



# Protect The House

*An overview of Hennepin Healthcare's approach to securing our campus*

# Hennepin Healthcare Security Stats



INCIDENT TYPE	2021	2022	2023
BEHAVIORAL	33779	30559	29883
TOUR	44907	36878	26222
COMMON DUTIES	15561	8370	23205
VISITOR SUPPORT	3855	4796	4972
PREVENTION/ENFORCEMENT	1734	1635	934
DOOR	2401	3030	2969
ESCORT	1577	1510	435
CUSTOMER SERVICE	2034	2579	3449
PROPERTY	1793	1817	1968
ALARM	593	584	1679
PARKING	194	210	199
CRIME	297	285	541
PATIENT SUPPORT (NON-BEHAV)	94	128	86
MEDICAL	289	314	318
FIRE	133	147	156
SAFETY/EMERGENCY	27	42	0
<b>Total</b>	<b>109268</b>	<b>92884</b>	<b>97016</b>

# Training – Protection Officers



- 8-week training program from start date to release from field training
  - Policy & Procedures
  - STORM (Strategy & Tactics for Redirecting Movement) & GST (Gracie Survival Tactics)
  - CIT (Crisis Intervention Techniques)
  - VDI (Verbal Defense & Influence)
  - Tools of Law Enforcement
    - Taser 7, Axon 3 BWC, Handcuffs, REPULs chemical irritant

# SOC – Security Operations Center



# Training – Dispatchers



- 8-week training program from start date to release from field training
- Policy & Procedure
- Shadow
  - Normally 5 or 6 days
- Alert(s) training
  - Fire
  - Medical
  - Stroke
  - RRT
  - Missing/Abducted child
  - Elopement
- Field Training – “Left seat/Right Seat”

# Training – Dispatchers



- ReportExec
  - System used to generate and track reports/calls for service
- Milestone Camera System
  - Locations
  - Monitor officer safety
- Mitel Phone System
- Final test of all skills at end of 8<sup>th</sup> week



# Training – Hospital Staff



- Unit Specific Active Threat Planning
  - Green Dot initiative
- Active shooter training
  - HCSO presence
- De-escalation training
- Basic self-defense training

# Alert System – Alertus



- Controlled by Security Operations Center (SOC)
- Active shooter
- Missing/Abducted child
- Security alerts internal/external
- Fire Alerts



# Alert System – Telmediq



- Improved version of a pager/paging system triggered by the SOC
  - Usually accompanies an Alertus page
- Medical emergencies
  - Telmediq page to medical team
- Security Alert Internal/External
  - Telmediq page to security supervisors & duty sergeant

# Challenges



- Access Control
  - EZ Lobby pass system
- Hiring – Lack of *qualified* applicants
- System wide training
  - Verbal De-Escalation
  - Basic Self-defense

# Future Improvement Plans – Officers



- **Access Control**

- Only 5 access points
- Turnstiles at access points
  - Badge access or controlled by officers/staff

- **Hiring Officers**

- Approved for nearly a 30% increase in FTEs in 2024
- Hiring increased for officers and dispatchers

# Future Improvement Plans – Dispatch



- Hiring dispatchers

- 3<sup>rd</sup> dispatcher on 24/7
- Also assists with surveillance

- Equipment upgrades

- Need for state-of-the-art software & hardware