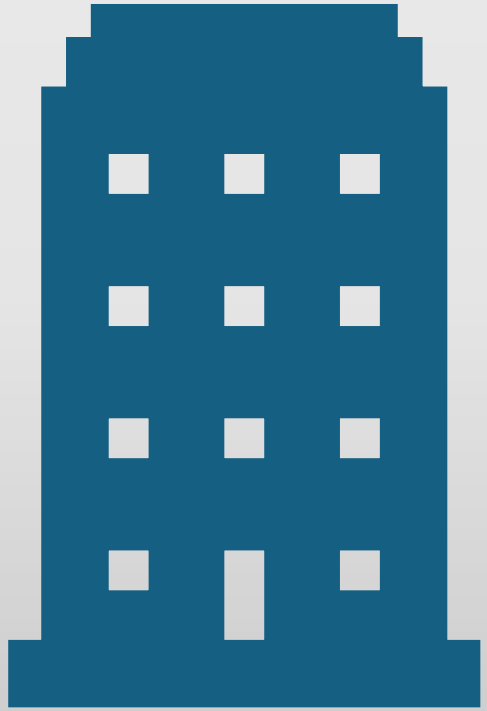
SECURITY MANAGEMENT PROGRAM

FACILITY MANAGEMENT AND SAFETY



Outline


Introduction
Objectives
Security High risk areas
Personnel identification
Mode of security (Hospital Entrance, Parking Areas)
Security incident reporting
Workplace violence

Introduction

- Security risks are present in most health care environments. These risks affect all individuals in the organization; patients, visitors and those who work in the hospital.
- Security protects individuals and property against harm or loss. Security risks include workplace violence, theft, infant abduction and unrestricted access to medications
- The hospital security management plan facilitates a secure environment in which the hospital may carry out its mission of patient care. This outlines how the hospital addresses security issues concerning protecting its patients, families, visitors and personnel from harm.

Objectives

- To have a security program to ensure that everyone in the hospital is protected from personal harm and loss of personal items/ valuables or damage to property
- To provide a secure and safe patient care environment for the protection of visitors, patients, staff, contract workers, hospital assets and from loss by the following mechanisms:

✓ Planning, organizing and directing. 24 hours per day supervision designed to enhance the security of the hospital and all who occupy it.

✓ Coordinating all matters of security which exist within the boundaries of the hospital

✓ Cooperating with local law enforcement agencies in matters that extend beyond the scope of the hospital.

Security High Risk Areas

Areas considered as security high risk areas;

- OPD front desk
- Urgent care Unit
- In-patient unit (2-bed ward, 4 bed ward and children’s ward)
- Accounts Office
- Laboratory and Radiology
- Warehouse

Security High Risk Areas cont’d

Areas considered security high risk as well as have Restricted entry

- Operating room
- Pharmacy
- ICU
- Medical Records department
- IT server rooms
- Other Potential Areas as identified by risk assessment

Mode of Security

Hospital Entrance – Two guards manage the entrance day and night. The guards are to prevent unauthorized individuals/prohibited items (guns, knives) access to the facility. The entrance should not be left unmanned under any circumstances.

Parking Areas- The hospital car park has a space for approximately thirty salon cars. The guard is responsible to direct the vehicles to park appropriately, alert the orderlies of immobile patients who need assistance to the OPD and direct visitors to their desired destinations. Staff are advised to park along the drive-way to reserve the carpark for customers.

Personal Identification

- Personnel Identification: All employees must wear their ID badge in a conspicuous manner while on duty.
- Contractors will be provided a contractor badge for work exceeding one day. Contractors working shorter than this period will wear their own company’s identification badge.
- In-patients wear conspicuous patient identification wristbands



Security Incident Reporting

- Each employee is responsible for reporting all suspicious activity observed at the hospital premises to the head of security.
- In addition, an incident report form must be completed on all security related incidents and forwarded to the quality office.

Reportable security incidents include but are not limited to the following:

- Loss, theft or vandalism of personal or hospital/clinic property
- Disputes requiring intervention
- Loiterers or trespassers
- Suspicious packages
- Aggression by patients
- Baby/Child/patient abduction
- Missing Patient



WORKPLACE VIOLENCE PREVENTION PROGRAM

Ensuring a Safe, Respectful, and Secure Environment

Presented by: Edward Antwi

BACKGROUND

Workplace violence (WPV) has become an increasing concern in healthcare settings, with rates of violence against healthcare workers at alarming levels.

Studies show that between 20% and 60% of incidents are not reported, making it difficult to grasp the full scope of the problem.

The healthcare environment faces unique challenges such as staff shortages, increased patient acuity, and a widespread belief that workplace violence is an unavoidable part of the job. These challenges create barriers to acknowledging and addressing violence in healthcare environments.

FOCOS Hospital is committed to establishing a Workplace Violence Prevention Program (WVPP) to protect staff, patients, and visitors from potential harm. The program will provide a comprehensive framework to prevent, respond to, and support individuals affected by workplace violence.



PROGRAM OBJECTIVES

The workplace violence policy applies to all employees, contractors, interns, volunteers, patients, families, visitors, and anyone interacting with staff.

The policy is designed to:

- Train staff on prevention and response.
- Ensure legal and regulatory compliance.
- Identify and reduce risk factors for violence.
- Ensure safety and well-being of all individuals.
- Promote a respectful and professional work culture.
- Establish clear policies, reporting, and disciplinary measures.
- Implement security enhancements (e.g., cameras, access control).

KEY DEFINITIONS

1. **Workplace violence** is any act or threat occurring at the workplace that can include any of the following:

- ✓ Verbal, nonverbal, written, or physical aggression
- ✓ Threatening, intimidating, harassing, or humiliating words or actions
- ✓ Physical assaults or other behaviors of concern involving all staff, patients, or visitors.
- ✓ Bullying
- ✓ Sexual harassment

2. **De-escalation techniques**: Strategies and communication methods used to calm potentially aggressive or violent situations before they escalate into physical confrontations. These techniques include maintaining a calm demeanor, using neutral language, and listening actively to the individual's concerns.













ROLES & RESPONSIBILITIES

HR Manager	• Leads investigations • Coordinates support/training • Oversees Workplace Violence Program
Management & Legal	• Ensure legal compliance • Support response and disciplinary actions
Safety Officer	• Conducts audits • Assesses risk areas • Ensures functioning security systems
Security Staff	• Access control and prevention • Emergency response
All Staff	• Maintain professionalism, report threats, use de-escalation, cooperate in investigations

POLICY STATEMENT



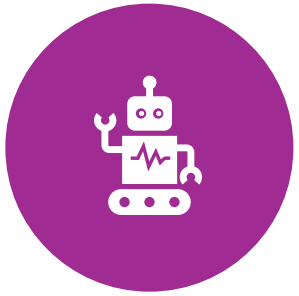
Zero-tolerance for violence



Encourage Employees speak-up



Post-Incident Support: Medical, psychological, and legal support for affected individuals.



Leadership Commitment; leadership oversight, data tracking, and continuous improvement.

IMMEDIATE ACTION DURING AN INCIDENT



Assess the Situation

- Stay calm and evaluate immediate danger.
- If physical violence is involved, distance yourself if safe.
- Assess risk to health and safety.

Activate Emergency Response System

- Call hospital security immediately (use designated emergency number).
- Inform supervisors or department management.
- With management approval, security may contact police in cases of imminent harm.

IMMEDIATE ACTION DURING AN INCIDENT CONT.



Ensure Safety

- Evacuate if safe and follow hospital evacuation procedures.
- Initiate lockdown for active threats; secure staff, patients, visitors.
- Restrict access to the affected area.

De-escalation

- Use non-confrontational communication when safe.
- Calm, assertive verbal techniques to redirect aggressor’s behavior.

AFTER THE INCIDENT (POST-INCIDENT ACTIONS)

Immediate Medical Response

- Send injured individuals to urgent care.
- Notify Rapid Response Team if needed.
- Document all injuries and involved individuals.

Reporting and Securing the Scene

- Complete and submit incident report promptly.
- Limit access to the scene; preserve evidence for investigation.





POST-INCIDENT SUPPORT

Support for Staff

- Counseling and debriefing for affected employees.
- Trauma support resources provided.

Investigation & Documentation

- Thorough investigation to ensure accountability.
- Maintain detailed incident records.

REPORTING PROCEDURES

→ Incidents reported to supervisor

→ Submitted to Quality Office within 24 hours

→ Quality notifies HR

→ HR investigates and escalates as needed

CONFIDENTIAL REPORTING

- In-person
- Suggestion Box
- Whistleblowing
- Confidential email



SUMMARY

FOCOS Hospital remains committed to providing a safe and respectful workplace. Continuous improvement of policies, training, and security measures is key.



Questions

THANK YOU