



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

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



**SMSI**, is offering a unique workplace violence mitigation program the healthcare industry and academic campus environments. Hospitals and colleges 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. 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.

SMSI has a long history within the healthcare industry. We also have security professionals that are uniquely qualified to address the special needs healthcare and academic campuses. SMSI is based in Southern California. We continue to serve clients from coast to coast. As forensic security consultants, having been retained as expert witnesses in over 150 cases involving hospitals and campus security matters. We continue to learn lessons from each case. The goal is to mitigate episodic workplace violence, thereby reducing the probability of litigation. The methodologies for effectively reducing the probability WPV, include effective security design, and employees who are trained to recognize the incipient sign of violent outbreaks, and have the skills needs to deescalate hostile behavior. This training will also enhance employee judgement when the notification of inhouse security is called for, and/or the notification of local law enforcement. The mitigation of WPV also requires the proper allocation of security design, including the application of CPTED (Crime Prevention Through Environmental Design) principals.

Security should always be an anticipatory discipline with the goal of mitigating potential security breaches. Hospital security programs, along with other public access enterprises, should develop need-based security programs, given the assumption that security is always a situational discipline. The effectiveness of hospital security programs should also be quantifiable. Needs are, in part, determined by defining the ambient threat environment. The SMSI team is conversant with a number of industries including Healthcare, Academic campuses, as well as Shopping Malls.

### **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.



**Security Management  
Services International**



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.

SMSI is also offering comprehensive security assessment, which would precede the training offering. This option will ensure that the resultant training program will be site specific.

Upon request, SMSI will also provide a site-specific proposal for the assessment option or the training option, and/or the assessment option separately. A security assessment and evaluation, prior to our training offer, enhances the quality of the **If You See Something, Do Something** offering, by ensuring site specific training curriculum.

#### **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:**

##### **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.

Drew has extensive safety and security management experience, and over the last twenty five years has established a track record of success in designing and improving corporate security programs in the healthcare, financial services, education, and entertainment sectors. In his current position he has built a comprehensive security, emergency management, and safety program for ECMC Group, a company with a diverse portfolio of subsidiaries in the education sector. This included re-designing and optimizing multiple aspects of the security program for ECMC Group's subsidiary Zenith Education Group and its career and technical colleges.

Prior to his current role Drew has had the opportunity to build teams that re-defined the security programs for organizations in the healthcare, entertainment, and hospitality sectors. In these roles he worked with executive leaders to build trust, leverage existing resources, and grow integrated security programs which have received multiple accolades including earning national ranking among the top security programs in the US from Security Magazine.



**Security Management  
Services International**



### **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 training



## **WPV MITIGATION IS SITUATIONAL**

Clearly there will be variations from one hospital, or academic campus to another, predicated on **CAP Index** data. There will be differentials between rural, urban and suburban facilities. 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.

Our team has a diversity of expertise. **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**

**Website:** [www.smsiinc.com](http://www.smsiinc.com)

**Certified CPTED Practitioner**

**Security Source Online on LinkedIn:** <http://www.linkedin.com/groups?gid=2068227>



**Security Management  
Services International**



**Forensic Security Expert**



SMSI, Inc. • 1168 Pan Court • Newbury Park, CA 91320  805.499.3800  [bill@smsiinc.com](mailto:bill@smsiinc.com)