Security Optimization - Creating a Safer Workplace Juan Guzman, Cheryl Thomas, Thomas Anders CHSP, CHFSP, Heather Runnels MSN, RN

Need for Change

Violence in the healthcare setting is a global concern.

According to research by The Joint Commission (TJC, 2021) in 2018, healthcare workers were five times more likely to be a victim of violence than other workers in private industry.

The American Nurses Association (ANA, 2018) revealed that 62% of nurses reported personally experiencing violence in their workplace; additionally, 35% agreed and 23% strongly agreed that nurse abuse would prevent future nurses from entering the profession.

Our Lady of the Lake Regional Medical Center experienced increased acts of violence around and inside its facility starting in 2021.

These events incited a need for change. The security optimization project was initiated to create a safer workplace for our team members.

The 2020 crime rate in Baton Rouge, LA was 544, which is 2.1 times grater than the U.S. average.

The number of homicides stood at 102 and increase of 32 compared to 2019.

In the last five years, Baton Rouge has been a rise of violent crime and a rise in property crime

This violence has made its way into the hospital setting with behavioral and security events accounting for most safety events entered in our safety reporting system

Gather the Evidence

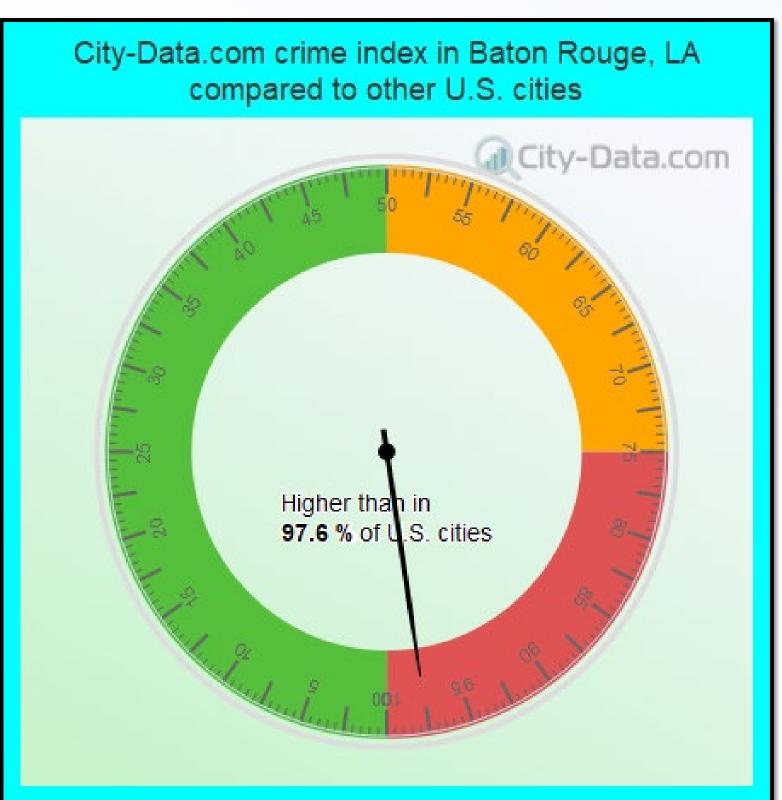
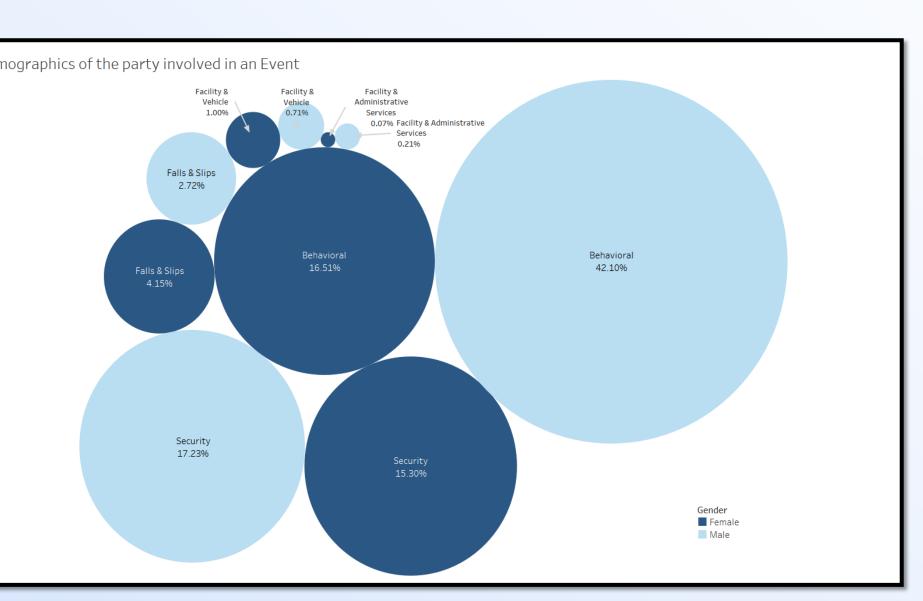


Figure 1 – Crime index in Baton Rouge, La compared to ither U. S. cities



Analysis and Tools

- Evaluation of Current state in all officer roles through waste walks and voice of the customer. Work Sampling completed to define
- non-value-added tasks in dispatch. Development of a risk analysis tool
- to define appropriate staffing.

Implementation of Change

- New role for the ministry
- Internal armed security force
- Completes phycological and fitness for duty examination

- Serves as Regional Medical Center first responder
- Decrease number of contract security staff and replace with team members

- All guards will check in at security dispatch
- All guards will attest to understanding and completion of the Forensic Personnel Competency/Checklist
- Guard to acknowledge all health care providers upon entry to room
- Guard to stand and escort the health care provider to patient or patient's bedside
- Guard to escort patient during any patient care activity

Lean Methodology

Security Response Officer

- Completes Louisiana Police Officer Standards Training
- Forensic Personnel Competency & Check in Process

SRO role implementation has assisted with the decrease of 18 contract security staff, with an annualized cost savings of over \$200,000

SRO role, armed security, has been received with positive feedback from the team members.

Forensic personnel competency and check in process will allow for greater controls and increased safety for our bedside clinicians. This will also allow data reporting on agency compliance.

With Improved data collection, utilize the risk assessment tool to determine appropriate staffing from a patient and staff centered approach

American Nurses Association (2018). Spring 2018 nurse survey. https://www.nursingworld.org/foundation/a bout-fnd/spring-2018-nurse-survey/

The Joint Commission (2021). The joint commission issues hospital violence prevention strategies. *Hospital Employee Health*, 40(8).

Figure 1 – Crime rate in Baton Rouge, Crime index in Baton Rouge, La compared to other U.S. Cities. www.city-data.com

Evaluation & Outcome

Next Steps

Implementation of Omnigo Upgrades

References

