

<b>Duke University Police Department Duke University Hospital &amp; Clinics and Private Diagnostics Clinics</b>	Safety Manual  <u><b>Security Management Plan</b></u>
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**II. Authority**

2009 The Joint Commission Environment of Care Standard EC.02.01.01 requires this plan

**III. Purpose and Scope**

The Duke University Police Department (DUPD) exists to facilitate a safe and secure community in which the University, Hospital & Clinics (including hospital based clinics, the Private Diagnostic Clinics, and Duke Primary Care) may carry out their missions of education, research and patient care. The policies herein apply to all Duke University Hospital and Clinic employees working within DUPD jurisdiction. Clinics or facilities outside of the DUPD jurisdiction will develop site specific security plans that coordinate with this plan.

Employees working outside DUPD jurisdiction will receive emergency police response from the law enforcement agency within their jurisdiction. However DUPD will, upon request, provide in-services and security consulting to all entities of the Health System including those that are outside of their direct jurisdiction. This document outlines how Duke Hospital & Clinics address security issues concerning patients, visitors, personnel and property

**IV. Policy Statement**

It is the policy of Duke Hospital and Clinics to provide a safe environment to all persons interacting within the hospital and /or clinics. The plan is a core element of the Environment of Care program that supports the Duke Hospital mission of providing exceptional quality in patient care within a teaching and research healthcare organization.

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## V. The Joint Commission Standards

### Standard EC.02.01.01, EP 1:

The organization identifies and manages its security risks associated with the environment of care. The risks are identified from internal sources such as ongoing monitoring of the environment, results of root cause analyses, results of annual proactive assessments of high-risk processes, and from credible external sources.

#### Rationale:

It is essential that an organization manage the physical and personal security of patients, staff (including addressing the risks of violence in the workplace) and individuals coming to the organization's facilities. In addition, security of the established environment, equipment, supplies, and information is also important. To achieve this, the organization must:

- A. Develop and maintain a Security Management Plan describing the processes it implements to effectively manage the security of patients, staff, and other people coming to the organization's facilities.
- B. Identify a person(s), as designated by leadership, to coordinate the development, implementation, and monitoring of the security management activities. The person(s) designated are:
  1. **Director/Chief of Duke University Police Department:** Duke Hospital Administration has delegated responsibility for the institutional program to the Director/Chief who is assisted by managers, supervisors, and administrative support staff. The Director/Chief is responsible to the Associate Vice President of Duke Campus Safety and Security. The Director/Chief has delegated responsibility for the security management plan to the Medical Center Security Manager and delegated operational responsibility to the Operations Commander.
  2. **Medical Center Security Manager:** A member of the department who is the Chief's representative and liaison to administration of Duke Hospital, Duke Clinics, and the School of Medicine. This member ensures that DUPD policies and practices comply with The Joint Commission established standards as well as Hospital and Clinic missions.
  3. **Operations Commander:** A member of the department who oversees all operational issues.
- C. Conduct proactive risk assessments that evaluate the potential adverse impact of the external environment and the services provided on the security of patients, staff, and other people coming to the organizations facilities. The potential for workplace

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violence is considered during the risk assessment process. They are conducted by the following:

1. **Facilities Services Work Group:** A subcommittee of the Safety Committee, this group is charged with reviewing all requests relating to security technologies. Recommendations and implementation of security upgrades throughout the hospital and clinics are processed through this subcommittee. Departments may request a risk/needs assessment for their area or Hospital Administration and Duke University Police Department may deem a risk/needs assessment is necessary for the protection and safety of patients, visitors, staff and property. This group meets routinely, compiles minutes of each meeting and reports significant findings to the Duke University Safety Committee. Departments represented are: Engineering and Operations, Fire Safety, Hospital Administration, Facility Planning and Design Office, Infection Control, and Police/Security.
2. **Duke Police Crime Prevention:** This division is responsible for all risk assessments concerning security issues. Working in collaboration with the Facilities Work Group they may make recommendations and approve security technology upgrades to ensure consistency.
3. **Emergency Preparedness Committee:** A subcommittee of the Safety Committee is charged with providing a Hazard Vulnerability Assessment on a yearly basis. The results of the assessment are reported to the Safety Committee and include security issues.
4. **Workplace Violence:** Violence within the healthcare facility may occur at any given time. DUPD management works closely with human resources on all reported acts of violence involving employees. All reports of assaults are responded to immediately and all follow-ups are addressed with the appropriate hospital administrator. Trespass warnings are issued to individuals suspected of committing violence against another person. Arrests are made when warrants are issued by the Magistrates Office.

Groups above utilize one or more of the following processes in determining the needs of the facility.

- External Safety and Security tours, Lighting and Grounds tours
- EOC walkthrough surveys
- Security Officer nightly checks
- Security / Construction Egress Rounds
- Duke Police Emergency phone checks monthly

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- D. Implement procedures and controls (takes action) to minimize or eliminate identified security risks identified through the risk assessment process (EC.02.01.01, EP 3).

The Facilities Services Work Group works through the DUSC to makes recommendations to mitigate security risks. These recommendations are coordinated with administration and may necessitate new or revised policies/procedures and training, etc.

- E. Identify, as appropriate, patients, staff, and other people entering the organizations facilities (EC.02.01.01, EP 7). Credentialing standards have been established for the following groups:

1. **Contractors:** The Project Manager must coordinate with the Facilities Planning, Design and Construction Office to ascertain credentials for long-term contractors. Short-term contractors will wear their company identification badge and/or logo apparel. Contractors doing work in off-site Clinics/facilities will communicate with the Building Manager and Clinic Manager as to how their employees will be identified.
2. **Employees:** The procedure for identifying Duke University Hospital and Clinics Staff is outlined in the Duke University Hospital Policy “Employee Identification Badge”. All employees must wear their ID badge in a conspicuous manner while on duty. Duke Police Officers in uniform will carry their Identification badge in their top left pocket of their uniform shirt. Officers out of uniform must wear their ID badge on the outer clothing between shoulder and waist with the photo side facing out when they are in an official capacity.
3. **Patients:** All patients are provided with identification bands worn conspicuously on their wrist.
4. **Visitors:** During the hours of 5:00AM and 6:00 PM for Duke Clinics and 5:00AM and 9:00PM at Duke Hospital North visitors are not required to display credentials. Between the hours of 9:00 PM and 5:00 AM DUPD screens all visitors in the Main Lobby of Duke Hospital. Authorized visitors are given a credential prior to being permitted to enter patient care areas.

**Note:** Hospital Administration has given the responsibility for employee and contractor identification cards to the Duke Card Office.

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F. Control access to and egress from security sensitive areas, as determined by the organization. The following areas have been determined to be security sensitive (EC.02.01.01, EP 8). The specific access and egress practices are listed for each.

1. **Banking Institutions:** All are equipped with intrusion alarms, panic alarms and a surveillance system.
2. **Emergency Department:** The public, main entrance to the Emergency Department is staffed by DUPD 24/7. Every person entering through this entrance is screened through a metal detection unit. Their personal items are also screened with an x-ray unit. All other interior and exterior doors leading to the patient care areas are equipped with electronic access control and activated 24-7. Additionally, the locked psychiatric unit within the Emergency Department is controlled by electronic access control and monitored via digital camera system at the nurse's station and the security camera monitoring station.
3. **In-Patient Psychiatric Unit:** All entrances are equipped with a traditional key or electronic locking mechanism and secured 24/7.
4. **Mother Baby Unit:** All entrances are equipped with a traditional key or electronic locking mechanism. A digital surveillance system records activity 24/7 and can be monitored by a Hospital Unit Coordinator. The system also records and stores data on a DVR for 30 days. All ingress/egress doors are equipped with the HUGS Infant Protection System.
5. **Pediatric In-Patient Units:** All entrances are equipped with a traditional key or electronic locking mechanism. A digital surveillance system records activity 24/7 and can be monitored by a Hospital Unit Coordinator. The system also records and stores data on a DVR for 30 days.
6. **Pharmacies:** All pharmacies are equipped with electronic access control devices or combination locks as well as intrusion alarms.

G. Identify and implement security procedures that address actions to be taken in the event of a security incident (EC.02.01.01, EP 9 & 10):

1. **Individual Responsibilities** – The following groups are responsible for taking action in the event of a security incident. The specific responsibilities of each group are listed.

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- a. Duke University Police Department – Responds to all security incidents. The specific procedures DUPD staff are required to take are outlined in the DUPD General Orders.
- b. Department Managers and Supervisors – Department managers and supervisors are responsible for ensuring their employees are aware of the best method to contact police/security based on the urgency of the request and are familiar with reportable incidents and services provided. These are outlined in the security management checklist contained in the *Manager’s Environment of Care Handbook*.
- c. Employees – Each employee is responsible for reporting all suspicious activity observed on hospital and clinic property to the Duke Police Department. Reportable incidents include but are not limited to the following:
  - Unaccounted for patients
  - Loss, theft, or vandalism of personal or hospital property
  - Disputes requiring intervention
  - Suspicious circumstances
  - Threat to persons or facility
  - Loiterers or trespassers
  - Disturbances such as loud noises
  - Fire and/or any safety hazards
  - Suspicious mail and/or packages
  - Patients with Correctional or Police Officer escort
  - Vehicle accidents

2. **Reports** – Any security incident requiring a report will be documented by DUPD staff. The report will be forwarded to an investigator for follow-up. A copy of each report will be given to the Duke Hospital Associate Operating Officer for review and further distribution.

H. Identify and implement security procedures that address handling of an infant or pediatric abduction (EC.02.01.01, EP 9).

Part of the HICS color code system, alerts DUPD and hospital staff of an infant or child abduction from Duke University Medical Center. DUPD has a specific response protocol when activated. The specific procedure is outlined in the DUPD General Orders.

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- I. Identify and implement security procedures that address handling of situations involving VIP's or the media:

DUPD along with Duke Medical Center News Service and hospital administration will coordinate all security procedures related to VIP's or media issues.

- J. Identify and implement security procedures that address vehicular access to emergency care areas:

Hospital Administration has delegated routine management of these areas to Valet Parking. The Duke Police Department responds to all calls for service and augments staffing during emergency situations.

## VI. Performance Standards

The Duke University Police Department will develop and distribute a quarterly report due in January, April, July, and October of each calendar year. The report will include statistics related to the security related issues/incidents listed below. It will include a month-to-month and quarterly comparison with the previous reports. When a specific crime problem or trend is identified, a directed enforcement or crime prevention programs will be developed to minimize or eliminate the problem.

1. **Arrests** – Number of arrests conducted each month including the reason.
2. **Crime Analysis** – A monthly break down of criminal incidents reported in the medical facilities.
3. **Forensic Patients** – The number of forensic patients seen or treated at medical facilities.
4. **Risk Assessment** – The number of risk assessments completed each month including the reason for the assessment.
5. **Trespass Warnings** – The number of trespass warnings issued each month.

## VII. Duke Police Divisions

- A. Operations Division – The Operations Commander reports to the Director/Chief of Police, and has command responsibility for uniformed police, security and investigations. Police Officers are commissioned by the State of North Carolina, are armed, and have police powers on Duke Property and adjoining streets. The program encompasses daily twenty-four (24) hour coverage with police and security personnel. A Police Lieutenant and /or designate, supervise each shift. This coverage includes but is not limited to:

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- Patient, staff and visitor protection by armed police officers and unarmed security officers
- Reporting building security and safety issues
- Parking lot safety, security and protocol
- CCTV monitoring
- Investigations, criminal and non-criminal
- Special Event coverage to include media related events
- Background Investigations
- Special Events and VIP coverage

Police Officers and Security Officers are assigned to areas within the medical facilities 24/7. Their responsibilities include but are not limited to:

- Assisting with uncooperative individuals who interfere with staff's ability to provide patient care
- Providing exterior/interior safety and security
- Distribution of visitor credentialing between the hours of 9:00PM and 5:00AM.
- Responding to disturbances and violations of law.
- Monitoring of CCTV systems in the Emergency Department.
- Operation of Emergency Department metal screening and x-ray equipment.

B. Training and Recruitment – The Training Manager of the Duke Police Department maintains all records of training for each member of the Department. Supervisors perform evaluations and are responsible to ensure each member demonstrates competency in the performance of duties. Police and/or Security Officers receive the following training annually and/or when required by job description or law:

- Dealing with assaultive and/or difficult people
- Community Relations
- First Aid
- Heliport training
- Legal updates
- Use of force continuum
- Firearms qualification
- Security Officers are trained in CPI's(Nonviolent Crisis Intervention)

C. Emergency Communications Center: This division is managed by a civilian with administrative oversight by the Director/Chief of Police. DUPD provides a 24-7, 365 days a year, emergency communications center staffed by 911 trained communicators. Panic alarms, emergency phones, help phones, and fire systems

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are all monitored by this center. This center also has access to local, state, federal and global law enforcement criminal databases. In addition, immediate radio contact is available to local law enforcement, fire department and several Duke Departments in the event of emergency.

### **VIII. Evaluation of Plan**

The Director/Chief of Police and his management team will evaluate the Security Management Plan for its scope, objectives, performance and effectiveness. Any changes in the scope will be addressed during the annual update of the Plan and any changes in the range of application or interactions will be incorporated into the updated Security Management Plan. Annual planning objectives will be developed through interactions with DUSC members and Hospital Administration. These objectives will address the primary operational initiatives for maintaining and enhancing the security of the Environment of Care. Progress toward accomplishing these objectives will be reported periodically to the Committee and a year-end summary of the effectiveness in accomplishing these objectives will also be presented. The performance of the Plan will be assessed through progress in achieving both the objectives and the Performance Improvement project(s) defined within the Plan. The annual evaluations, updates, and planning efforts will be presented for Committee review and action during the first quarter of the new calendar year. This information will be provided to the Governing Body through the routine reporting channels.

### **IX. Performance Improvement Project(s)**

Duke Police conduct Medical Center Surveys quarterly. The surveys address security and knowledge of staff in the area. The survey results are compiled and distributed to Department Managers with recommendations to correct any deficiencies. The Duke Police and Security Officers utilize the GOTCHA crime prevention program in medical facilities. Whenever an officer finds unsecured property a GOTCHA tag is affixed to the item. The GOTCHA tag informs provides the owner with crime prevention tips and encourages them to secure their property. Segway Personal Transport Devices have been deployed at the Duke University Medical Center between the hours of 6:00PM and 6:00AM. These electric powered vehicles afford an officer to cover their assigned patrol beat more efficiently. The vehicles also promote community engagement and minimize response times to calls for service.

### **X. Applicable Reference Documents**

- 1- 2009 The Joint Commission Environment of Care Standard EC.02.01.01

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- 2- Duke University Police Department General Orders Manual
- 3- Duke University Police Standard Operating Procedures
- 4- Duke University Safety Manual

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**X. Approval**

Reviewed:	DUPD AVP Aaron Graves and Dr. Wayne Thomann Safety Committee Members
Approved Distribution:	Safety Committee EC Manual

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