

# **HOSPITAL SECURITY SERVICES (HSS)**



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# WHAT IS HSS AND IT'S IMPORTANCE

- HSS deals with the safety and security of men, material and assets of/ in the hospital.
- It is a specialised field requiring trained and well equipped manpower.
- Use of modern technology with traditional methods is done to ensure safety and security of the hospital
- HSS gives a sense of confidence and puts apprehensions to ease.
- A well organised and properly administered HSS team is a force multiplier and a game changer.

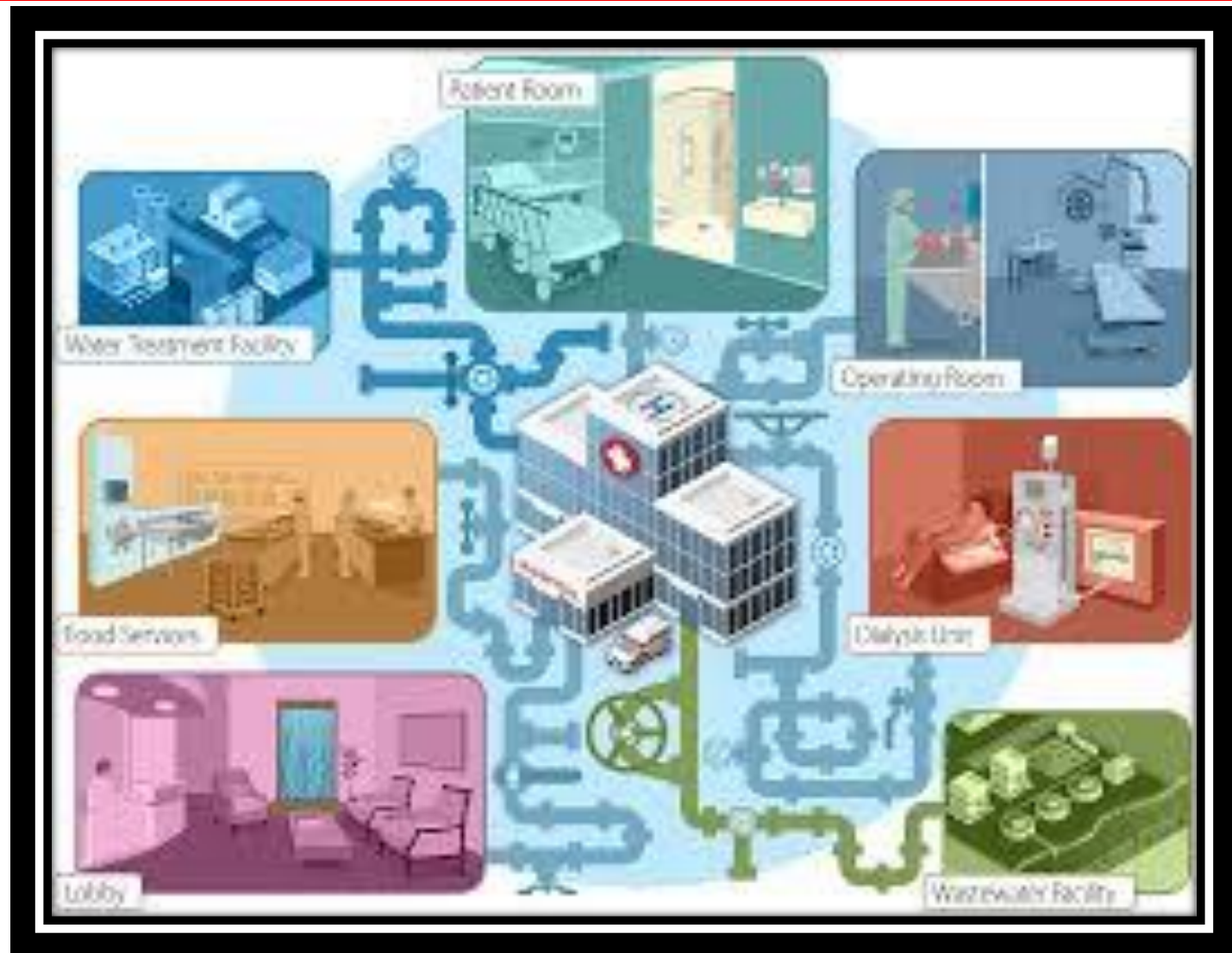
# REQUIREMENT OF HSS

- To ensure a safe and conducive environment.
- To provide a stress free and hassle free facility
- To let the professionals focus on primary job.
- To act as a deterrent for trouble creators.
- To act as a bridge between the law enforcement agencies and the hospital.
- To help the patients and staff , as and when required.
- To be a pillar of support to the organisation.

# **SAFETY & SECURITY ASSESSMENT**

- Physical layout.
- Staffing.
- Security personnel availability.
- Policy and training related to appropriate responses to violent acts.
- Efforts to cooperate with local law enforcement regarding violent acts in the facility. Role of security in hospital operations.
- Hospital organization.
- Protective measures, including alarms and access control.
- Handling of disturbed patients, visitors and employees.
- Identification of aggressive and violent predicting factors.
- Hospital safety and emergency preparedness.
- Rudiments of documenting and reporting crimes, including, by way of example, not disturbing a crime scene.

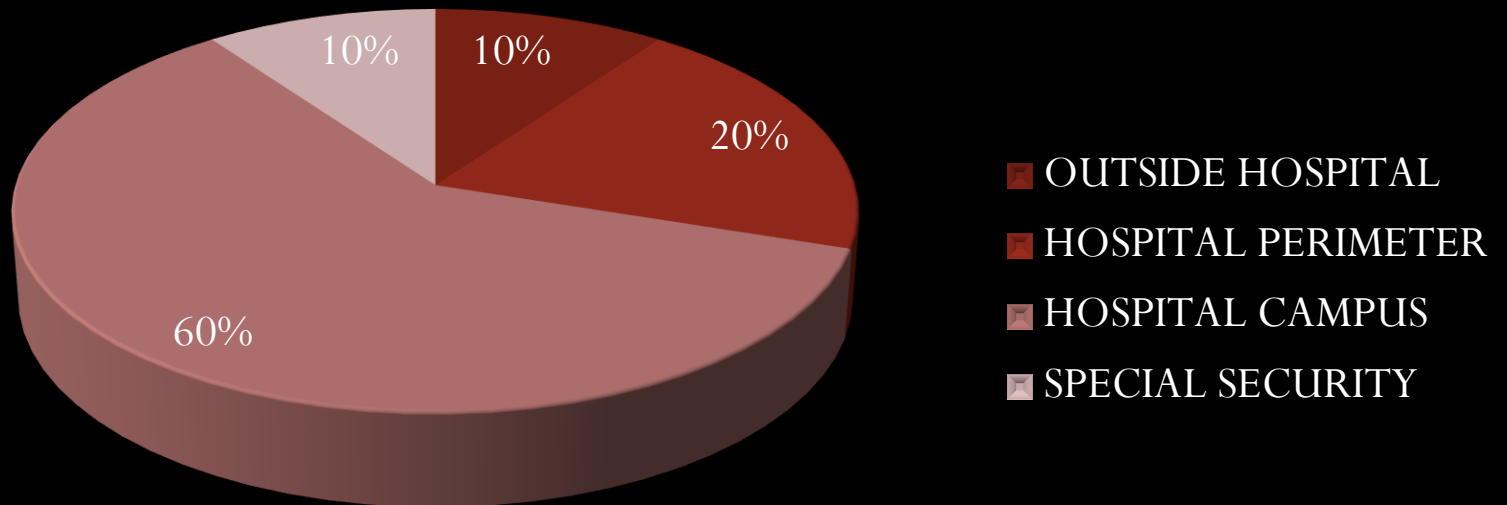
# HSS & HOSPITAL LAYOUT



# ORGANISATION OF HSS

- Head of the Facility or his nominated representative.
- Chief Security Officer – Over all Responsible.
- Deputy Security Officers- Respective Departments.
- Security Supervisors – Each Branch.
- Security Personnel – As per requirement.
- Management Representative.
- Department representatives.
- Police Representative.
- Fire Department Representative.
- Local Administration Representative.

# SECURITY LAYERS IN A HOSPITAL

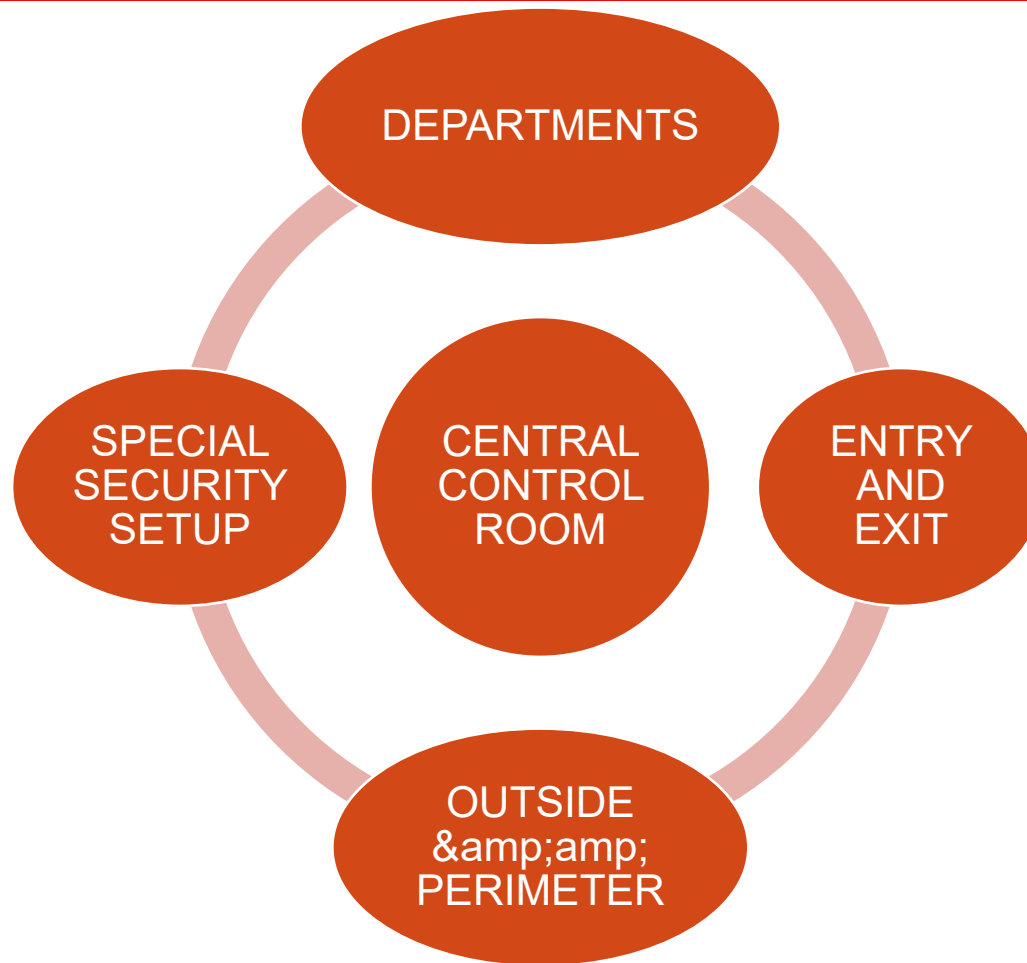


# TYPES OF SECURITY IN HOSPITAL

- Physical Security. It is by physical presence and involvement of the security staff.
- Electronic Security. It is with the help of modern electronic gadgets and instruments.
- Prophylactic Security. By means of sudden, random and surprise checks.
- Covert Security. It is carried out at selected places and for pre defined targets.
- Overt Security. It is show of face for deterrent and assistance.



# HSS OUTLINE



# HSS CONTROL ROOM & GUARD



# TRAINING OF HOSPITAL STAFF

- General safety measures.
- Personal safety measures.
- Assault cycle.
- Aggression and violence predicting factors.
- Obtaining patient history from a patient with violent behavior.
- Characteristics of aggressive and violent patients and victims.
- Verbal and physical maneuvers to diffuse and avoid violent behavior.
- Strategies to avoid physical harm.
- Restraining techniques.
- Appropriate use of medications as chemical restraints.
- Any resources available to employees for coping with incidents of violence, including, by way of example, critical incident stress debriefing or employee assistance programs.
- Temporary personnel are also required to be oriented to the security plan.

# HSS INFRASTRUCTURE REQUIREMENT

- High Security Key System
- Electronic Access Control
- Video Surveillance
- Alarm Management
- Panic Notification
- Patient Watch
- Patrolling
- Vehicle based party
- Use of AI and VR.



# STANDARD OPERATING PROCEDURES FOR HSS

- Hospital should have a documented security manual.
- Detect and prevent the commission of crime or any harm to hospital, its property, patient's staff or public.
- If anyone is caught committing a crime, handover to the police.
- Not to punish or assault any individual unless it is in self defense.
- They should be polite and yet firm.
- Charter of duties and responsibilities to be documented& made known.
- There should be a procedure for gathering information/intelligence.
- A rigid system of credentialing and police verification of staff.
- System of compulsory periodic rotation of guards.
- Good liaison with local police can be of a lot of help.
- Training and periodic realistic drills to handle various contingencies.
- Not allowed to accept any gifts/gratification from anyone.
- Full support of the management essential.

# HSS & HOSPITAL EMERGENCY OPERATIONAL PLAN

## The 6 Key Elements of a Hospital Emergency Operations Plan

According to The Joint Commission's Emergency Management Standard, hospitals must focus on the following areas in an effective emergency operations plan:



Communication



Resources and assets



Safety and security



Staff responsibilities



Utilities

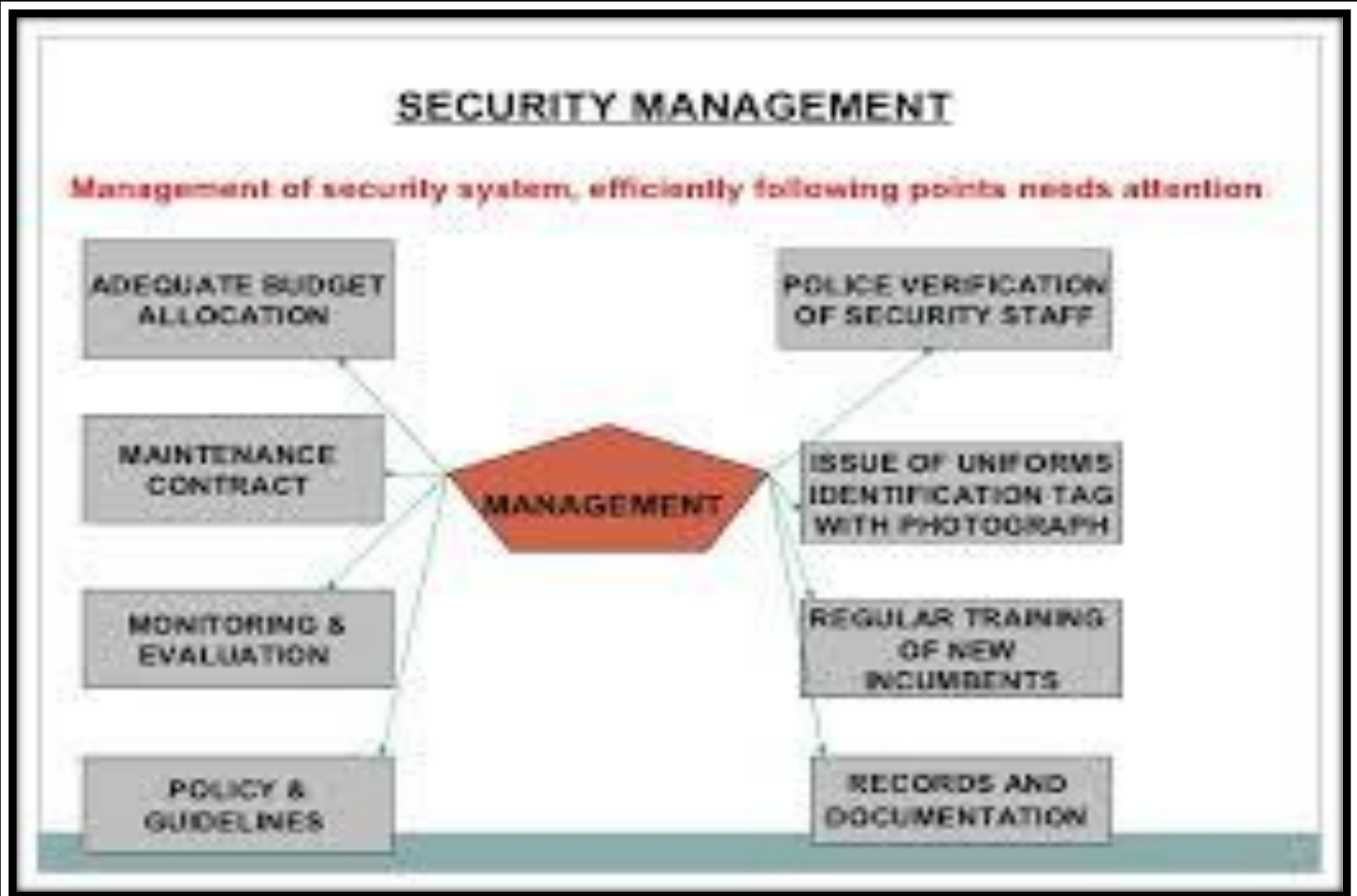


Clinical and support activities

Sources: California Hospital Association, The Joint Commission

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# HSS FINAL ANALYSIS





**HSS IS A MUST... FOLLOW IT**

