

Safety and Security

An Excerpt from

Leading Health Care Risk Management

A workbook for asking the right questions and building relationships



CHAPTER 8 HAZARD DOMAIN



This ERM domain covers assets and their value. Traditionally, insurable hazard risk has related to natural exposure and business interruption. Specific risks also can include risk related to facility management, plant age, parking (lighting, location, and security), valuables, construction/renovation, earthquakes, windstorms, tornadoes, floods, fires.

SAFETY AND SECURITY

The safety and security department oversees the physical safety and security of the organization's buildings and properties, which may include onsite and offsite locations. The safety and security department often collaborates with other community emergency response teams including but not limited to: law enforcement, ground and air ambulance services, and fire departments.

Building security may be provided by employed security staff or contracted security agencies. Trained security officers may carry weapons, depending on the health care facility's policies, state laws and security agency policies. Surveillance cameras may also be used at different locations inside and outside health care facility buildings.

- Obtain the organizational chart for the Safety and Security Department. (Note: Safety and Security may be two handled by different departments).
- Plan a meeting with key stakeholders in the department(s).
- Gather the workflow process in different areas in the department.
- Inquire about being included in the safety and security meetings or being notified of key risk and safety/security issues.
- Locate safety and security policies and procedures.
- Obtain a copy of the safety and security plan.
- Identify risk management's role with the safety committee.

Topics of Conversation

Safety and Security Events

How are safety and security events reported?

What is the review process for safety and security events?

What process is used to track and trend safety and security events?

What trends have been identified?

What are some examples of recent action plans that have been put in place to mitigate safety and security risks.

Which areas of buildings and grounds carry the greatest risk?

How is risk management notified of significant safety and security events?

Facility Safety and Security Risk Assessment

How frequently is a facility safety and security risk assessment completed?

When was the last assessment?

What were the results of the last assessment?

What action plans were put in place based on the last assessment?

What metrics are in place to measure recurrent safety and security issues?

What are current crime trends in the community?

How do crime trends impact the organization's security?

Infant Abduction Plan

Does the facility have an infant abduction response plan? Yes/No

If yes, how frequently is the plan updated?

When it was last updated?

Does the facility complete infant abduction drills? Yes/No
When was the last drill?

Was the abductor successful in leaving the facility during the drill? Yes/No
Are community agencies involved in infant abduction drills? Yes/No
If yes, which agencies?

Is there a formal debrief after an infant abduction drill? Yes/No
After the infant abduction drill, what opportunities for improvement were identified?

Have the opportunities identified been addressed?

Has the facility had an infant abduction event?

When was the event and what were the details?

Active Shooter Response Plan

Does the facility have an active shooter response plan? Yes/No
If yes, how frequently is the plan updated? When was the last update?

Does the facility complete active shooter drills? Yes/No
Explain:

When was the last drill?

Are community agencies involved in active shooter drills? Yes/No
If yes, which agencies?

Is there a formal debrief after an active shooter drill? Yes/No
After the last active shooter drill, what were the identified issues for improvement?

Has the facility had an active shooter event? Yes/No
If yes, when was the event and what were the details?

Security Officers

Does the facility have security officers? Yes/No
If yes, which locations have security offices and during what hours are they available?

If no, how is security managed for the facility?

Are the security officers employed? Yes/No
Explain:

Are security officers contracted? Yes/No
Explain:

If contracted, does the agency provide consistent security officers for at least several consecutive months?

How is competency validated for contracted security guards (e.g., de-escalation training, use of holds and restraints)?

How is performance evaluated for contracted security guards?

How often is performance evaluated?

What is the process for requesting that a security guard not return to the facility (e.g., performance or behavior)?

If a weapon is used in an event, what is the process for incident debriefing with involved individuals?

Do security officers respond to behavior emergency codes? Yes/No
If yes, what is their response role?

How is the security response evaluated?

Safety Committee

How often does the safety committee meet and who are the members?

What are the standing agenda items?

Is there feedback regarding the current data being provided from risk management?

What additional data from risk management would be helpful?

Regulatory, Licensure and Accreditation

Have safety and security deficiencies been cited in surveys over the past two years? Yes/No
If yes, what were the citations?

Is the facility out of compliance with any regulations? Yes/No
If yes, what areas?

Surveillance Cameras/Videos

Are there surveillance cameras? Yes/No

If yes, where are the surveillance cameras located?

Is there signage noting that the facility has video surveillance?

Is there a written policy on storage of surveillance footage? Yes/No

If yes, who is responsible for the storage?

What is the notification process regarding footage that needs to be stored and who provides approval?

What is the policy regarding sharing surveillance footage with family members or the patient?

Have current sharing practices been reviewed with legal counsel?

Other

What is the most concerning safety and security risk?

How is this risk being managed?

How is contraband that is brought into the facility managed (e.g., weapons, illegal drugs)?

What are the opportunities for risk management and safety and security to work collaboratively together?
