

# Hospital Police Innovations



# Security Risks in Healthcare



- Career healthcare workers may not see the forest because of the trees.

# Silent No More

# The Risks to Healthcare Facilities

The healthcare industry is the 2<sup>nd</sup> largest growth industry in the US. HCFs have developed **complicated infrastructures** and networks of services that often cover huge areas and generally maintain 24/7 unrestricted movement and open access to an ever expanding acutely ill patient population whose needs are difficult and costly. At the same time, **the population** of patients, staff and visitors **has** also **changed**. It increasingly **reflects societal issues** that include rising sales of and **access to weapons, gang warfare, deinstitutionalization of the mentally ill** who may become unstable or violent, **drug and alcohol addiction, the presence of controlled substances in HCFs, and frightened and angry patients or their family members who experience long wait times in emergency departments and are often justifiably worried about their ability to pay for services.**

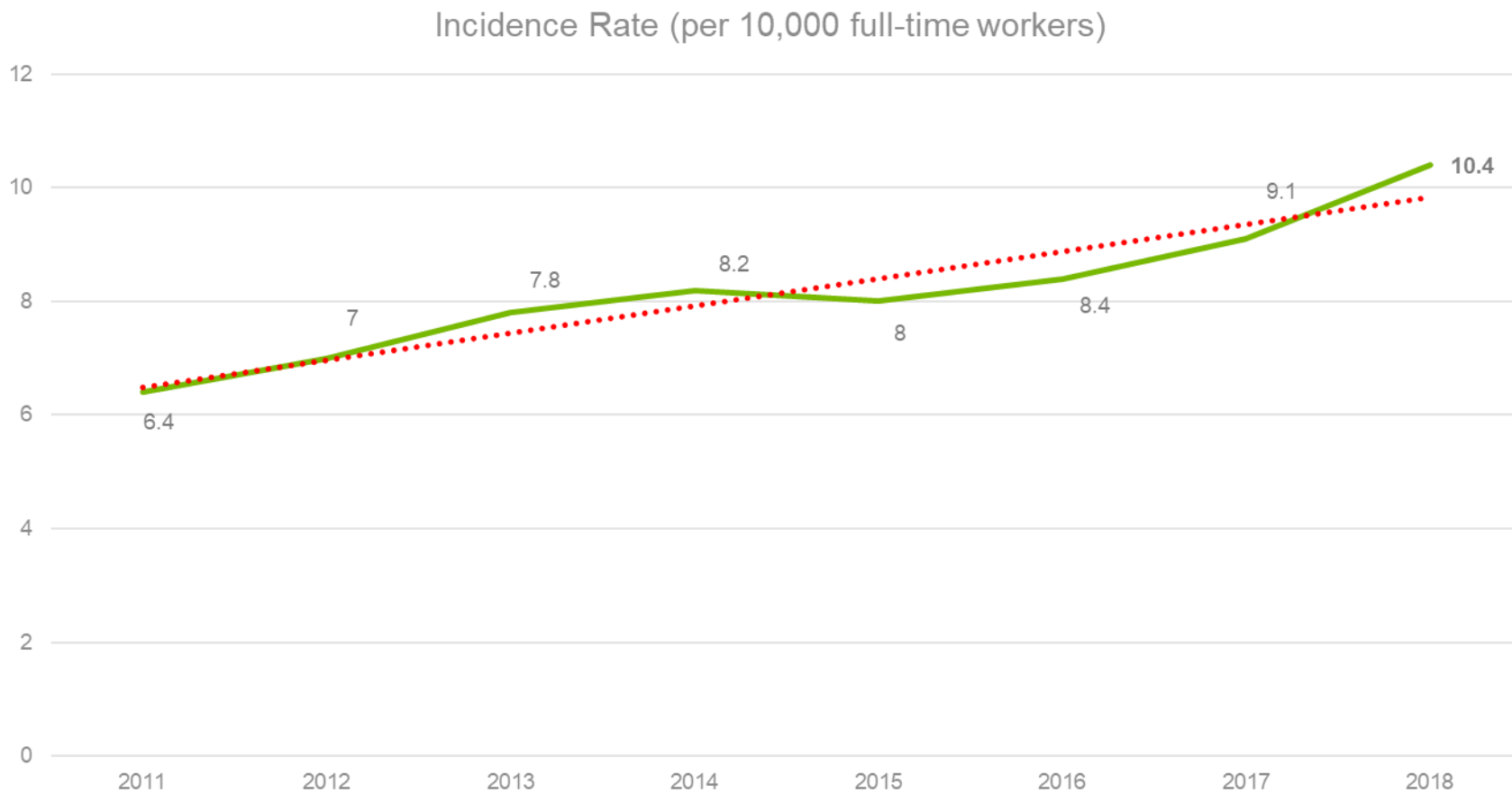
(The United States Department of Justice, 2009)

# USDOJ 2009

- Complicated Infrastructures
  - Covering large areas
  - Generally requiring 24/7 “unrestricted” movement
- Population reflects societal changes
  - Access to weapons
  - Gang warfare
  - Deinstitutionalization of mentally ill
  - Drug & alcohol addictions
  - Presence of controlled substances in HCF
  - Frightened or angry patients/family members

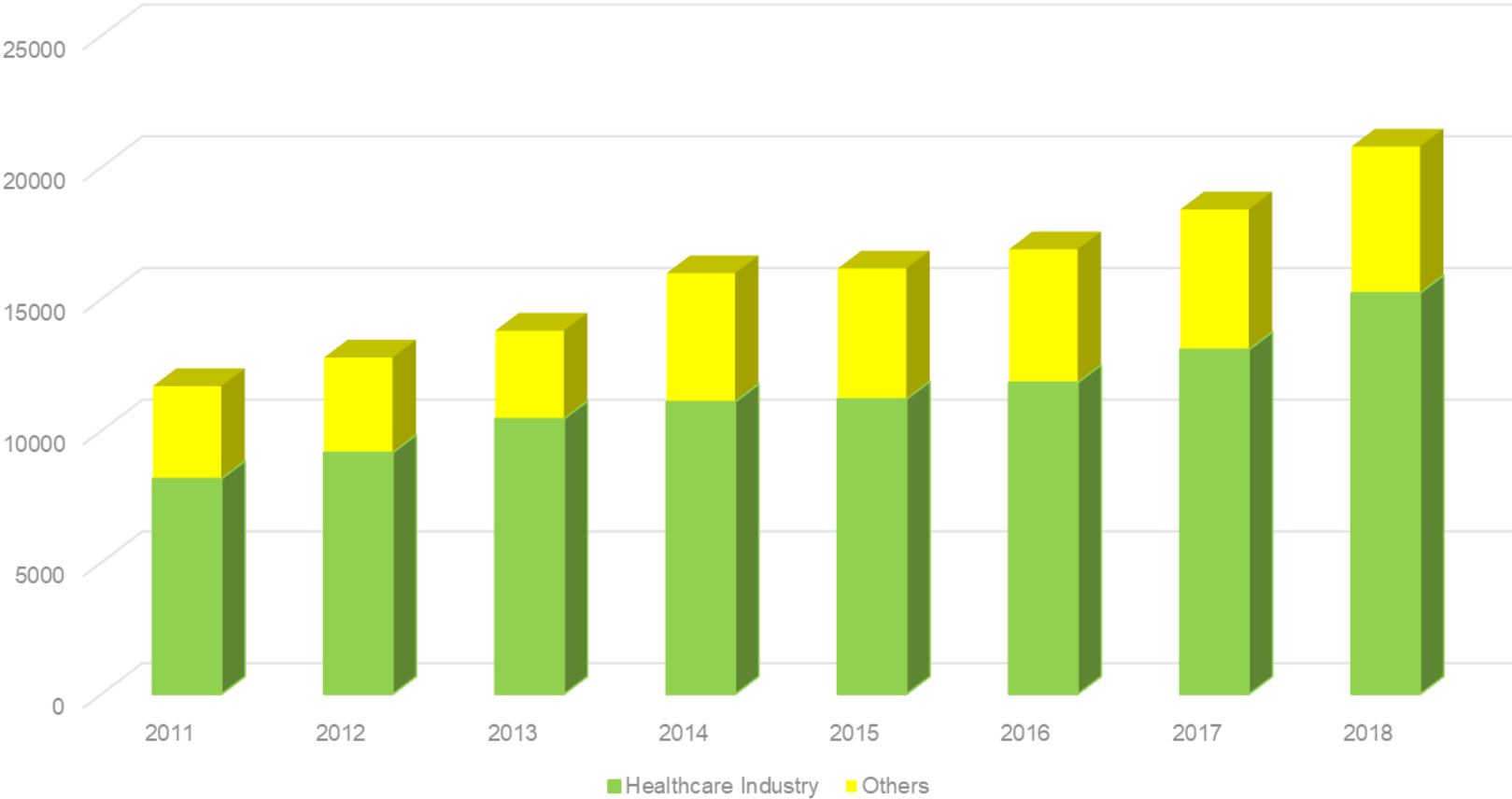
# Nonfatal WPV to Healthcare Workers

(US Bureau of Labor Statistics)

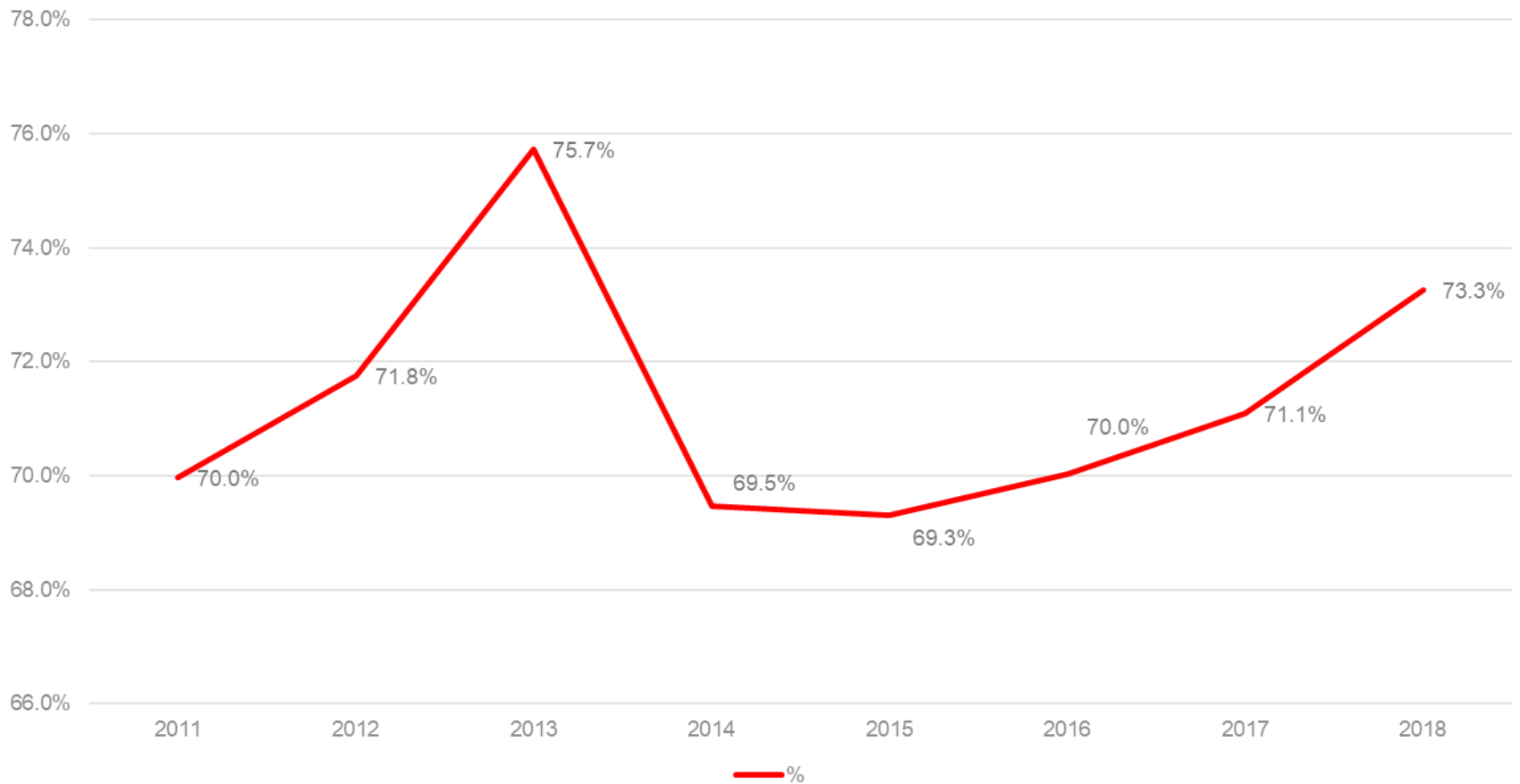


# WPV in Healthcare v. Other Industries

(US Bureau of Labor Statistics)



# Percent of WPV Incidents Occurring in Healthcare





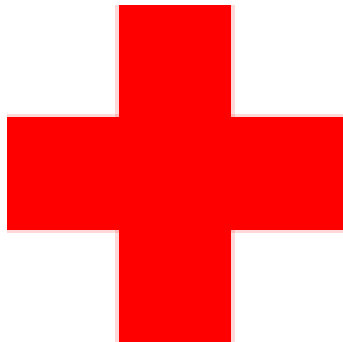
So, What's the Answer??



# Workplace Violence

“There was, at one time, an unspoken rule that medical facilities were exempt from the fighting and violence that went on in the surrounding community . . . Such rules no longer exist. That violence that brings many people to the emergency room no longer stops at the door; it accompanies patients, presenting a threat to staff, other patients, and visitors to the facility as well.”

The Joint Commission



# Workplace Violence

September 2012



# Other Risks

- Provision of medical services to forensic/prisoner patients. (Estelle v. Gamble, 429 US 97) 1976 US Supreme Court ruling on 8<sup>th</sup> Amendment. Correctional facilities *must provide necessary medical care* to all incarcerated individuals.
  - One finding from the 2011 IAHS Prisoner Escape Study showed that “transporting and treating such patients involved a high risk for potential escape and violent assault or death perpetrated on healthcare staff, particularly security staff and law enforcement, but patients and visitors as well.”

- Domestic Violence
  - 1 in 4 women are abused at the hands of their husband/boyfriend/father of their children.
- Family Birthing Centers
- Emergency Departments: Felonious Traumas
- Crisis in Mental Health
- Outpatient Pharmacies

# The Joint Commission

- It is no longer a question of *if* a criminal or violent incident will occur in a healthcare facility; it is a question of *when and where*.
- The increasing vulnerability of staff, patients and visitors has led to a mounting need for well-trained security professionals (i.e. Police Officers). The days of the facilities guy walking around with a radio are over.
- TJC issued SEA #45 in 2010 confirming that HCFs were facing a significant increase in crimes and violent aggression and recommendations for preventing violence.
- TJC issued SEA #59 in 2018 again addressing recommendations regarding preventing physical and verbal violence against healthcare workers.

# IC 16-18-4

- Have a police-trained and equipped presence on our campuses to handle any violence situation that arises.
  - Arm security officers?
  - Hire off-duty local police officers?
- Work with local law makers to give hospital boards the right to create their own private police departments.
- Law was passed and went into effect on July 1, 2013.
- Parkview Health became the first system in the state to establish their own department on December 12, 2013.
  - South Bend Memorial, IU Health System, Community Health Network, Reid Memorial, Marion General, Columbus Regional, St. Vincent's (Ascension),

# Other programs to reduce violence

- Behavioral Response Team (BeRT)
  - Violence risk assessment tool at admission.
  - BeRT Huddles/STAT call outs of multidisciplinary team.
- Workplace Violence Committees
  - Data capture & analysis
  - Risk identification & trends
  - Training & education
  - Incident response (Coworker recovery)
- Essential of Aggression Management Training (EoAM)
  - Recognize signs of violence
  - De-escalation skills
  - Escape & retreat for coworkers
  - Safe patient handling and restraint training



# Our Mission at Parkview Police & Public Safety is . . .

. . . to create a safe and secure environment of care for our patients, visitors and coworkers.

# Questions?

Please feel free to reach out to me with any questions. Thanks for your time!

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