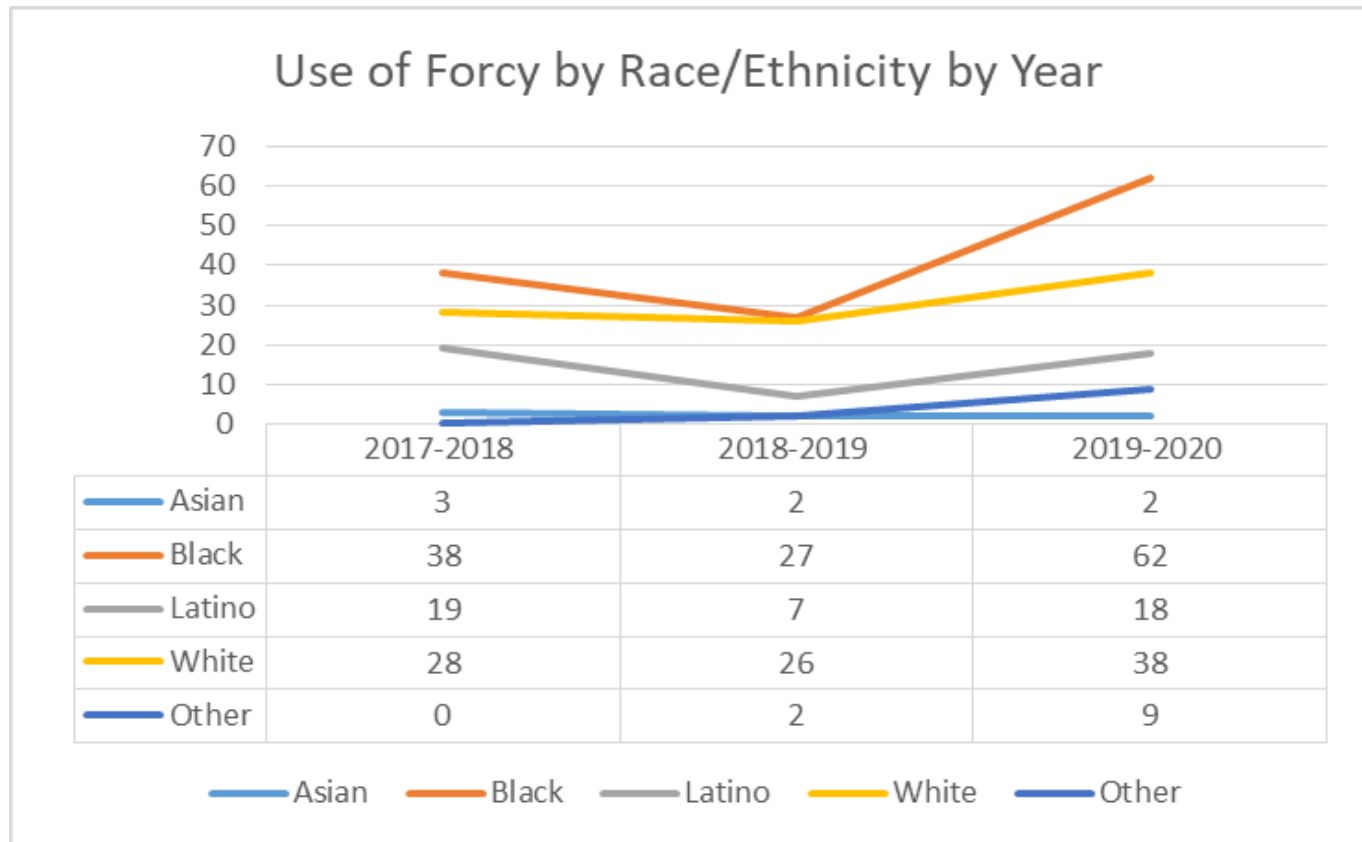
Of the 111-use-of-force incidents, there were 231 types of force used in response. Physical force accounted for 91% of force used.

2019-2020 Use of Force by Incident



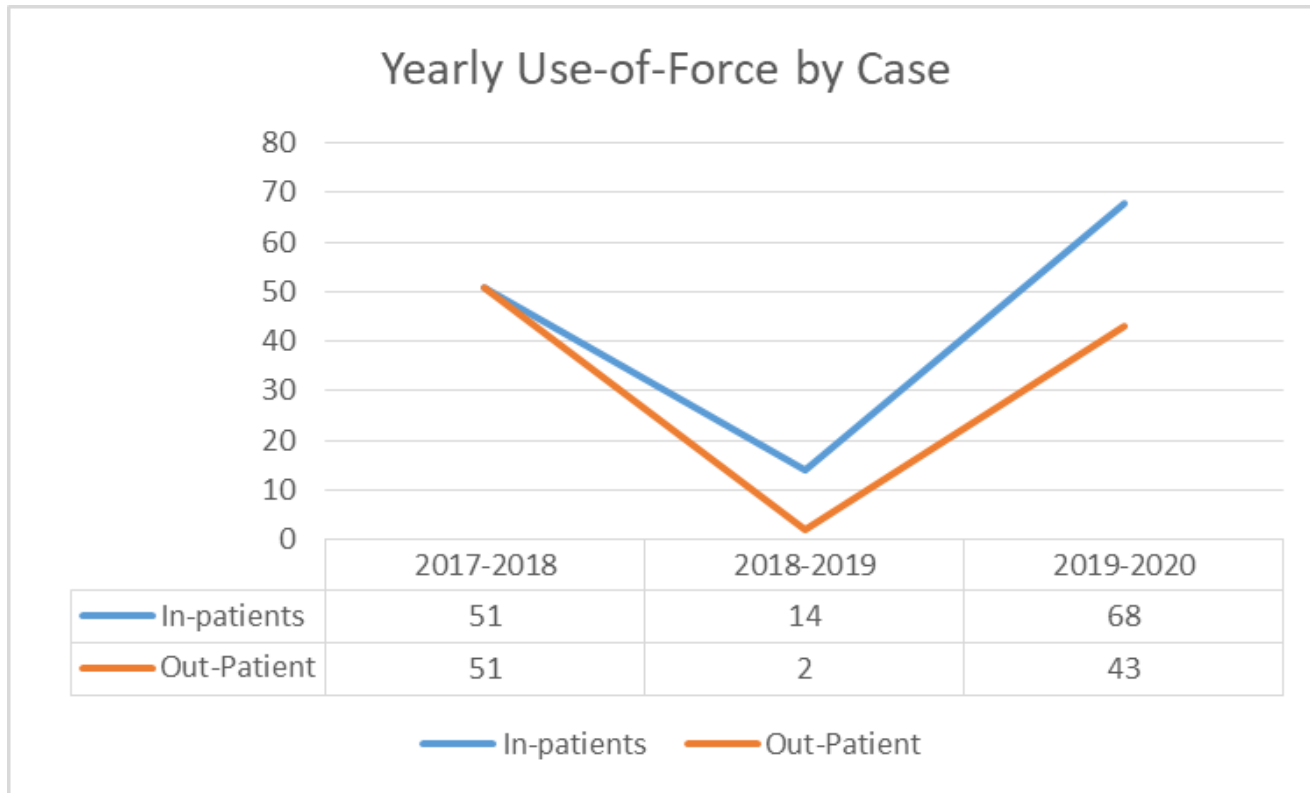
Deputies assisting with patient restraints accounted for 36% of use-of-force incidents.

Use of Force by Race/Ethnicity



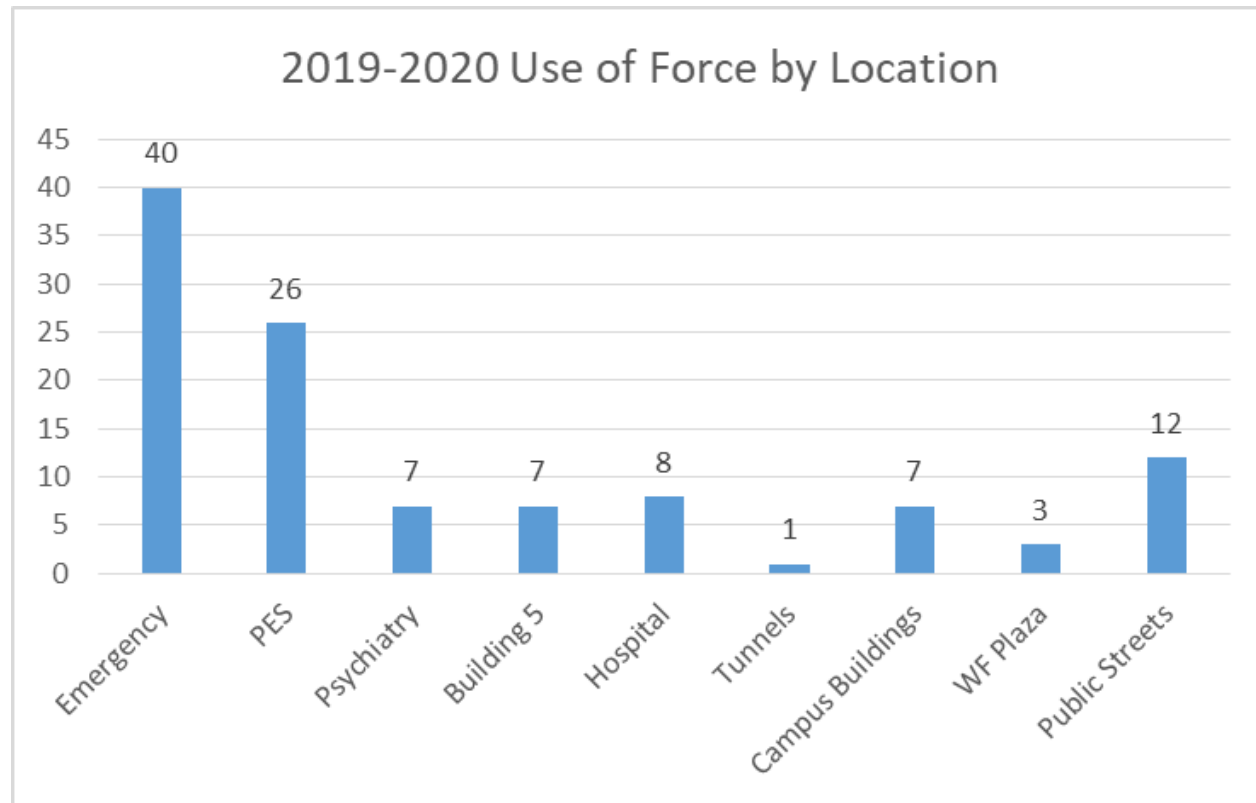
Over a 3-year period, Black/African Americans were subjected to force more than (45%) other race/ethnicities.

Use of Force by Case



Since 2017-2018, 58% of use-of-force incidents occurred in outpatient settings, including Emergency Department. From the previous year, use-of-force increased 385% in the inpatient settings, 2,050% percent in outpatient settings. .

Use of Force by Location



Thirty-six percent of use-of-force incidents occurred in the Emergency Department followed by 23% in Psychiatry Emergency Services (PES.)

Note: In addition to the PES Department, behavioral health patients are treated in the Emergency Department Pod A.



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Questions?



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