



## IF YOU SEE SOMETHING, DO SOMETHING, AWARENESS PROGRAM

### The SMSI/SRMC On-site Security Awareness Training Program for the Mitigation of Episodes of Hospital Workplace Violence.



**SMSI**, in conjunction with **SRMC**, is offering a unique service to the healthcare industry. Hospitals across the country are having to deal with episodic outbreaks of workplace violence. Hardly a month goes by without the reporting of a major violent episode within a hospital. A recent poll of Hospital Nurses found that 68% have experienced at least one incident of violence in the past year, while 20% have experienced nine or more.

Both SMSI and SRMC have a long history with the healthcare industry. SMSI is based in Southern California and SRMC is based in Ohio. As security consultancies, we have served a broad range of hospitals across the country. As forensic security consultants, we have been retained as expert witnesses in over 100 cases involving hospital security matters. We have learned lessons from each case.

Security should always be an anticipatory discipline with the goal of mitigating security breaches. Hospital security programs should be measured and comprehensive, driven by necessity. The effectiveness of hospital security programs should be quantifiable. Needs are, in part, determined by defining the ambient threat environment.

SMSI & SRMC are joining forces to offer your hospital an on-site **Security Awareness Training** experience with the objective of engaging as many employees as possible to become part of the mitigating solution. In most cases, workplace violence does not spontaneously explode upon the scene. The appearance of spontaneity usually results from perceptual blindness.

Consider this: If a suspicious interloper was wandering about the Med-Surg floor, with a minimal amount of training, who would likely recognize a suspicious person more quickly than a housekeeper employee who works that floor 5 days a week. The suggested and implicit strategy is that with a little training, most hospital employees can be part of the workplace violence solution. This is just one example of the enhancement of the security mission, absent budgetary impact.

#### **The Workplace Violence Prevention Solution.**

To ensure that these training sessions are not disruptive to the normal course of day to day operations, our team will come to your hospital and offer up to three 90-minute training presentations per day with up to 75 employees per session. These training sessions will enhance the level of due diligence as a methodology geared to reasonably providing for the protection of staff and patients from being victimized by workplace violence. The total number of sessions provided will be determined on a need basis.





Our presentations will focus of the cost-effective benefit to be derived when all employee fully understand the importance of participation in the mission to keep the hospital reasonably safe from WPV. Our presentations will adapt to the needs of the audience before us. Call us today to schedule your mandatory workplace violence training for all hospital employees. This program will enable the attendees to become informed observers of the signs of incipient WPV, and they will be empowered to recognize the threat, and to initiate the process of mitigation. This program will provide the structural framework, and action plan for dealing with a wide range of workplace violence threats that characteristic to hospitals. Moreover, the *If You See Something, Do Something* model, will be geared for early recognition, and Stage 1 (of the aggression escalation cycle) mitigation.

### **Relevance**

In the most recent edition of the **Journal of Healthcare Risk Management** (V-37 – Number 2), on page 12, there is a list of 12 Sentinel Events for Hospitals. **Five of the twelve Sentinel events embodied security challenges.**

### **Our Team of Presenters:**

#### **William H. Nesbitt, CPP, Certified CPTED Practitioner**

Bill is the president of SMSI Inc. He is an experienced security professional, having owned and operated his own guard company in the Midwest. He has held management positions with both ADT and Honeywell Protective Services. Bill has also been retained as a forensic security expert for a wide range of security litigations, including numerous hospital cases, covering over 30 states and Puerto Rico.

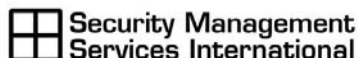
Bill has made numerous presentations to hospital groups over the last 30 years. As early as 1994, Bill provided instruction at the University of Wisconsin-Milwaukee. The topic; Security Strategies & Resources. Bill passed the first CPP Exam in 1976, and continues to maintain that certification. Bill is a member of ASIS International, ASHRM, SCAHRM, ACHE & IAHS.

#### **Lynda L. Buel, CPP, CFE, CSC, CPTED Practitioner.**

Lynda holds a BA in Criminology and Criminal Justice from The Ohio State University in Columbus, OH, and has more than 30 years of professional security management experience. Prior to joining SRMC, Lynda served in security leadership positions within the financial services and retail industries.

She has extensive experience in conducting security program reviews, vulnerability assessments, developing security related policies and procedures, conducting drills and training programs such as workplace violence prevention, and reviewing/recommending technology (access control systems, video surveillance, and alarms) for new facility/renovation projects for a broad range of clients. She serves as the “Virtual” Security Director for several organizations and is a member of the Corporate Threat Assessment Team (TAT) for a privately held organization with over 125 offices throughout the United States.

Lynda holds a Certified Protection Professional (CPP) designation from ASIS International (Arlington, VA), a Certified Fraud Examiner (CFE) designation from the Association of Certified Fraud Examiners (Austin, TX), and a Certified Security Consultant (CSC) designation from the International Association of Professional Security Consultants (San Francisco, CA). She is a Crime Prevention Through Environmental Design (CPTED) Practitioner, having received her designation through Florida Atlantic University, School of Architecture.





**Rose M. Miller, CPP, CHPA.**

Rose is a staff consultant with SRMC. She is a graduate of Clarion University of Pennsylvania and received a Master's degree in Public Administration from the University of Oklahoma and a Master's degree in Strategic Studies from the U.S. Army War College. She has been in the security/law enforcement field for over 30 years. She is board-certified in Security Management and is designated as a Certified Protection Professional (CPP) by ASIS International and a Certified Healthcare Protection Administrator (CHPA) by IAHSS International.

Rose's professional experience includes a 27-year career as an Army officer, retiring as a Colonel. During her career as a Military Police officer, she led military police and government civilian police in organizations ranging in size from 45 to 600 personnel. She has been responsible for law enforcement, criminal investigations, anti-terrorism, and security for multiple military facilities throughout the United States and in Germany, South Korea, and Afghanistan. She is a combat veteran of Operation Enduring Freedom in Afghanistan where she served as the Commander of a Brigade Task Force of over 600 personnel and as the Chief of Police for all U.S. Armed Forces in Afghanistan. Her last assignment on active duty was as the Chief of Police and Chief of Security, Force Protection, and Law Enforcement for the U.S. Army Material Command, a four-star general command of over 55,000 personnel. While on active duty, she received numerous awards, including the Bronze Star and the Distinguished Service Medals.

Rose joined MedStar Washington Hospital Center in Washington, DC in 2011, serving as the Director of Protective Services for a 926-bed Adult Level I Trauma hospital and its associated facilities. Along with her responsibilities for all security and police functions, she oversaw both parking and transportation services, each a multi-million dollar a year contract operation. During her tenure, she developed an unarmed police force and successfully teamed them with the hospital's armed police officers, implemented an automated secure visitor management system, reduced vulnerabilities and enhanced both security and patient and visitor satisfaction. In 2011, she was recognized by the Clarion University of Pennsylvania Alumni Foundation with the Distinguished Achievement Award and, in 2014, she was recognized by the Women's Security Council as one of seven top Women of the Year in the security industry.





### **Summary**

This one, or two-day program is aimed at taking advantage of existing assets and strengths. It encourages the application of **CPTED** principals and other behavioral modification techniques. The goal is to leverage the hospitals existing strengths. Even if upgrades are under consideration, this program is a logical prelude. This one-day presentation will be modified to meet the individual and specific needs of each client hospital. The See Something, Do Something train

Clearly there will be variations from one hospital to another, predicated on **CAP Index** data. There will be differentials between rural, urban and suburban hospitals. There be differentiated cultural variations to be taken into consideration. There will be variations between Level-1 trauma centers and lower levels of emergency services. These differentials, and others, will result in a program that meets the differentiated needs of each of our clients.



## **WPV MITIGATION IS SITUATIONAL**

Our team has a diversity of expertise. We have provided in-depth security assessments for 500 bed urban hospitals, as well as 36 bed rural facilities. **The See Something, Do Something Program is designed to address potential threat situations, in the incipient stage, when mitigation is most successful and less dangerous. The application of low risk mitigation enhances the perception of good customer service. This training will also provide the participant with the knowledge of when to back off in favor of security department intervention. See Something, Do Something fits the description of due diligence.**

The cost of each one-day program will be situationally determined.

Call us, or e-mail us today with any questions you may have. We will respond with a site-specific proposal, including a **CAP Index Report** for your location(s). *As forensic security experts, we can attest to the fact that Mitigation is always less costly than reaction.*

### **Respectfully submitted:**

**William H. Nesbitt, CPP**  
Certified CPTED Practitioner  
Forensic Security Expert

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