

Security for Offsite Buildings & Medical Practices

Jim Finn, MBA/MHA, CHPA, PPS
VP, Public Safety
Novant Health





Today's Objective

- Provide information on how the Novant Health Public Safety Team is helping to provide a safe environment for our offsite buildings and company owned physician practices by standardizing security operations and technology in the areas of:
 - Protective Services
 - Physical Security Infrastructure
 - Team Education & Coordination of Response



Background

- Providing security for off-site buildings/medical practices is not a new concept
 - How has this been accomplished in the past?
 - Why?
- What is causing a change in thought?
 - Violence at these locations is occurring on a more regular basis
 - The type of violence is progressively getting worse
 - The violence at the nearby acute care facility far exceeds what traditionally occurred.
 - Other constants in our environment
 - The Increasing number of patients addicted to alcohol or narcotics
 - The increase in Behavioral Health needs



Background

- Tasked in 2016 to develop and implement strategic plans to enhance our protection efforts for the entire organization.
- We Developed plans for:
 - **Protective Services**
 - **Security Infrastructure**
 - **Education**
 - **Coordination of Response**
- Plans distinguished the differences between our traditional acute care protection model and enhancements needed for the off-site buildings focusing mainly on our medical practices.



Protective

- Uniformed Patrol Force
 - Established a **Community Patrol Unit** to service the off-site buildings and medical practices for our two largest markets.
 - Provides Market-based Public Safety coverage for ASC's and physician clinics
 - Vehicles equipped with computers, radio's, GPS, MDIS
 - Provides timely education for staff meetings (Theft Prevention, Active Shooter, etc.)
 - Available for high risk employee terminations or patient discharges
 - Assist with safety planning for domestic violence situations



Infrastructure

- Beyond patrol services, we needed to develop standardized processes for providing a safe environment at each medical practice.
 - **We Engaged the Stakeholders**
 - Executive Sponsor
 - Clinic Leadership
 - **Develop Mitigation Grid**
 - Mandatory Education
 - Risk Assessment Driven Physical Security Requirements
 - **On-going Program Maintenance**
 - Construction & Design
 - Growth & Integration Team
 - Loss Prevention Team

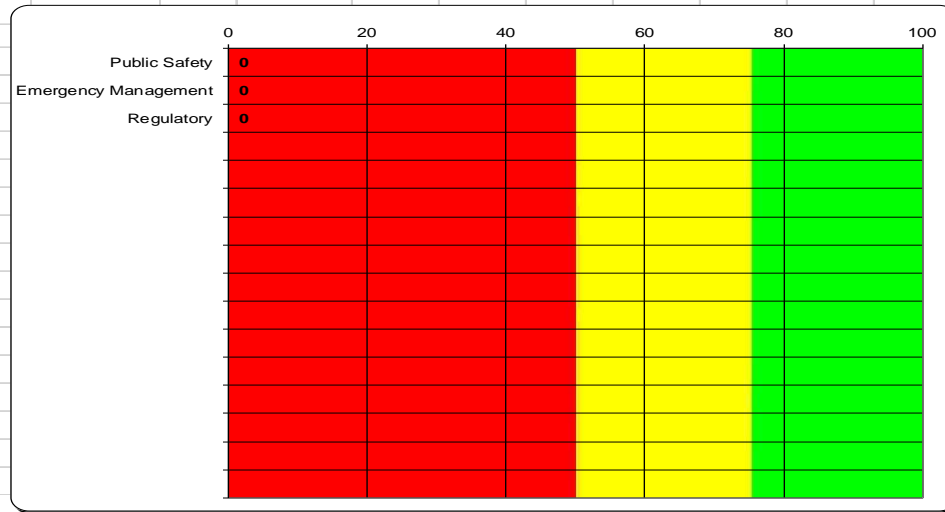


Novant Health Risk Assessment Tool (NMG/PBP) v.1.0.1



Facility Name: Survey Date:
 Number of Licensed Beds:
 Facility Score: **#DIV/0!** CAP Score:

Units Surveyed:	0
Public Safety	0
Emergency Management	0
Regulatory	0



Survey Completed By (print) Job Title Date:

Survey Completed By (signature)



Public Safety					# Total Question Eval:	60
					N/A:	0
	Yes	No	N/A	Value	value of each question:	1.67
Is the physician practice located in a high crime area?				0.00		
Is the physician practice occupied by only Novant employees?				0.00		
Is the physician practice occupied by medical practices only?				0.00		
Is there a pain clinic at this location?				0.00		
Is there an urgent care center at this location?				0.00		
Is there a retail pharmacy at this location?				0.00		
Is the physician practice located near a residential area?				0.00		
Is there a bank or Credit Union in the building?				0.00		
Is there a behavioral health center/office at this location?				0.00		



Emergency Management	Yes	No	N/A	Value	# Total Question Eval:	7
					N/A:	0
					value of each question:	14.29
Does this office have back-up emergency power?				0.00		
Is the generator tested regular basis?				0.00		
Are rooms with critical equipment such as electrical panels and generators secured?				0.00		
Does the office have a written fire plan?				0.00		
Do staff know their role in a fire?				0.00		
Does the office have a written Disaster Plan?				0.00		
Is the plan reviewed annually?				0.00		
				0.0	TOTAL SCORE	
					Back to Risk Summary	



Regulatory	Yes	No	N/A	Value	# Total Question Eval:	16
					N/A:	0
					value of each question:	6.25
If medical gas is used in the office are bottles stored properly?				0.00		
Is medical waste being disposed of per local/state regulations?				0.00		
Are regulated waste manifest' stored on site?				0.00		
If the office uses radioactive isotopes, are they stored according to NRC Regulation?				0.00		
If Imaging Services are provided in the office, have the lead vests been tested in the last 12 months and deemed safe to use?				0.00		
If Imaging Services are provided in the office is exposure to radiation levels by staff monitored?				0.00		
Does the office have equipment containing mercury that could be released?				0.00		
Does the office have a hazardous chemical list?				0.00		
If the office generates XRAY film is it and any chemical waste disposed of according to local/state regulations?				0.00		
Are pets other than service animals routinely allowed in the office?				0.00		
Is sedation performed at this office?				0.00		
Have there been any Ergonomic issue or injuries?				0.00		
Is PHI secured when not in use? and not visible to others when in use?				0.00		
Is PHI not visible to those who should not see it?				0.00		
Are handicap ramps and transition strips clearly marked and visible?				0.00		
If the office has a play area for children are toys sanitized daily?				0.00		
				0.0	TOTAL SCORE	



Public Safety		Emergency Management		Regulatory		Overall Security Performance	CAP Index Score (0 - 2000)	CAP Points	Clinic Type (BH; OBGYN; UC)	Documented Violence/Credible Threat	Overall Security Level (if/then statements)	
Score	Percentage	Score	Percentage	Score	Percentage							Percentage
Max 60		Max 7		Max 16								
46	76.67%	5	71.43%	16	100.00%	82.70%			No	No	Level 1	
44	73.33%	4	57.14%	12	75.00%	68.49%	346	346	No	No	Level 2	
49	81.67%	4	57.14%	15	93.75%	77.52%			No	Yes	Level 2	
42	70.00%	5	71.43%	15	93.75%	78.39%	61	61	No	No	Level 1	
55	91.67%	7	100.00%	14	87.50%	93.06%			No	No	Level 1	
44	73.33%	7	100.00%	16	100.00%	91.11%	454	454	No	No	Level 3	
50	83.33%	7	100.00%	14	87.50%	90.28%			No	No	Level 1	
51	85.00%	7	100.00%	16	100.00%	95.00%			No	No	Level 1	
45	75.00%	5	71.43%	16	100.00%	82.14%	108	108	No	No	Level 1	



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Strategic Protection Plan - NHmg Security "Level" Definitions and Associated Mitigation

Mitigation Method	Level 1 Basic Security	Level 2 Increased Risk	Level 3 Moderate Risk	Level 4 Intermediate Risk	Level 5 High Risk
	All NHmg Facilities	Risk Assessment shows a need for more physical security than level 1 provides.	Risk Assessment shows a need for tighter measures not provided for in levels 1 or 2.	Risk Assessment shows a need for tighter measures not provided for in levels 1-3.	Risk Assessment shows an extremely high risk for violence or danger to providers, team members, patients, or assets.
Criteria	●All NHmg Facilities	●CAP Score 300-399 ●Documented Violence ●Credible Threat ●BH Patient Population ●OB/GYN Pt. Population	●CAP Score 400-599 ●Documented Violence ●Credible Threat	●CAP Score 600-999	●CAP Score 1000-2000
Access to the treatment area from the waiting room is controlled. Controlled means the door to the treatment area is locked.	√	√	√	√	√
Team members complete training in workplace violence reduction.	√	√	√	√	√
A burglar alarm system installed at the facility	√	√	√	√	√
A safe room is designated	√	√	√	√	√
Access to the treatment area from the waiting room is controlled by means other than a standard keyset or cypher lock such as electronic access controls. *Subject to approval of local authority having jurisdiction (AHJ)		√	√	√	√
Public Safety Patrol Rounds are made at the facility during business hours.			√	√	√
Panic Alarms are installed in strategic locations			√	√	√
CCTV cameras are installed in strategic locations				√	√
Barrier glass is installed at the desk					√
Emergency call boxes are installed in parking areas					√
Consideration should be given to having an on-site Public Safety presence during business hours.					√



Thank You