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

- Code Green Response: 70%
- Customer Satisfaction: 62%
- Electronic Security: 97%
- SFSO MOU Compliance: 91%
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.)
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.

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

More than 31% of crimes against persons were reported by the Emergency Department.
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.
Of the 111-use-of-force incidents, there were 231 types of force used in response. Physical force accounted for 91% of force used.

Deputies assisting with patient restraints accounted for 36% of use-of-force incidents.
Over a 3-year period, Black/African Americans were subjected to force more than (45%) other race/ethnicities.
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.
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.
Questions?