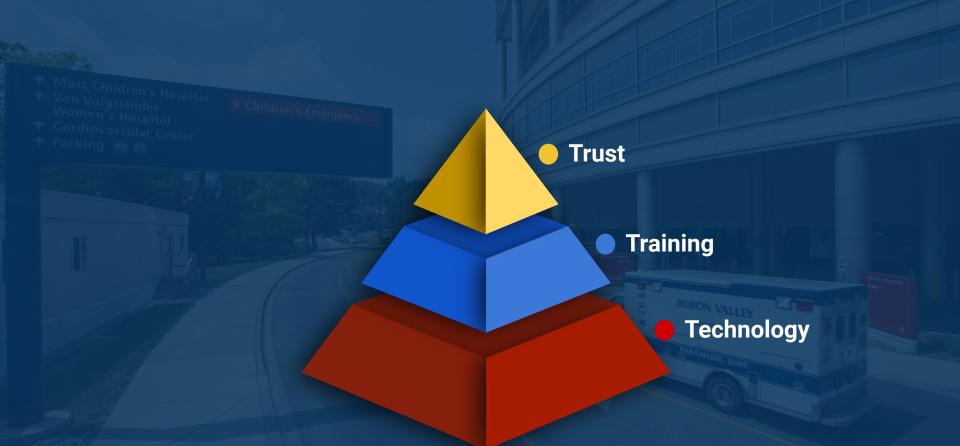
## Achieving a Culture of Zero Violence

Leadership Strategies to reduce the Risk and Anxiety of patients, staff and visitors

> Brian Uridge, MPA, CPP, CHPA, CTM DPSS Deputy Director and Director of Michigan Medicine Security



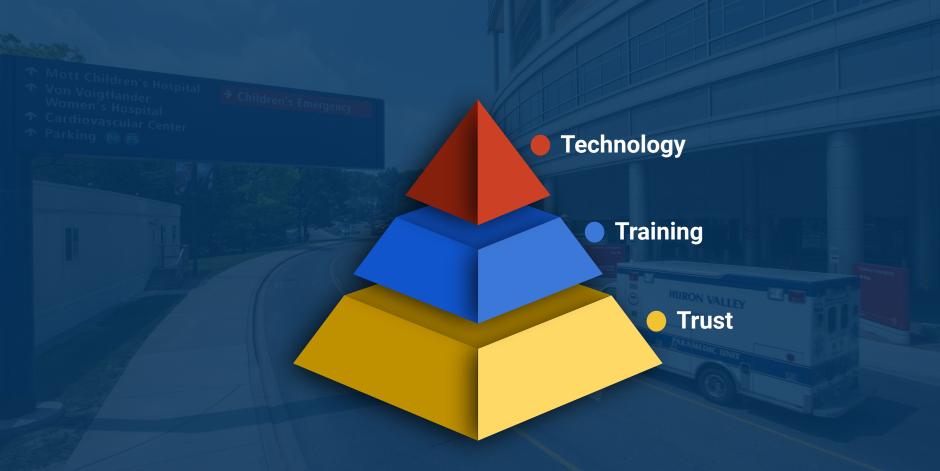






COLUMN II ACTIVITIES		NO	MIN	
Routine Patrol				
Felony Arrests	60			
Misd. Arrests	30	Î		
O.U.I.L Arrests	60	22		
Foot Patrol	5pts-15 min			THE REAL
Bar Checks	5			
Premise Inspections	5	20 10		
Crime/Fire Inspections	5			
Discovered Felony	60	65		
Discovered Misd.	30			<u>.</u>
Open Doors/Windows, etc.	. 15		10.010	
Haz Citations	30	22) 251		
Non-Haz Citations	15			
O.U.I.L. Citations	30	0	A STATE	A DECEMBER
Traffic Warnings	5	20 5		
Accident Citations	5			tome -
Radar Citations	0			
Parking Citations	5		100	
Fir Cards	5		ni.	
Citizen Contacts	0			
Sub Total Column II				· · · ·
TOTAL TIME SPENT				

-





# **Two types of Security**



If you, have a medical energoney or are in Tahor, you have the right to reasive, within the capatilities of the hequiation shaft and facilities;

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An oppose all function over the family as an of year or new pay or do exclusion mode all inverses or year an above the or date Noslocate or Madited

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### **Reduce Risk**

### **Reduce Anxiety**

# **Non-Traditional Security**



M

# **Exceptional Experience**

ICHIGAN MEDICINE

SECURITY



It's him!!!! Where was it!!!!! Oh my goodness

Brown bear is his name





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# **Rule of Ten and Five**



Within Ten feet: Make eye contact and smile

Within Five feet: Sincere Greeting

# **Ambassadors First and Security Second**













Whipple Family

# **Garage Fire Lessons**

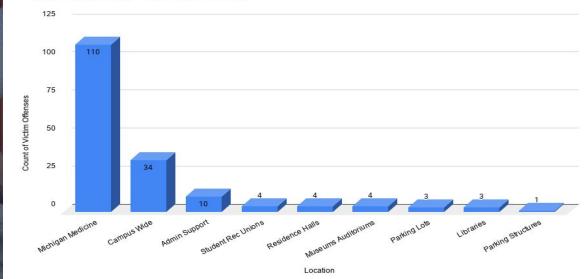
### 1) Trust the Team

2) Create a culture where staff can disagree

3) Next person on scene always has a better idea

### **Violence Against Staff**

Victim Offenses by University Location



# **Security Risk Codes**

S0 •Security response not required
S1 •Consult with Security Services
S2 •Security presence may be required
S3 •Security presence most likely required

- **S4** •Security presence required
- **S5** •Threat travels with the patient

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# **Weapons in Healthcare**



### 3% of hospitals experience shootings

59% outside

41% inside (ED mainly)

23% security weapon

**31% LEO weapon (S1 generally in custody)** 

# **Staff Training**

# **AES Ride Along**





### **MILO Training**

Multiple Interactive Learning Objectives



### **MILO Training**

### **REACT Training: Home Health Care**

Rapid Environmental Assessment Control Training



### **REACT Training**

#### **Suspicious Activities**

Planning and preparing for an assault



Avoid and Escape

**RIGHT OF BANG** 

LEFT OF BANG

Observe Pre-Incident Indicators and act to prevent BANG The Event

Scenario Based Training

### **REACT Home Healthcare Scenarios**



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### **Research on Walking** Grayson and Stein Research

- The choices were not solely based on gender, race, or age Short, shuffling strides when walking
- Not swinging their arms in proportion with their stride
- Exaggerated side-to-side movement when walking
- Head facing at a downward angle when walking



### **Situational Awareness when out in Public**



# **Situational Awareness Training**

Whipple Family



Whipple Family

### **Safety Mindsets**

### Conditions:

White

Yellow

Orange

Red



#### **Awareness Color Code Chart**

#### WHITE

The lowest level. You are 'Switched Off' and unaware of what is going on around you and really not ready for anything. Reasons affecting why one may be in this condition may include; sleep, fatigue, stress, or impairment due to drugs/alcohol.

#### YELLOW

You are alert and aware but also calm and relaxed. You are alert to the surroundings (and environment) and to the people who occupy it and to their body language. You are alert, not paranoid. In this state it is difficult for someone to surprise you.

#### ORANGE

A heightened level of awareness. You sense that something is not right. This is the time to evaluate and to formulate a plan. Evasion and diffusion works best here before the next level.

RED

The fight is on! You are taking Decisive and Immediate action! Recognizing attack rituals and set-ups helps one to avoid this level.

### •Oblivious to surroundings

•When a person realizes they are in trouble, it is too late.

•Petty thieves and predators alike are very good at identifying those who are in Condition White.





### **Condition White**







### **Condition Yellow**

Relaxed state of general alertness, with no specific focal point.

- Head up and your eyes open. No Phone
- You are difficult to surprise, therefore you are difficult to harm.

Like a conscious 360 degree radar sweep trusting your 6th Sense



•Heightened state of awareness and very focused on a potential threat or a situation.

•Mild to moderate "adrenaline dump" which will elevate heart rate and blood pressure, dilate your pupils with reduced fine motor skills.





### **Condition Red**

•"Fight or flight" mode and you are ready to do either.

•The potential threat is now very real and needs to be addressed.





# **Safety Mindset Examples**

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# **PPCT Training for Security Officers**

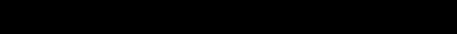
# **PPCT Training for Security Officers**



## **Proxemics**

## S.A.V.E. Situational Awareness for Violent Events

"Coming to a neighborhood near you."



#### **Safety Signals: Suspicious People**

Forced teaming

Charm

Too many details

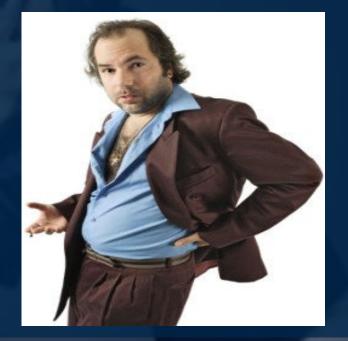
Typecasting

Loan sharking

**Unsolicited Promise** 

Discounting the word No





#### **Crime Prevention through Environmental Design**





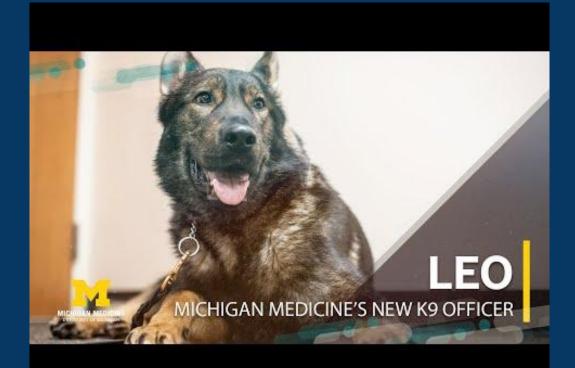
## **K9s in Health Care**

A 2014 study by the International Healthcare Security Safety Foundation found the risk of violence was lower in hospitals with K-9 units, compared to those without.

A study by the National Center for Biotechnology Information showed canines have effectively reduced crime and violence by 75% to 80% in Midwest and East Coast hospitals.

## **Two New K9's**

## A Day in the Life





## **Threat Assessment**

LAW ENFORCEMENT

EMPLOYEE ASSISTANCE/ SOCIAL WORK

> ORGANIZATIONAL SECURITY

**HUMAN RESOURCES** 

OGC

**MENTAL HEALTH** 

**RISK MANAGEMENT** 

Threat Assessment Team 47

# **Pre-Incident Indicators (PINS)**



Inflexibility Crusades Weapons Paranoia **Criticism Identification** Focus on other employees Grievance **Unreasonable expectations Police encounters Co-worker fear Blame** 

#### **Path to Intended Violence**

Hunters: Grievance, Ideation, Research, Preparations, Breach, AttackHowlers: Grievance, Ideation, inappropriate communicationIntimacy effect and Spillover



# **Patient and Threat**

35-Year-old Male, former MM patient

#### **Medical History**

2020 patient care terminated from MM due to conduct



#### **Initial Investigation**

What did we know
When did we know it
What did we do about it



### Reducing the risk and anxiety of our patients, staff and visitors through Trust, Training and Technology

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## Reducing the risk and anxiety of our patients, staff and visitors through Trust, Training and Technology

