

Achieving a Culture of Zero Violence

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

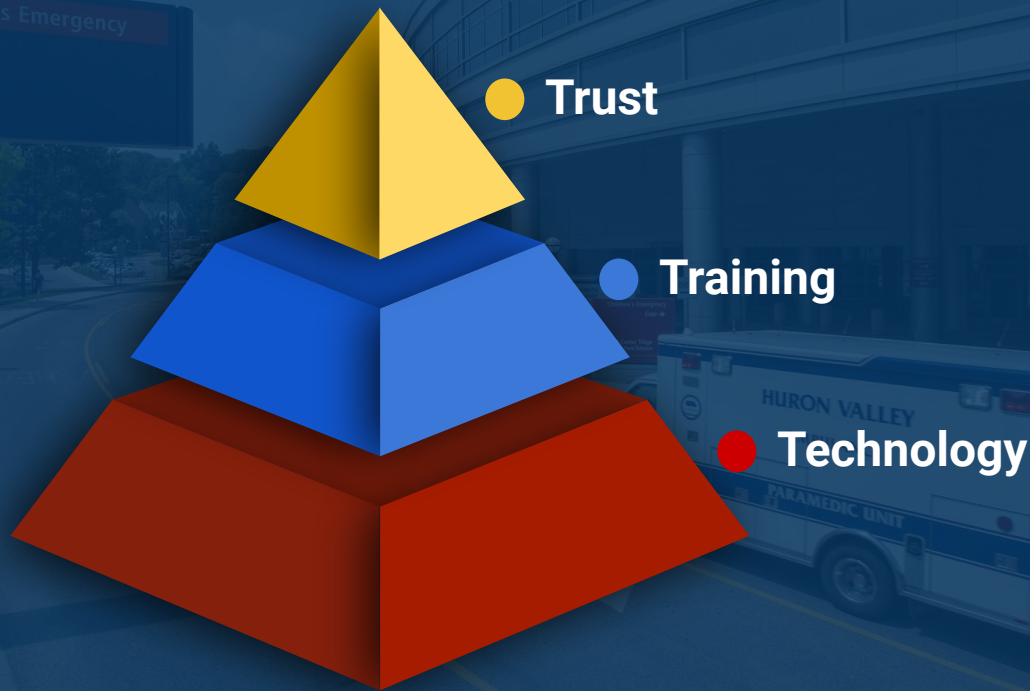
Brian Uridge, MPA, CPP, CHPA, CTM
DPSS Senior Director Michigan Medicine
Safety and Security

Healthcare Safety and Security

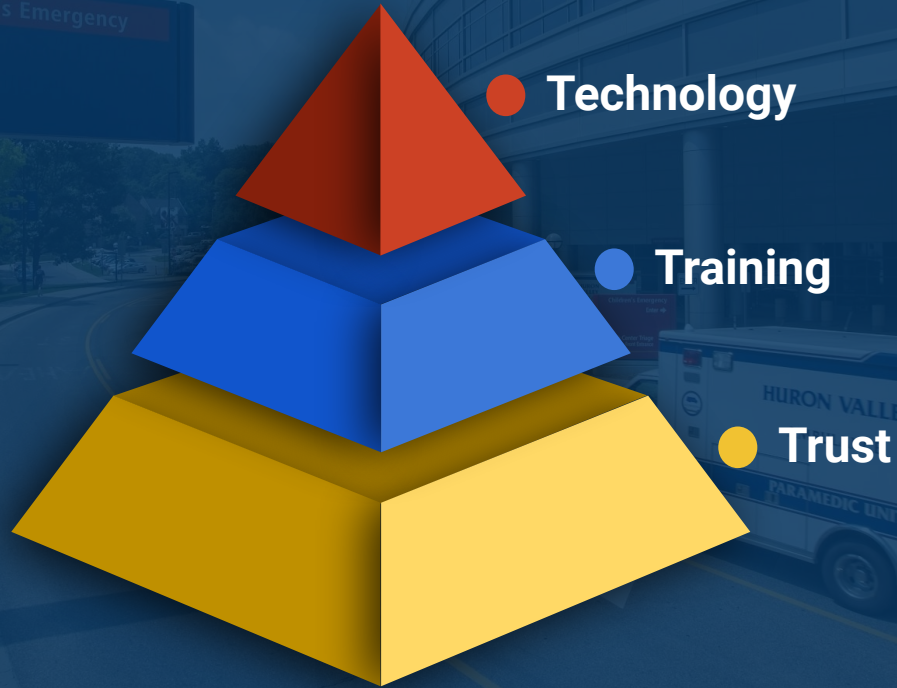
Each hospital is a community and every floor is a neighborhood



President's Task Force on 21st Century Policing. Final Report of the President's Task Force on 21st Century Policing. 2015. cops.usdoj.gov/pdf/taskforce/taskforce_finalreport.pdf



COLUMN II ACTIVITIES		NO	MIN
Routine Patrol			
Felony Arrests	60		
Misd. Arrests	30		
O.U.I.L Arrests	60		
Foot Patrol	<i>5pts-15 min</i>		
Bar Checks	5		
Premise Inspections	5		
Crime/Fire Inspections	5		
Discovered Felony	60		
Discovered Misd.	30		
Open Doors/Windows, etc.	15		
Haz Citations	30		
Non-Haz Citations	15		
O.U.I.L. Citations	30		
Traffic Warnings	5		
Accident Citations	5		
Radar Citations	0		
Parking Citations	5		
Fir Cards	5		
Citizen Contacts	0		
Sub Total Column II			
TOTAL TIME SPENT			



Polarizing of America

Right now partisan tribalism is statistically higher than at any point since the Civil War.

Overchoice Homes X 3

Nightline with Ted Koppel

Mash vs. Game of Thrones

Them: Why we hate each other and how to heal, by Ben Sasse, St. Martin Griffin, 2018

Polarizing of America

Emotion trumps data

Only 55 percent will spend more than 15 seconds reading an article

The median American checks “our smartphones every 4.3 minutes

Facebook's own research: content that is hateful, divisive, or polarizing garners the greatest engagement.

Flying the friendly skies

Them: Why we hate each other and how to heal, by Ben Sasse, St. Martin Griffin, 2018

Two types of Security



Reduce Risk



Reduce Anxiety

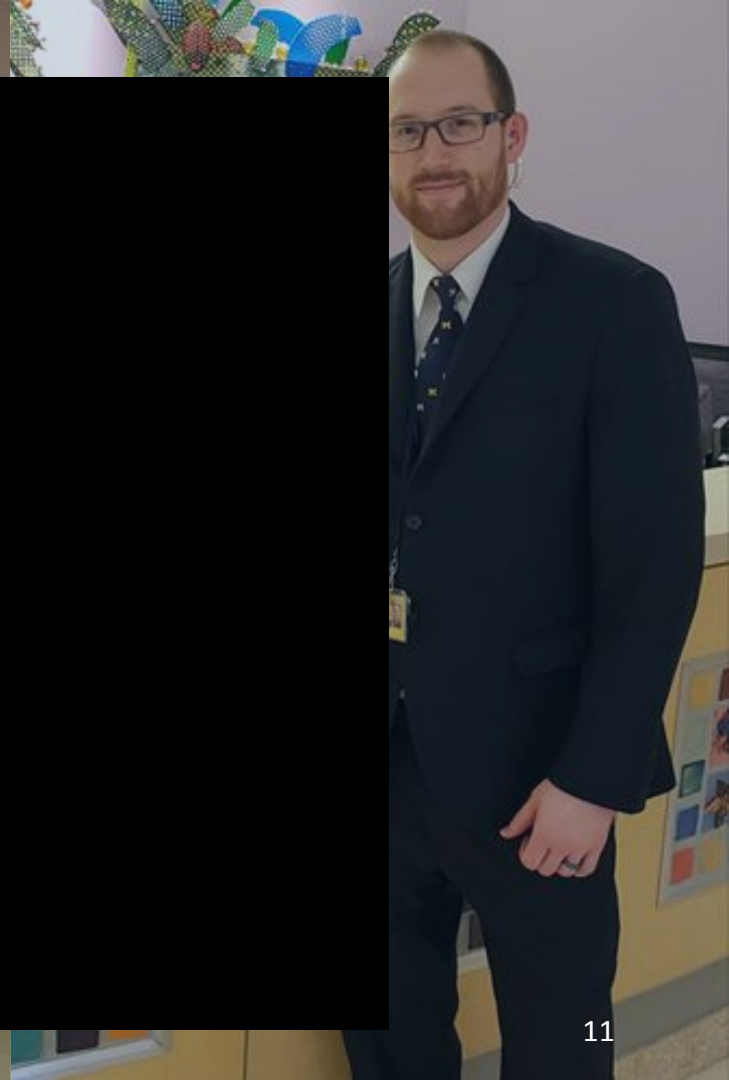
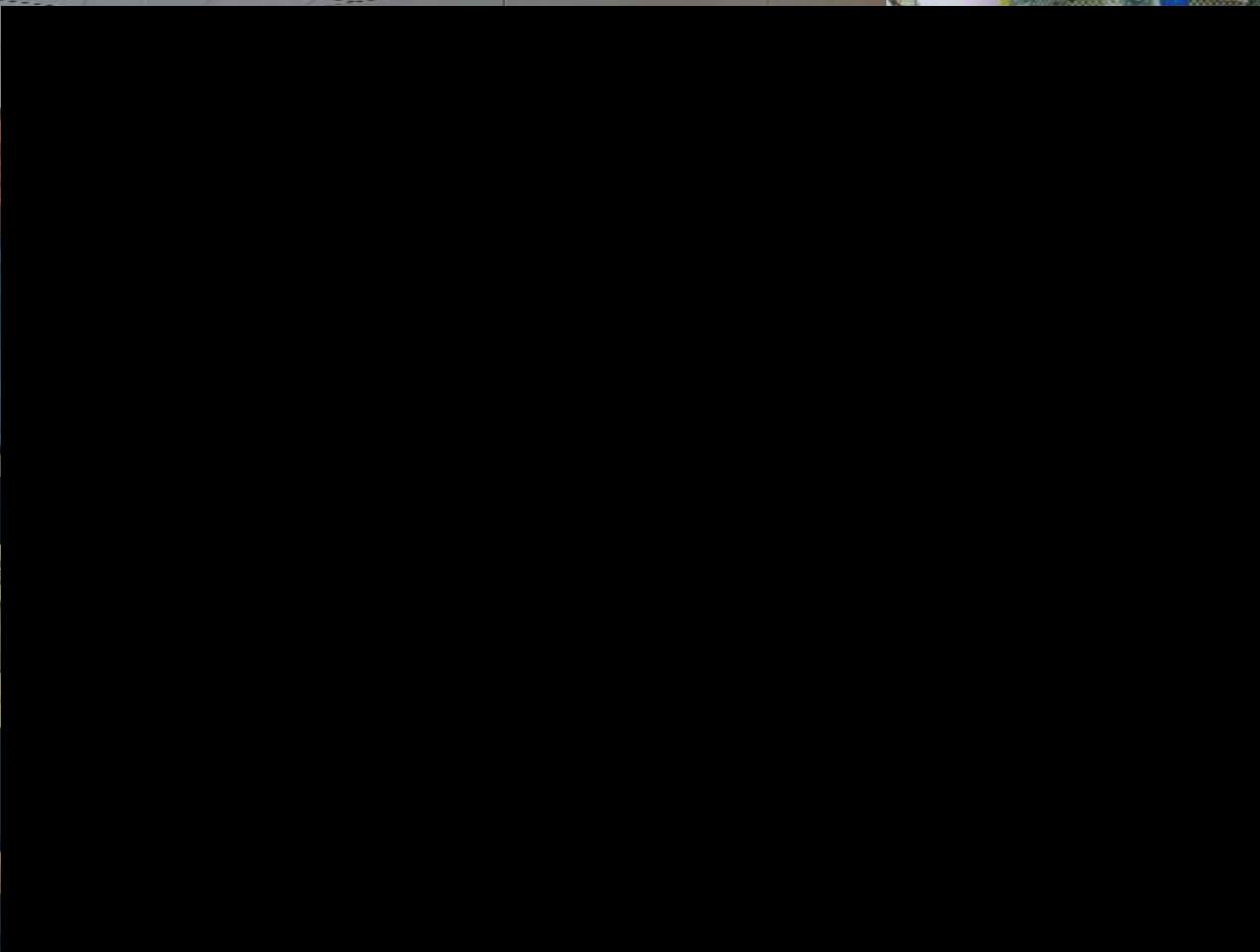
Fear Less: Real Truth about Risk, Safety, and Security in a time of terrorism, by Gavin De Becker, 2002

Non-Traditional Security

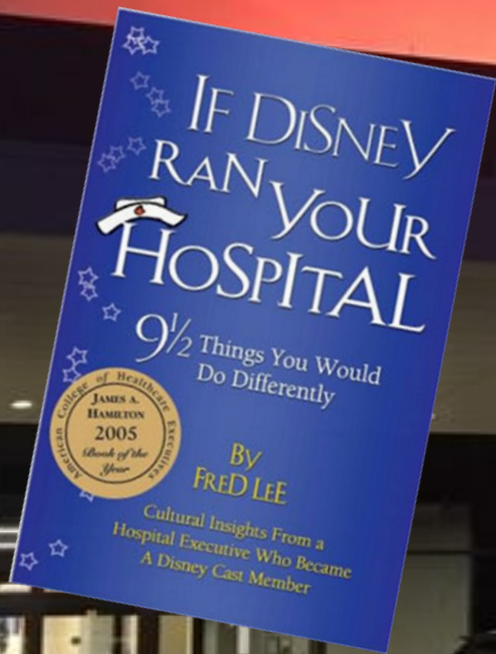


Police in Healthcare





Exceptional Experience



Ambassadors First and Security Second



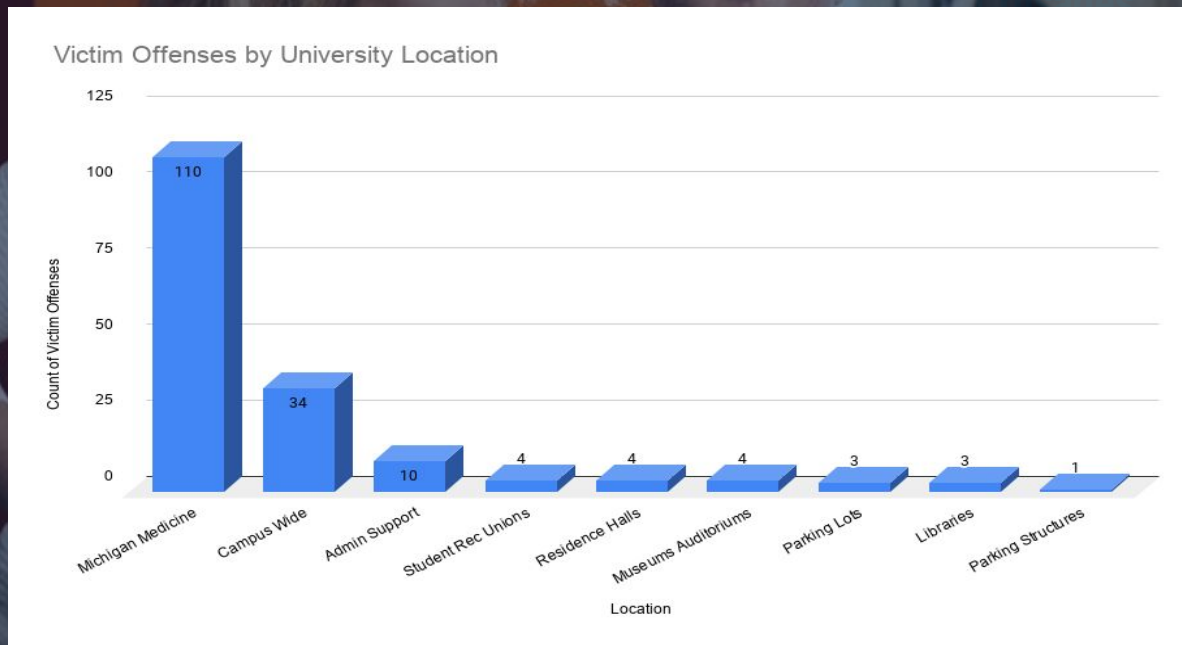
08-07-2021

Dear Sir:

My partner & I wish to express our deepest appreciation for our assistant. When my partner arrived to discharge me from Acute Care your assistance in guiding him to my room is a call (much appreciated) beyond measure.

Sincerely, [Redacted]

Violence Against Staff



Security Risk Codes

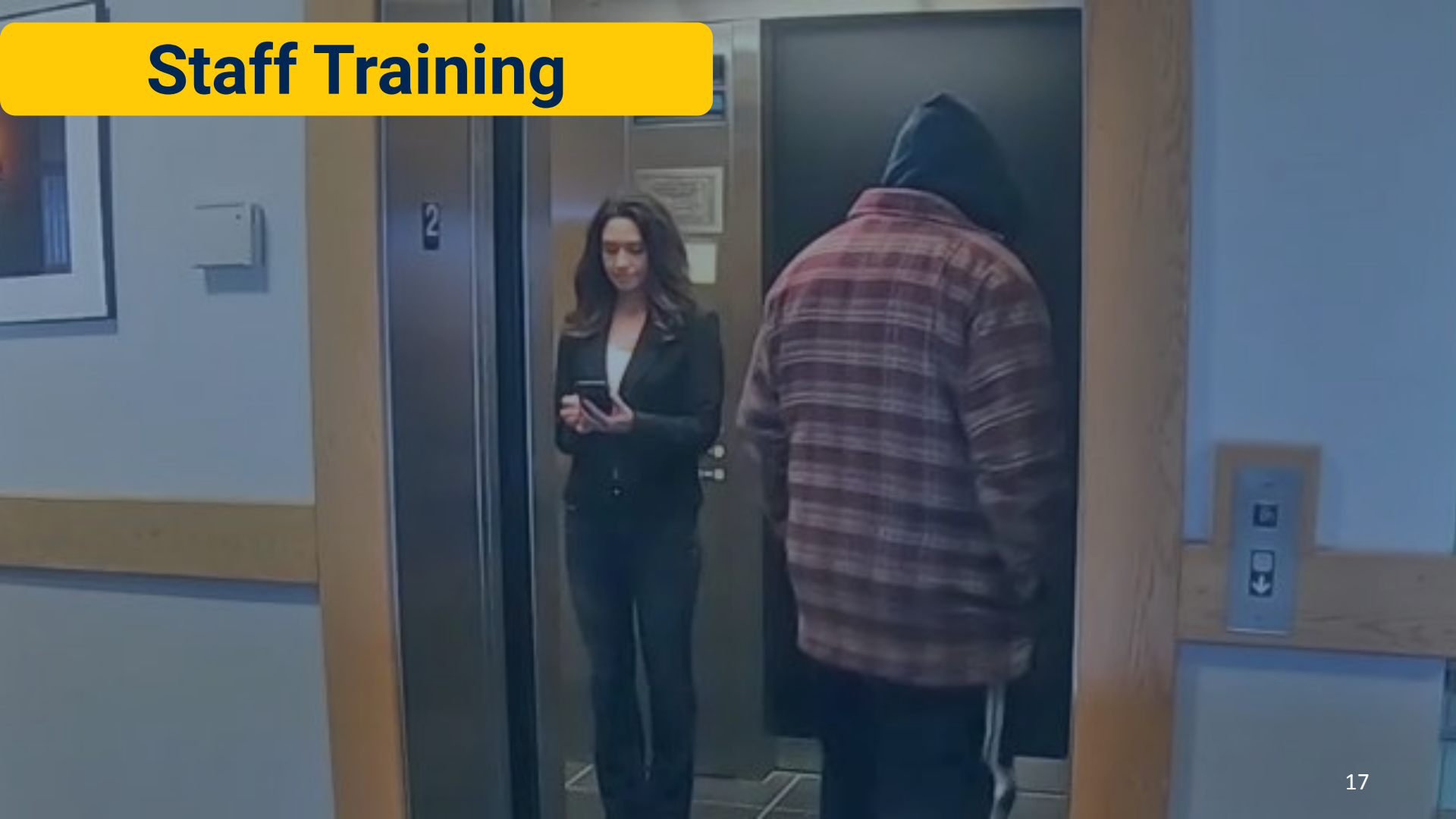
- S0** • Security response not required
- S1** • Consult with Security Services
- S2** • Security presence may be required
- S3** • Security presence most likely required
- S4** • Security presence required
- S5** • Threat travels with the patient

VIOLENCE PREVENTION

- See Something/Say Something
- Employee Safety Training
- School Resource Officers
- Threat assessment teams
- Employee Assistance Programs
- Situational Awareness training

Stop the Killing: How to end the Mass Shooting crisis, by Katherine Schweit, 2021

Staff Training

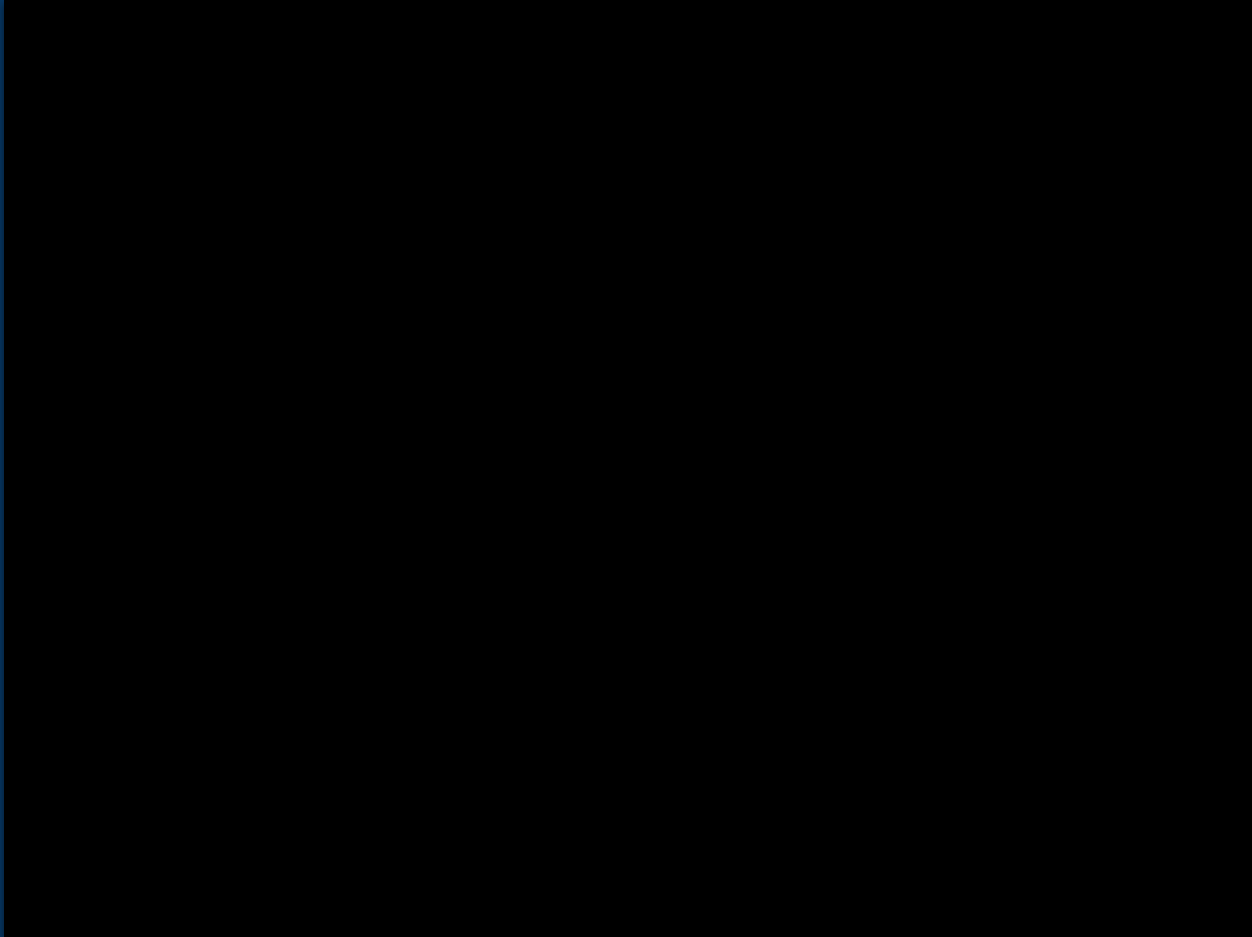


AES Ride Along



MILO Training

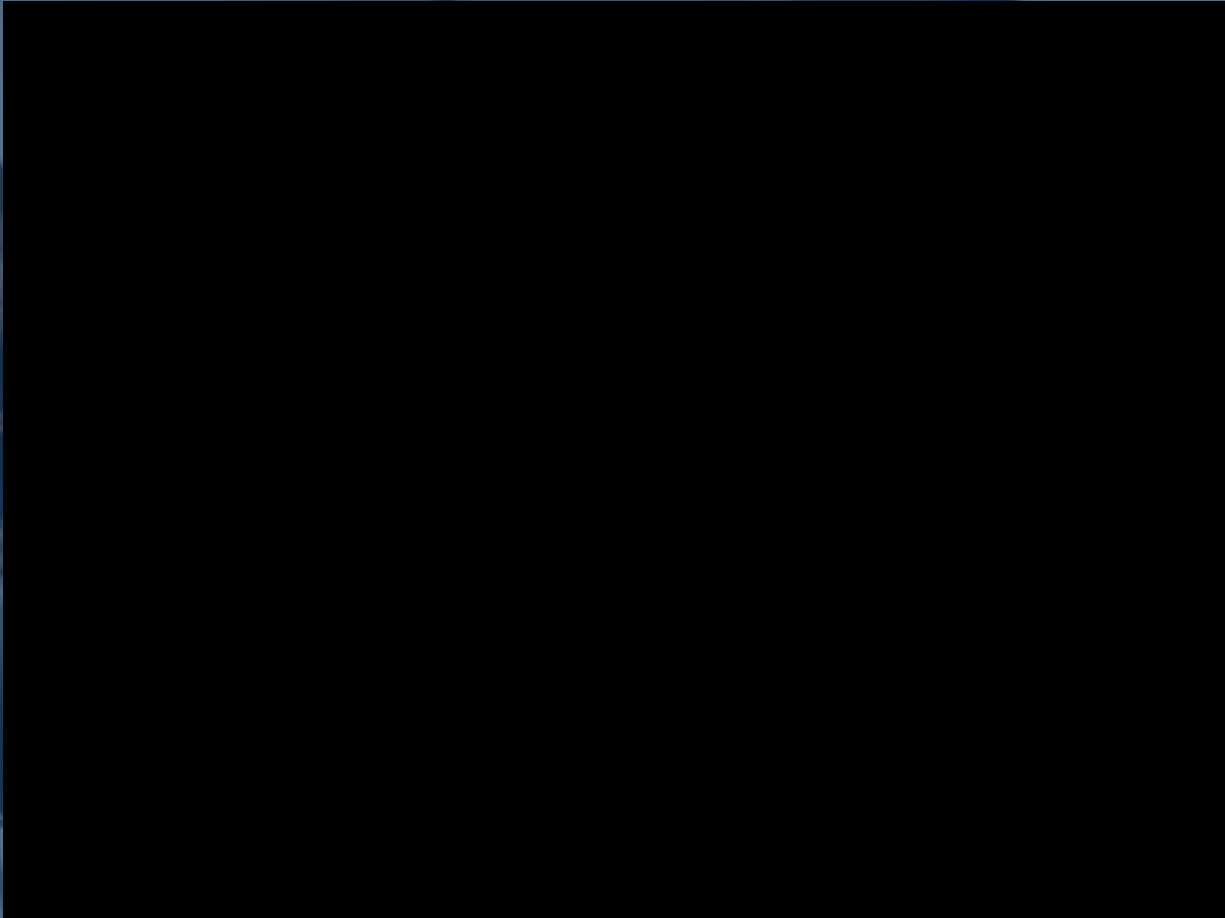
**Multiple
Interactive
Learning
Objectives**



REACT Training: Home Health Care

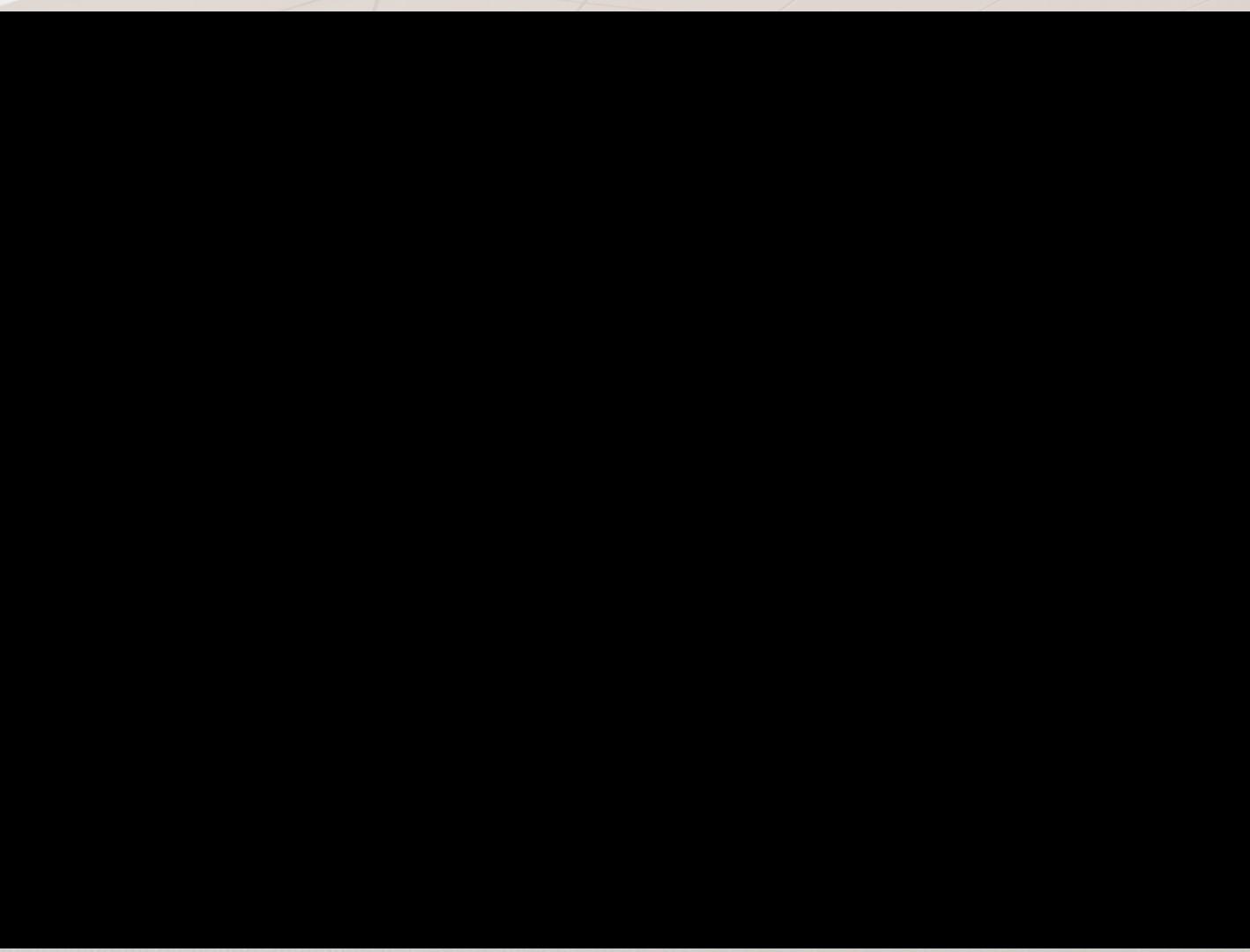
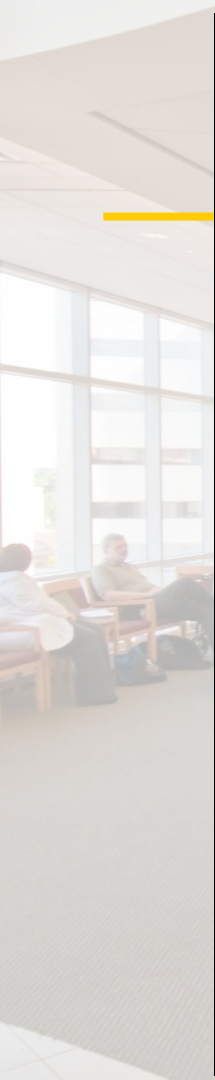
**Rapid
Environmental
Assessment
Control
Training**

REACT Home Healthcare Scenarios



Situational Awareness Training





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.

Safety Mindset Examples





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

Safety Training: Suspicious People

Forced teaming

Charm

Too many details

Typecasting

Loan sharking

Unsolicited Promise

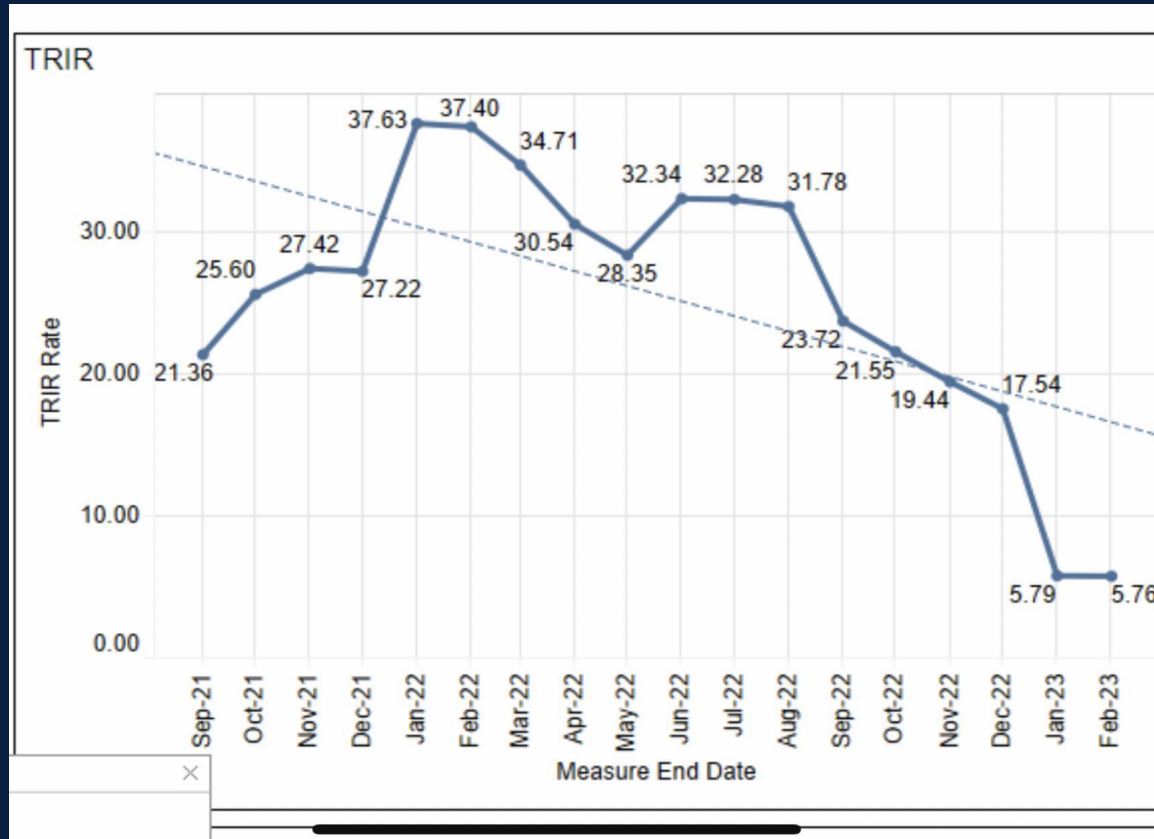
Discounting the word No



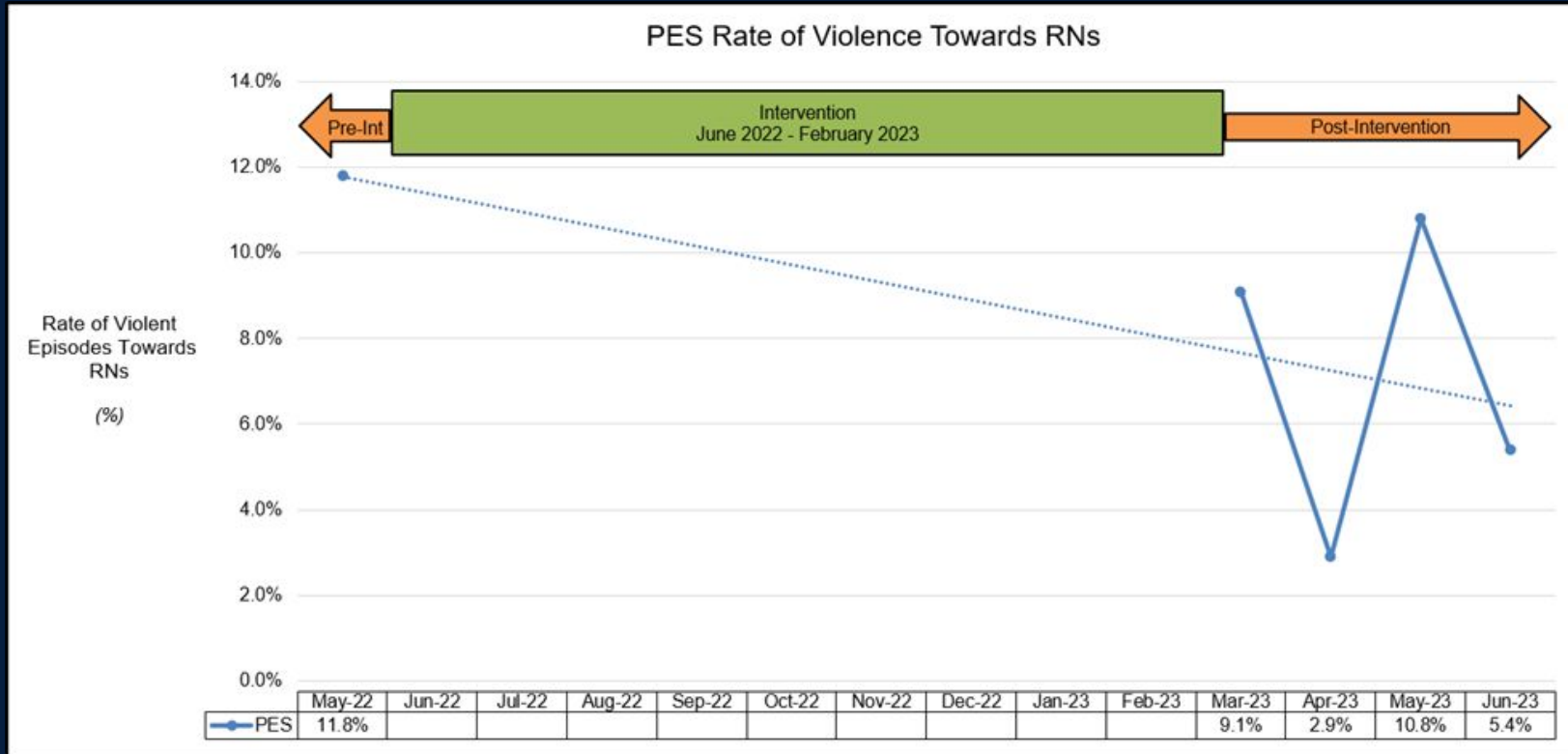
Proxemics

SAFER

POST SAFER INJURY DATA



POST SAFER INJURY DATA



Active Shooter Training

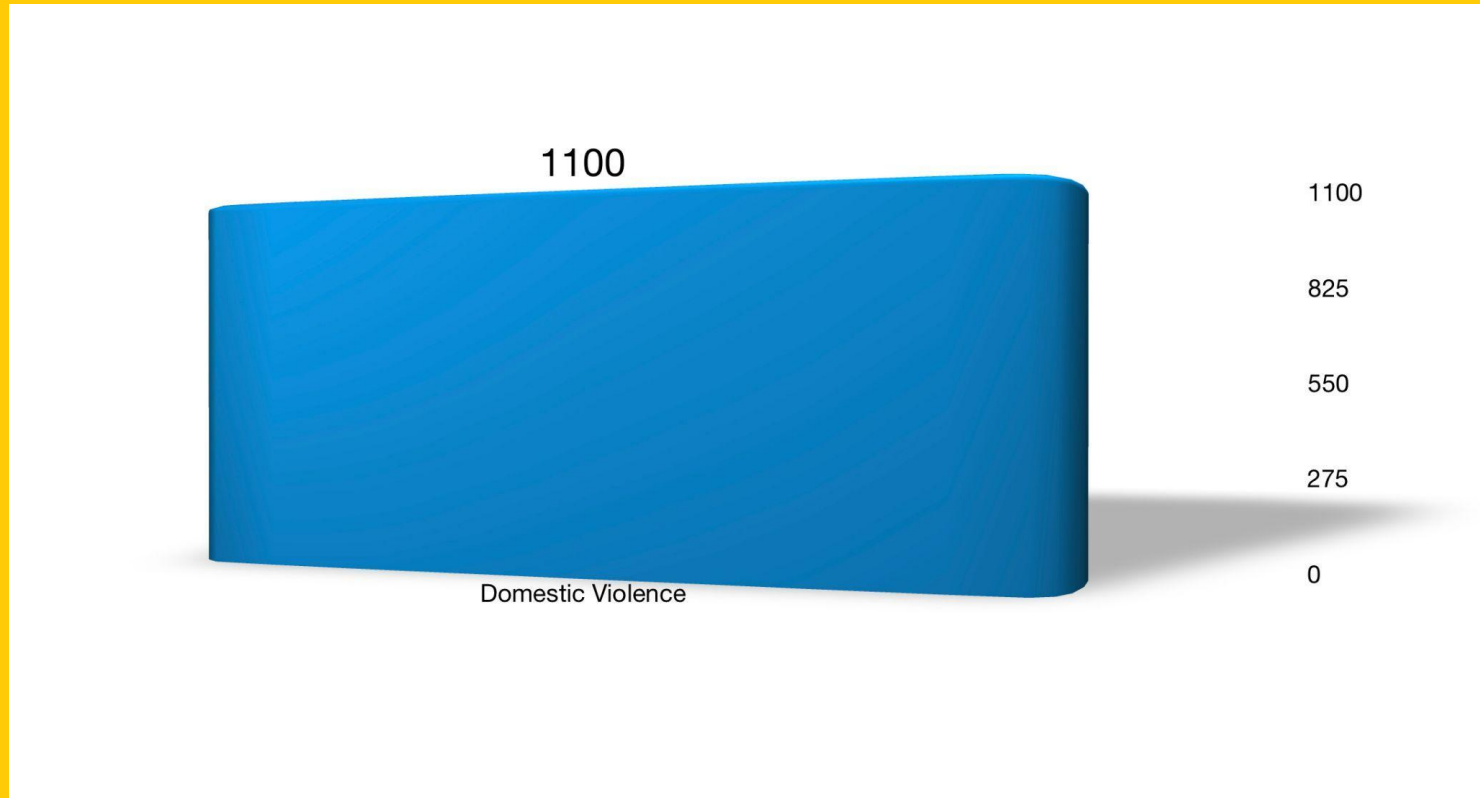
Active Shooters 2000-2019 (FBI Research)

Active Shooter Defined:

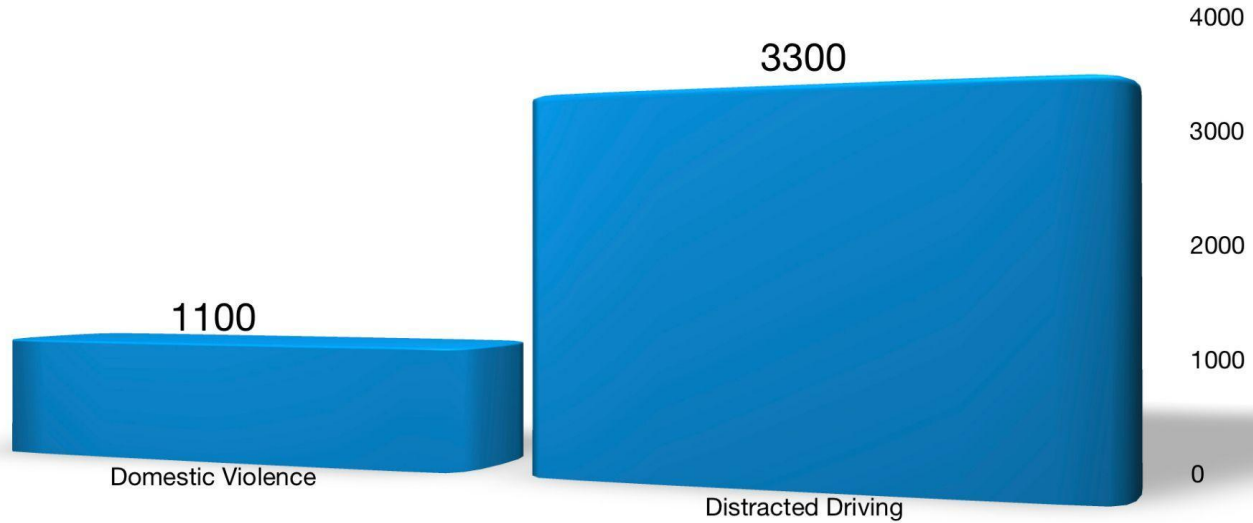
- An individual actively engaged in killing or attempting to kill people in a confined and populated area



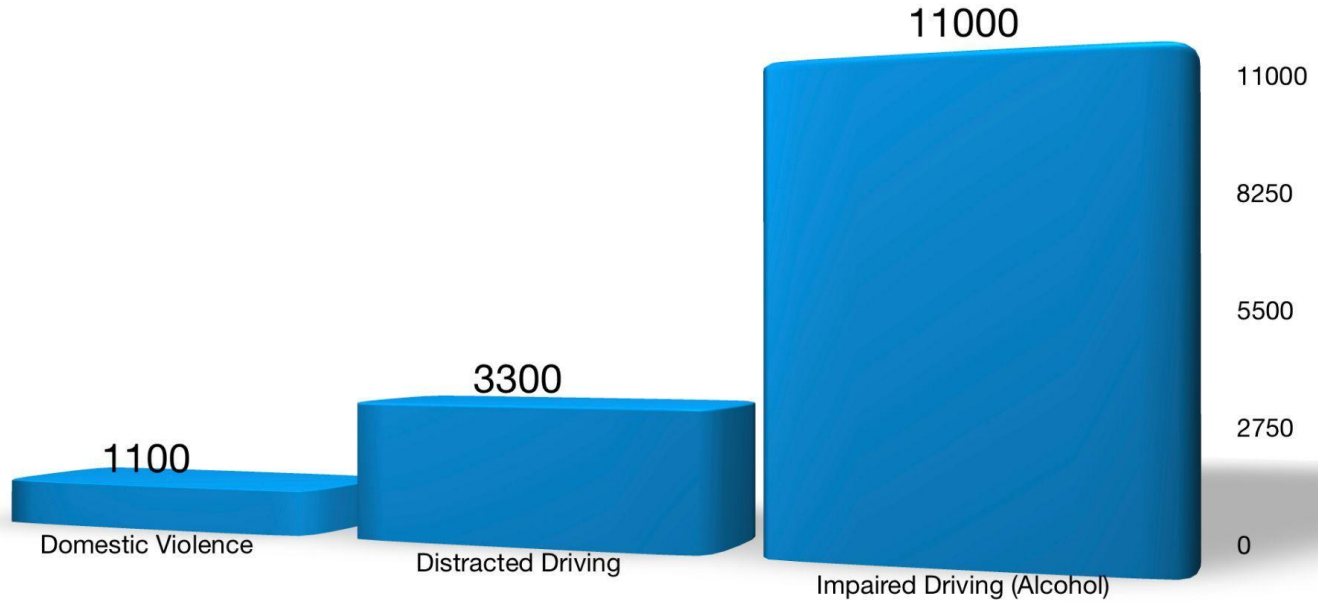
Deaths Per Year



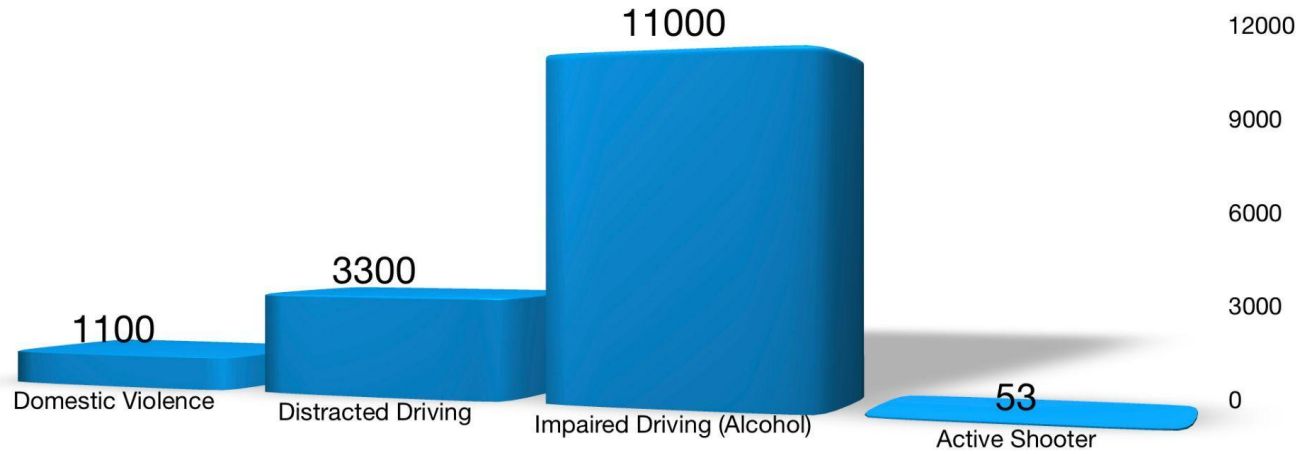
Deaths Per Year



Deaths Per Year



Deaths Per Year



Mass Killing

Mass Killing: Three or more killings in a single incident as defined by the Investigative Assistance for Violent Crimes Act of 2012

Active Shooter: An individual actively engaged in killing or attempting to kill people in a confined and populated area, as defined by the FBI

Mass killings account for less than two-tenths of One Percent of all homicides

“National Council for Behavioral Health (NCBH), “Mass Violence in America: Causes, Impacts and Solutions,” National Council Medical Director Institute (MDI) report, August 2019, accessed September 30, 2020,

Active Shooter Incidents

2000-2019

Total
333

Active Shooter Incidents

2000-2019

Total 333 Hospital Incidents 15

Media Contagion Effect

Media:

- Lone Wolf, Active Shooter project power
- Extensive Media Coverage cement legacies

Social Media:

- Quickly spreads false information
- Potential to trigger a crisis

Port Arthur massacre mass shooting April 28, 1996 (35 Dead and 18 Wounded)

He is a terrorist. He is a criminal. He is an extremist. But he will, when I speak, be nameless

Stop the Killing: How to end the Mass Shooting crisis, by Katherine Schweit, 2021

Threat Assessment

LAW ENFORCEMENT

EMPLOYEE ASSISTANCE/
SOCIAL WORK

ORGANIZATIONAL
SECURITY

HUMAN RESOURCES

LEGAL

MENTAL HEALTH

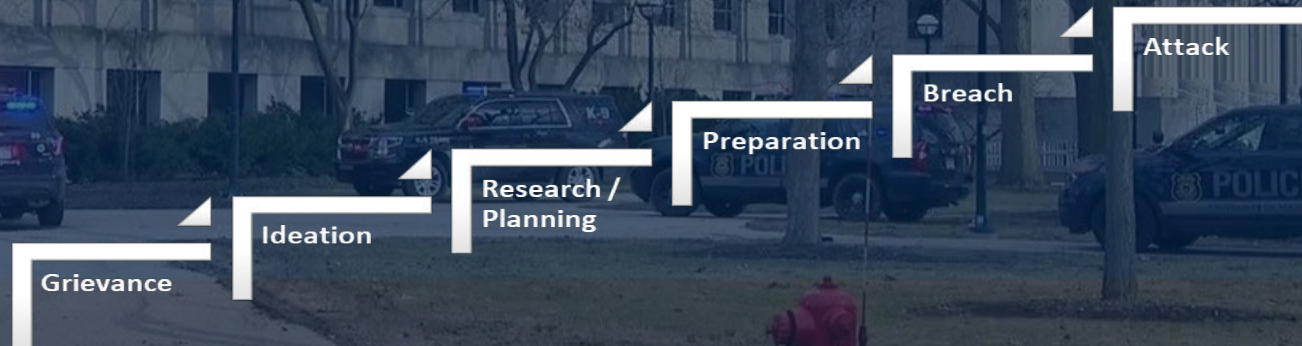
RISK

Threat Assessment and Management Strategies: Identifying Howlers and Hunters, Second Edition
by Weston and Calhoun, 2016

Best Practices: Pathway to Intended Violence

Hunters: Grievance, Ideation, Research, Preparations, Breach, Attack

Howlers: Grievance, Ideation, inappropriate communication



Threat Assessment and Management Strategies: Identifying Howlers and Hunters, Second Edition by Weston and Calhoun, 2016

Husband held in stabbing deaths

Pre-Incident Indicators (PINS)

Inflexibility

Crusades

Weapons

Paranoia

Criticism

Identification

Focus on other employees

Grievance

Unreasonable expectations

Police encounters

Co-worker fear

Blame

The Gift of Fear; and other survival signals that protect us from violence: Gavin De Becker, 1997



Patients, Flowers and Books

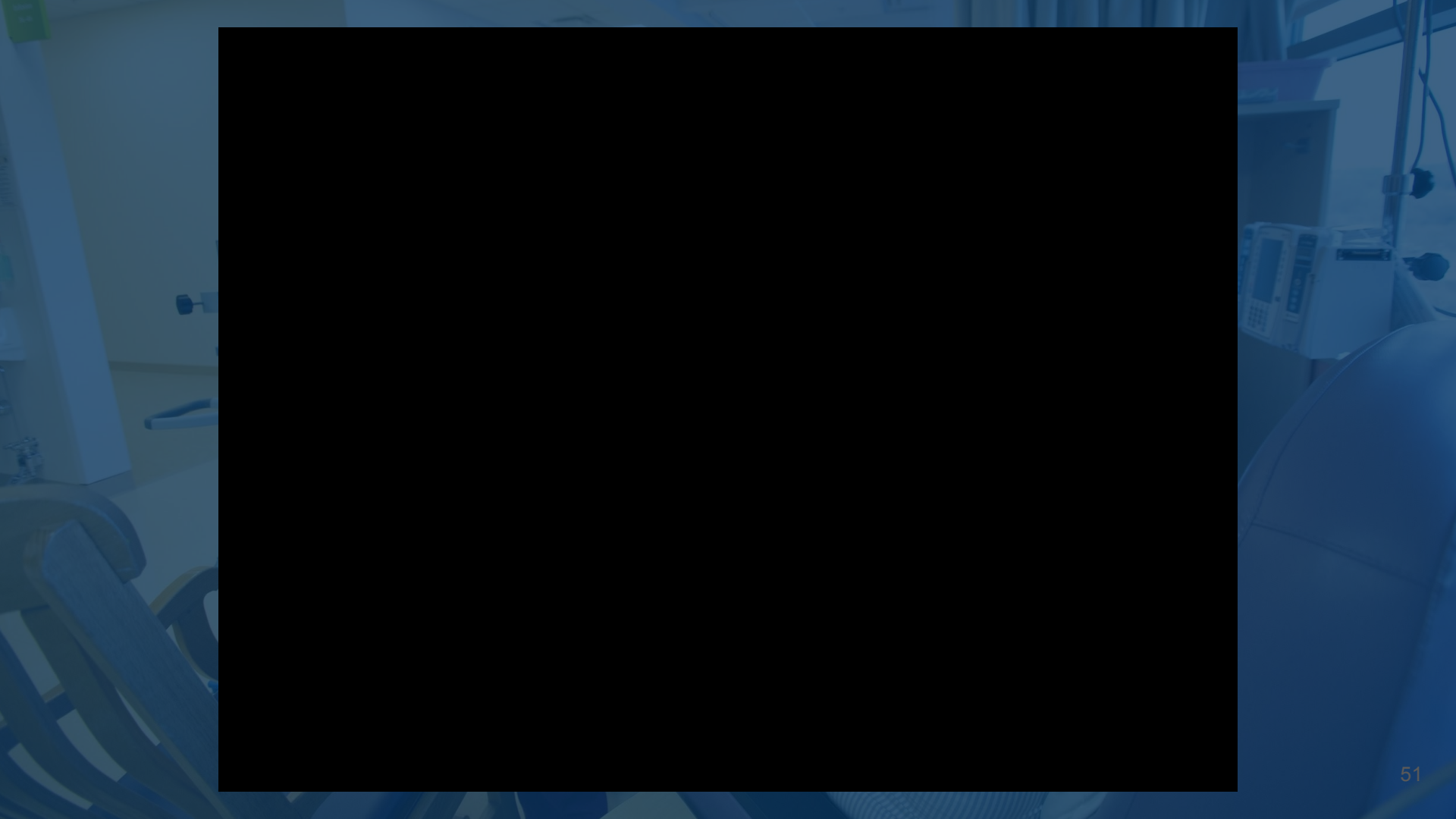


S.A.V.E.

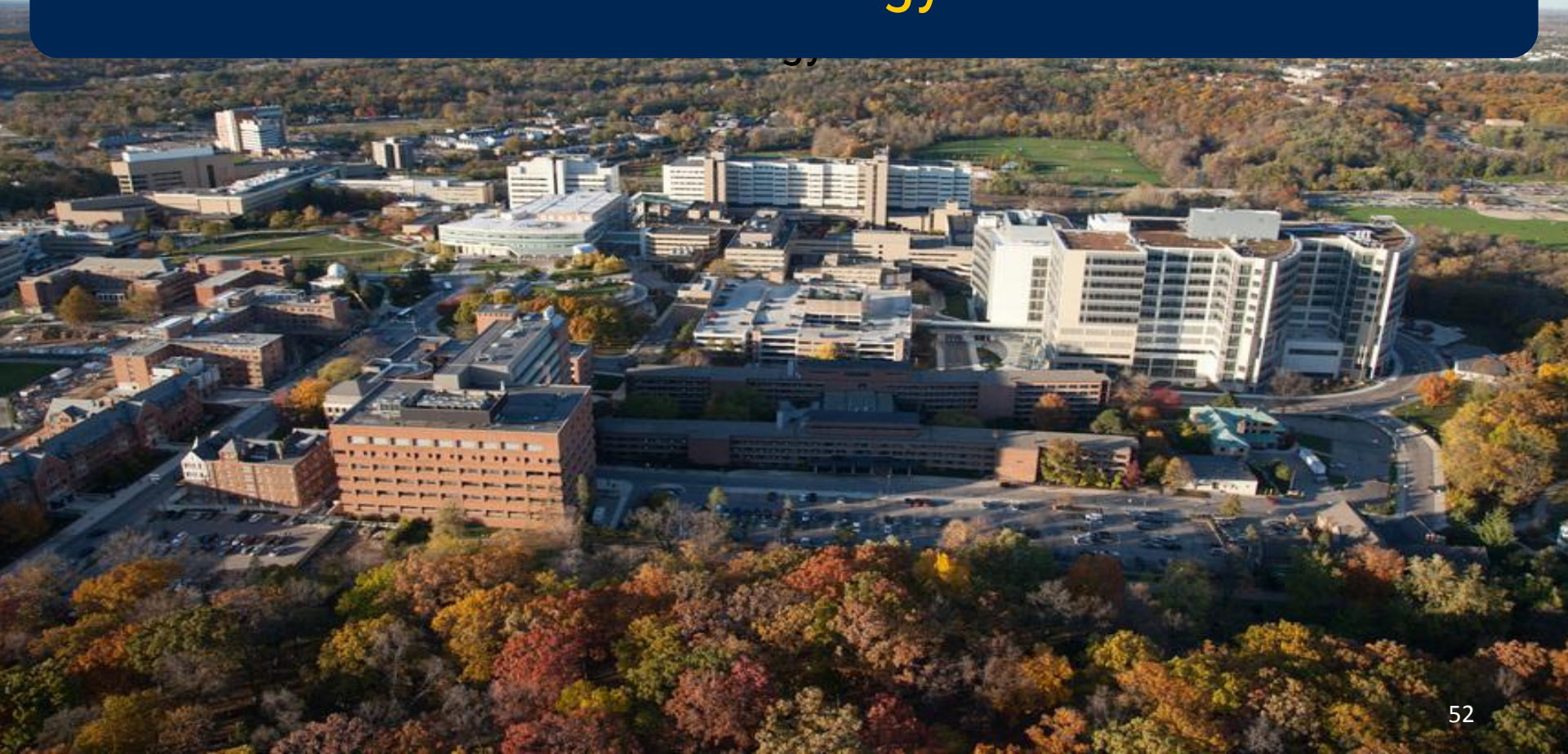
Situational Awareness for Violent Events

Creating Capable Guardians

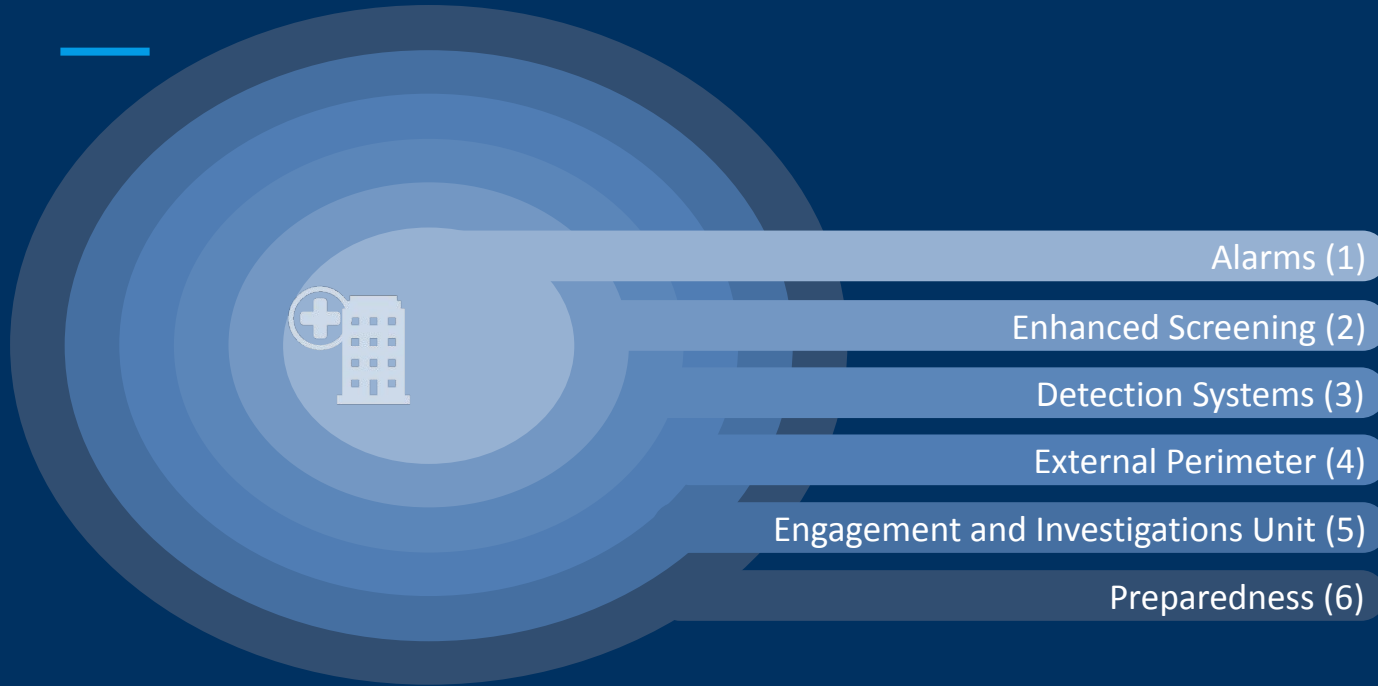
Threat Suppression Incorporated; Dr. Mike Clumpner. www.threatsuppression.com



Technology



Concentric Rings of Security Concept



Crime Prevention through Environmental Design

On Stage vs. Off stage



Allina Health 2-9-21



Allina Health 2-9-21

67 year old Paul Ulrich

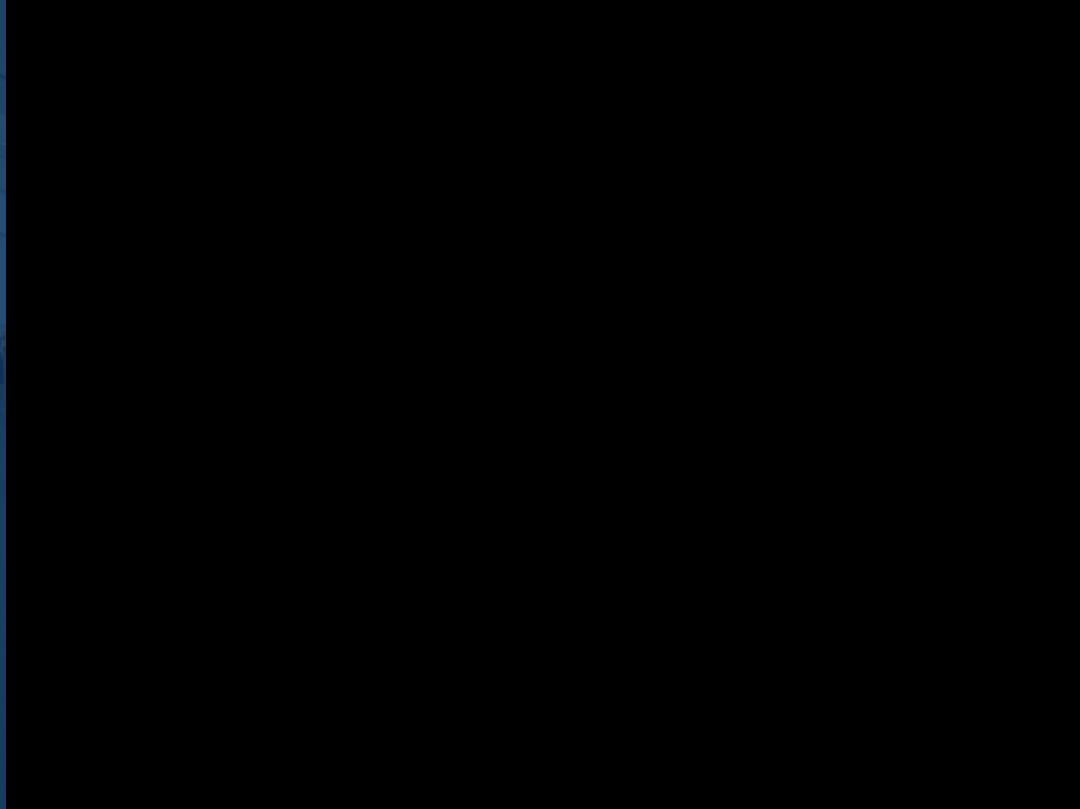
Detonated three pipe bombs, shot five people

Dissatisfaction with treatment

Had made threats of mass shooting and had restraining order

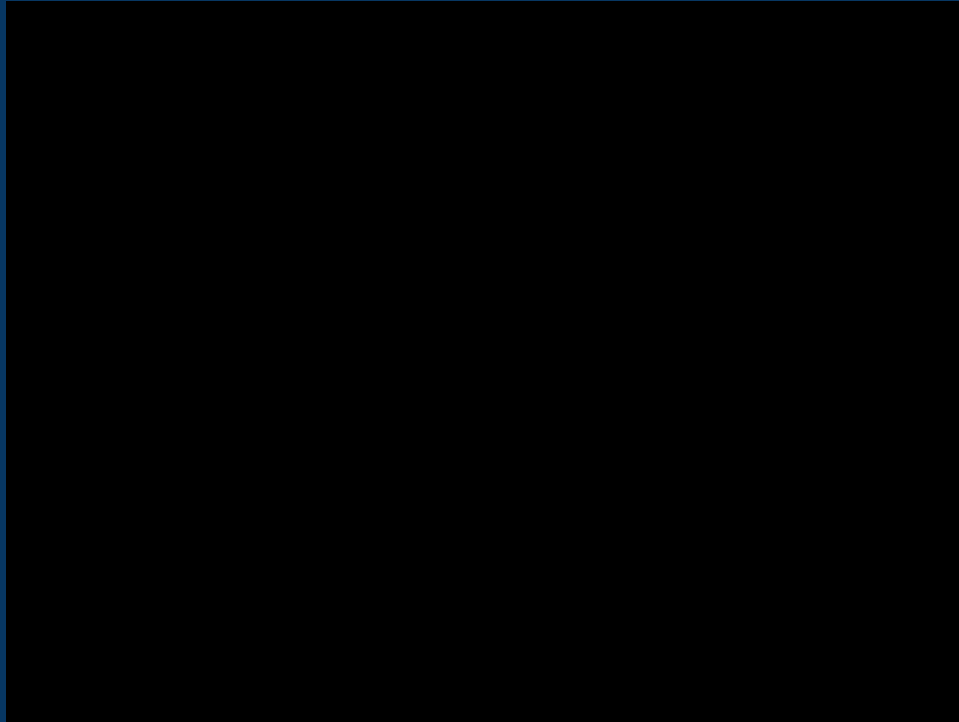
“ wanted it big and sensational, so that it makes an impact”

Allina Health 2-9-21



Cameras with analytics

Cameras with analytics



Weapons Detection



3% of hospitals experience shootings

59% outside

41% inside (ED mainly)

23% security weapon

31% LEO weapon (S1 generally in custody)

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.

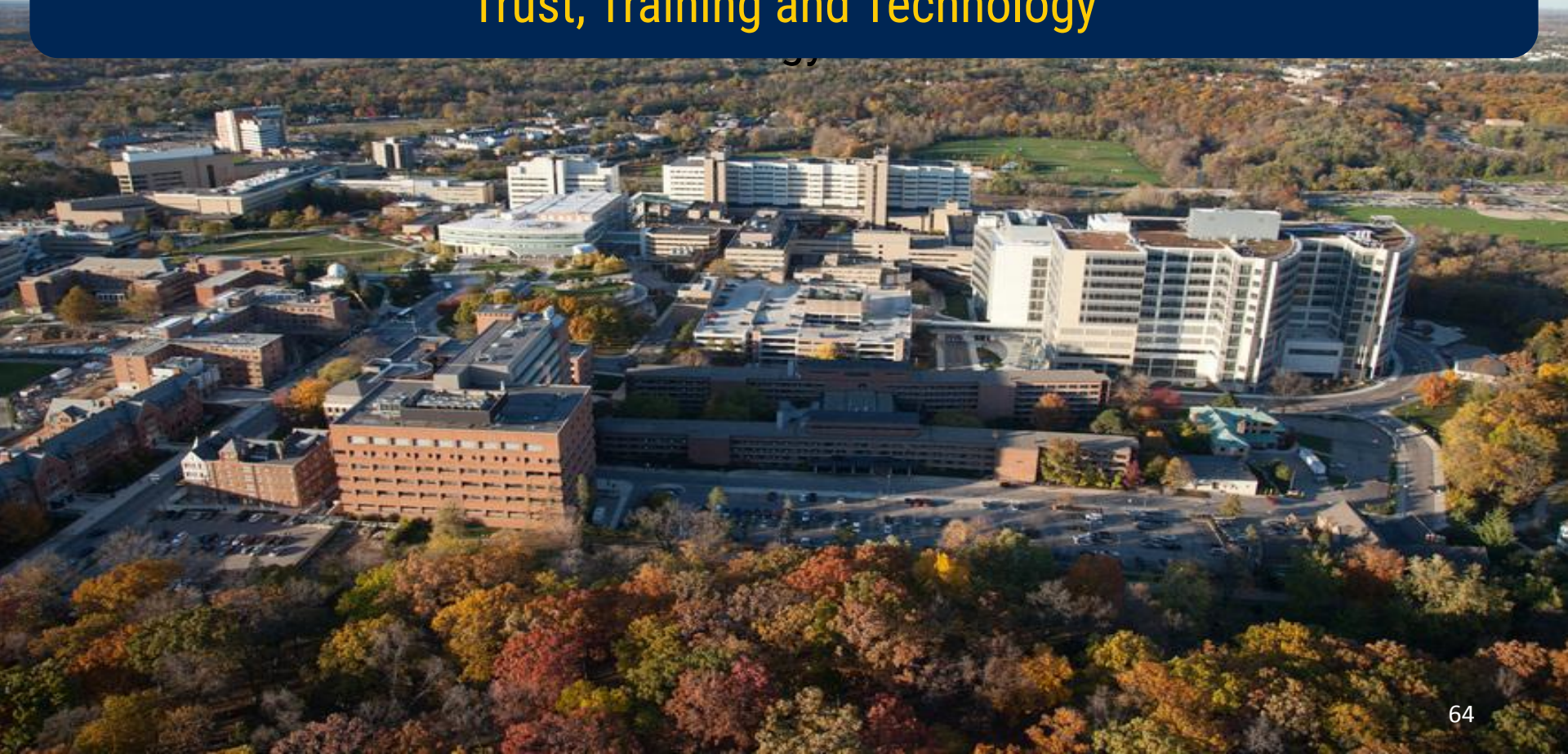


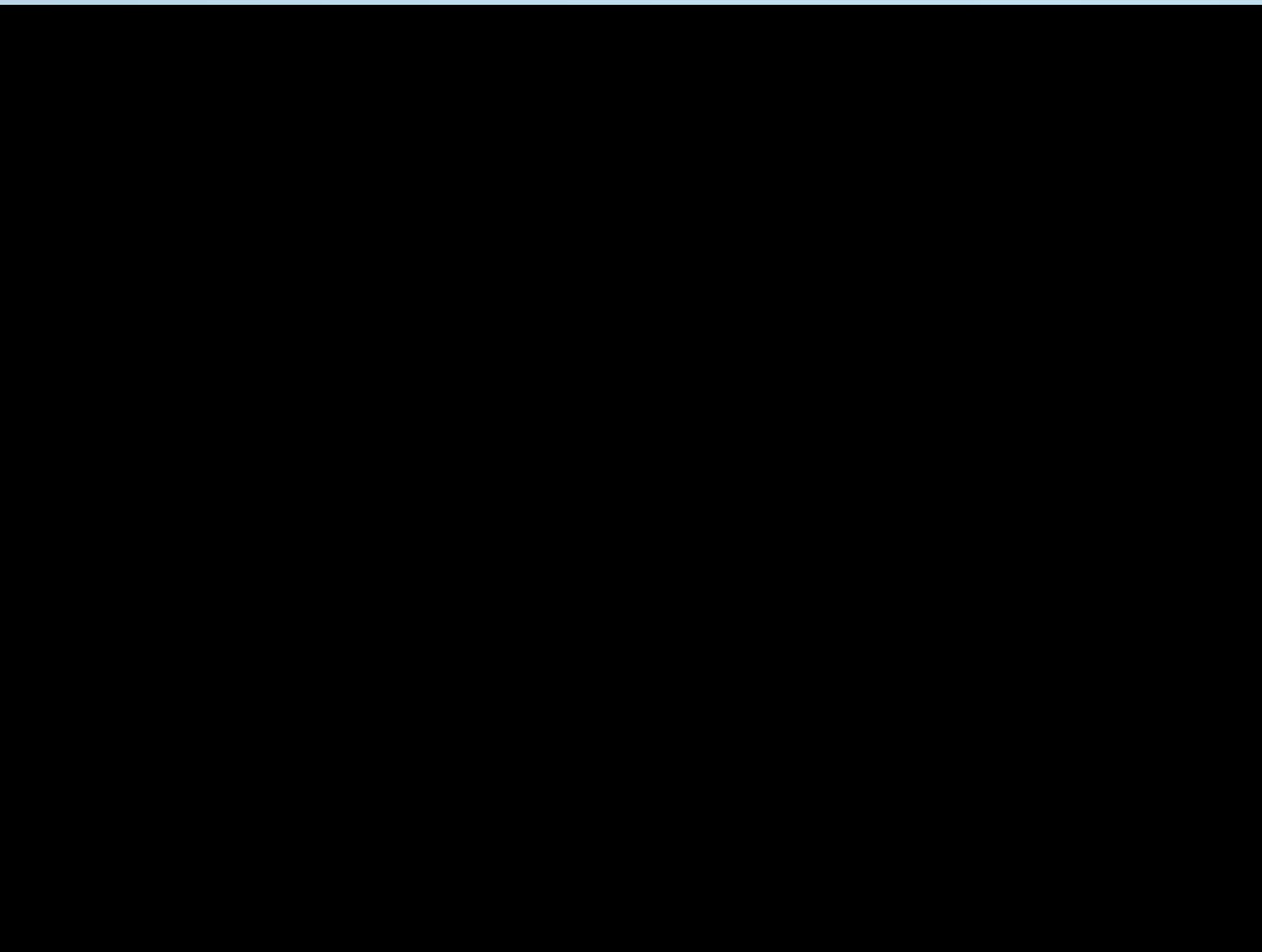
Two New K9's

A Day in the Life

**Michigan Medicine Welcomes New
Security K9 Teams**

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





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