



IF YOU SEE SOMETHING, DO SOMETHING - SECURITY AWARENESS TRAINING PROGRAM

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

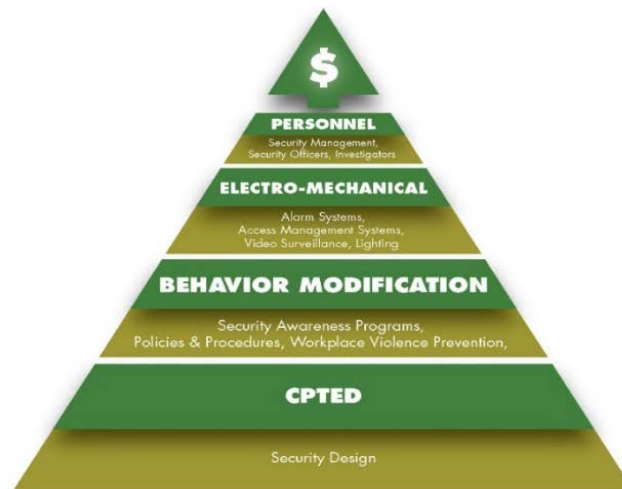
SMSI, in conjunction with **SRMC**, are offering a unique service to the healthcare industry. Hospitals across the country are having to deal with episodic outbreaks of workplace violence. Hardly a month goes by without the reporting of a major violent episode within a hospital. WPV is almost always followed by litigation.

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, mitigation 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. **In the tradition of B.F. Skinner, the father of Behavioral Psychology, this training program is aimed at the modification of employee behavior, as a viable deterrent, and the modification of the behavior of a would-be perpetrator. Deterrence is a function of the totality of the circumstances.**

Therefore, the resultant security program must be designed to reasonably mitigate both external and internal threats. This means that no two-hospital security programs are the same. Each hospital security program is therefore unique. The economics of the day demand a positive cost/benefit return, hence **The Security Solution Hierarchy.**

The Security Solution Hierarchy is a construct for cost efficiency when developing an effective hospital security



SECURITY SOLUTION HIERARCHY

program. The Hierarchy model encourages the application of less costly remedies and a precedent to more costly remedies. If this model is followed, the real effectiveness of the costlier remedies will be significantly enhanced, resulting in improved ROI. Budgetary response to the Security Solution Hierarchy will be reduced by the application of: If You See Something, Do Something training.



**Security Management
Services International**



Consistent with this cost-efficient model, SMSI and SRMC is offering an effective strategy for the reduction of workplace violence through the engagement and participation of all hospital employees. With a minimal amount of training, the question becomes: What is more cost effective? The eyes and ears of every employee or two hundred cameras with a three-person (24x7) monitoring center and 20 security officer FTEs?

Please note that the first level of the Hierarchy is CPTED: (Crime Prevention Through Environmental Design). CPTED is a methodology strongly supported by the National Crime Prevention Council. The principals of both SMSI and SRMC are **Certified CPTED Practitioners**. SMSI and SRMC are offering a cost-effective program wherein all employees become the eyes and ears for security well-being for the entire hospital.

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. When there is the appearance of spontaneity, it usually results from perceptual blindness.

Consider this: A suspicious interloper is wandering about the Med-Surg floor: with a minimal amount of training, who would likely recognize a suspicious person as being out-of-place more quickly than a than a housekeeper employee who works that floor 5 days a week? The suggested and implicit strategy is that with minimal training, most hospital employees will become part of the workplace violence solution. This is just one example of the enhancements 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 30 employees per session. These training sessions will improve 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 to the hospital will be determined on a need basis.

Our presentations will focus on the cost-effective benefits to be derived when employees understand the importance of their participation in the mission to keep the hospital safe from WPV. Our presentations will adapt to the needs of the audience before us. Call or email us today to schedule your onsite workplace violence training program. This training will empower the attendees to become informed observers of the signs of incipient WPV, and they will be capable to recognize the pending threat, and equipped 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 Stage 1 aggression, when mitigation is usually most effective.

For more information, call us or email us today.

William H. Nesbitt, CPP, Certified CPTED Practitioner

