

Duke University Police Department Duke University Hospital & Clinics and Private Diagnostic Clinics	Safety Manual <u>Security Management Plan</u>
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II Authority

The 2004 JCAHO Environment of Care standard EC.2.10 requires this plan.

III Purpose & Scope

The Duke University Police Department exists to provide for a safe and secure community in which the Hospital & Clinics may carry out its mission of education, research and patient care. This document outlines how Duke Hospital & Clinics and the Private Diagnostic Clinics addresses security issues concerning patients, visitors, personnel and property and provides examples of security upgrades made based on on-going risk assessments.

The policies herein apply to all Duke University Hospital & Clinics and Private Diagnostic Clinic employees working within DUPD jurisdiction. Employees working outside DUPD jurisdiction will receive emergent police response from the law enforcement agency within their jurisdiction. In-services from DUPD are also available upon request. All references to Hospital & Clinics from this point within the document include PDC.

IV Policy Statement

It is the policy of Duke Hospital & Clinics to provide a safe environment to all persons interacting within the hospital and/or clinics. This 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.

V JCAHO Standards

Standard EC.2.10:

The organization identifies and manages its security risks.

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.

1. **The organization develops and maintains a written management plan describing the processes it implements to effectively manage the security of patients, staff, and other people coming to the organization's facilities:**
 - A. *The Security Management Plan*
 2. **The organization identifies a person(s), as designated by leadership, to coordinate the development, implementation, and monitoring of the security management activities:**
 - A. *Director of Duke University Police Department:* Duke Hospital Administration has delegated responsibility for the institutional program to the Director who is assisted by managers, supervisors, and administrative support staff. The Director has delegated to the Medical Center Affairs Manager, responsibility for the security management plan and delegated operational responsibility to the Uniform Patrol Commander.
 - B. *Medical Center Affairs Manager:* A civilian member of the department who is the Director's representative and liaison to the administration of Duke Hospital, Duke Clinics and the School of Medicine. This member ensures that DUPD policies and practices comply with JCAHO established standards as well as Hospital & Clinic missions.
3. **The organization conducts 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 organization's facilities, (The potential for workplace violence is considered during the risk assessment):**
 - A. *Security Technology Upgrades:* Duke Police performed an exterior risk assessment of the hospital & clinic buildings. Upon completion of the assessment a security consultant was retained to analyze current security technologies and made recommendations for improvement. A business plan was written to address security needs to include a central monitoring station of access control and camera systems. The primary focus of this assessment was the perimeter access to the hospital & clinics. .

- B. Facility Security Work Group:** A subcommittee of the Safety Committee, this group is charged with reviewing all requests relating to security technologies. Recommendations & implementation of security upgrades throughout the hospital & 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 monthly, compiles minutes of each meeting and reports significant findings to the Safety Committee. Departments represented are; Engineering & Operations, Fire Safety, Hospital Administration, Design Office, Infection Control, Accreditation & Patient Safety & Police/Security.
- C. Duke Police Crime Prevention and Security Projects Division:** This division is responsible for all risk assessments concerning security issues. Working in collaboration with the Facilities Security Work Group, makes recommendations and approves security technology upgrades to ensure consistency. Ultimate approval for all security equipment installations resides with the Chief of Police.
- D. 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.
- E. Workplace Violence:** Violence within the healthcare facility may occur at any given time. Several protocols are in place to assist in reducing the impact to the institution, its patients, staff and visitors.

4. The organization uses the risks identified to select and implement procedures and controls to achieve the lowest potential for adverse impact on security:

- A. Security Technologies Upgrade:** The project is being co-managed by hospital and Duke Police Administrations. A security consultant firm has been retained and has project management responsibility. Upon completion of the project, Duke Hospital & Clinics will have fewer public entrances with staff entrances controlled 24-7 through electronic access control and camera coverage.
- B. Facilities Security Work Group:** Makes recommendations to mitigate security risks. Performed risk assessments and implemented security measures in the following areas:
- Birthing Center
 - Operating Room
 - Emergency Department
 - In-Patient Psychiatric Unit
 - Pharmacies

**Reference Facility Security Work Group Meeting Minutes*

5. The organization identifies, as appropriate, patients, staff, and other people entering the organization's facilities:

- A. *Personnel Identification:*** The procedure for identification of Duke University Hospital and Clinic 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.*** Between the hours of 9:00 PM and 5:00 AM, visitors will be given a visitor pass either from the security podium located on the 1st floor of Duke Hospital, or by the nursing unit. Contractors will obtain a contractor badge through the Duke Project Manager for long-term contractors. Short-term contractors will wear their company's identification badge. Patients wear conspicuous wristbands.

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

6. The organization controls access to and egress from security sensitive areas, as determined by the organization:

- A. *Emergency Department:*** This area utilizes electronic access control 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.
- B. *Pediatric In-Patient Units:*** A combination of traditional locking mechanisms and electronic access controls are utilized. Camera coverage is also utilized in the birthing center as well as HUGS, an identification & electronic security tagging system.
- C. *In-Patient Psychiatric Unit:*** A locked down unit with restricted hard key access with camera coverage on key egress doors.
- D. *Pharmacies:*** All pharmacies are equipped with either electronic access control devices or combination locks as well as burglar alarm devices.
- E. *Banking Institutions:*** All are equipped with burglar alarms, panic alarms & cameras.

7. The organization identifies and implements security procedures that address actions taken in the event of a security incident:

- A. *Workplace Violence Response:*** The Duke University Police Department responds to all reports of violence. The high-risk patient protocol establishes protocols for implementing a lock down of a unit/department, floor or the hospital as a result of

an incident with the potential of a violent act occurring within a part of or all of the facility. Code Gray, part of the HEICS system, addresses security steps taken within the facility during a bomb threat, hostage situation and/or active shooter incident.

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. Each year employees are mailed to their work address, an informational card referencing how to access our web site (www.duke.edu/web/police/) and how to obtain a Duke Police Department information packet.

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/clinic property
- Disputes requiring intervention
- Suspicious circumstances
- Threats 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 Peace Officer escort
- Vehicle accidents

These types of incidents will generate a report, which will be forwarded to an investigator for follow-up. Copies of reports are sent to Duke Hospital Administration for review and further distribution. To report these types of incidents employees should call 911 if an emergency or 684-2444 in incidents not requiring an emergent police/security response.

8. The organization identifies and implements security procedures that address handling of an infant or pediatric abduction as applicable:

infant

Code Pink: Part of the HEICS color code system, alerts DUPD and hospital staff of an

abduction from the Birthing Center. DUPD has a specific response protocol when activated. All other unaccounted for patients are reported by staff calling 911. DUPD will respond to the reported area and attempt to locate the patient.

9. The organization identifies and implements security procedures that

address handling of situations involving VIP's or the media

These protocols are outlined in the Duke University Police Department's General Orders and Standing Operating Procedure's manuals.

10. The organization identifies and implements 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

DUPD, in collaboration with Engineering & Operations, install and monitor all hospital cameras. Protocols are in place to verify the functionality of the cameras. All malfunctioning cameras are reported

to E&O. The baseline is 90% of cameras reported as malfunctioning will be repaired within 1 (one week) of the reported malfunction.

VII. Duke Police Divisions

A. *Uniform Patrol:* The Uniform Patrol Commander reports to the Asst. Chief of Police, holds the rank of Major, and has command responsibility for uniformed police & security. 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 Services personnel. A Police Lieutenant and/or designate supervise each shift. This coverage includes but is not limited to:

- Patient, staff and visitor protection by armed police officers and unarmed security officers
- Reporting building security and safety issues
- Parking lot safety, security and patrol
- CCTV monitoring
- Investigations, criminal and non-criminal
- Emergency Communications Center (911)
- Background Investigations

Police Officers and Security Officers will be assigned to areas within a perimeter to check numerous elements within that perimeter. These elements can be, but are not limited to:

- Behavior conflicting with staffs ability to provide patient care
- Exterior/Interior safety and security
- Protective lighting
- Fire protection

- Key control
- Directional and service provisions to those requiring assistance

CCTV and Alarm Coverage is a joint responsibility shared by the Engineering and Operations Department and the Duke University Police Department. Engineering & Operations is responsible for the installation and servicing of all CCTV systems:

- Security Services monitors all cameras relating to Duke Hospital and Duke Clinic at the Emergency Department console.
- Intrusion, door open and panic alarms are responded to immediately when reported by the agency responsible for monitoring (i.e.; contract alarm company, Duke Police Department and Engineering & Operations.)
- All alarm and/or CCTV installations must be coordinated through the Facilities Security Work Group for approval.

All incidents resulting in a report being written are sent to Hospital Administration. Hospital Administration distributes the reports to the appropriate department head for follow-up. All reports are assigned to a detective in the Criminal Investigations Division and contact is made with the reporting party.

This division may be reached in cases of emergencies by dialing 911 or 684-2444.

B. Criminal Investigations, Public Information and Community Relations: This division is headed by a Police Major whom is the department's official spokesperson interfacing with the Medical Center News Bureau and manages the department's criminal investigation's, community affairs and minority relation's programs. This division may be reached by dialing 684-2444.

C. Special Events and Security Projects: This division is headed by a Police Major and has responsibility for providing coverage for all events requiring police/security coverage. The division is also responsible for all risk assessments and crime prevention activities. The manager of this division is supported by a Police Lieutenant, crime prevention/security project manager, crime prevention specialists and community service officers. Services offered include:

- personal safety presentations
- recommendations on securing of property
- domestic violence presentations
- crime statistics publications
- crime prevention presentations
- rape awareness presentations
- alcohol law presentations
- personal property engraving
- facility surveys
- workplace violence educational programs

These services may be accessed by dialing 684-2444 or through the Medical Center Affairs Office at 681-6747

D. Training & 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
- Psychiatric and medical holds
- Community Relations
- Wellness Training
- First aid
- Emergency Department and metal detector procedures
- Heliport training
- Domestic Violence
- Use of force continuum
- Firearms qualification
- Hazardous Materials Awareness level training, in compliance with OSHA 1910.120, including donning and doffing Personal Protective Equipment

E. Emergency Communications Center: This division is managed by a civilian with administrative oversight by a Police Major, DUPD provides a 24-7, 365 days a year, emergency communication center staffed by 911 trained communicators. Panic alarms, emergency phones, help phones, fire alarm systems are all monitored by this center. This center also has access to local, state, federal & 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 an emergency.

VIII. Evaluation of Plan

The Chief of Police and his management team, will evaluate the Security Management Plan annually for its scope, objectives, performance and effectiveness. Any changes in 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 Plan. Annual planning objectives will be developed through interactions with Committee 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 at least quarterly 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 the Performance Improvement Standards 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 Applicable Reference Documents

1. 2004 JCAHO Environment of Care Standard 2.10
2. Duke University Police Department General Orders Manual
3. Duke University Standard Operating Procedures
4. Duke University Medical Center Safety Manual.

X Approval

Reviewed: Chief Clarence Birkhead
Dr. Wayne Thomann
Safety Committee Members

Approved: Safety Committee
Distribution: EC Manual

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