



Department of Public Health

Safety Services Staffing Plan Update



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Introduction

On August 23, 2023, the Health Commission received the annual update of the DPH Security Management Plan that focuses on prevention, addresses security equity, and reduces the presence of law enforcement in DPH facilities.

The elements of the plan were amended due to delays in hiring and the safety ambassador RFP process.

This succeeding presentation provides an update of the operational transition status in the areas of:

- Security Plan, Staffing, and Training
- Behavioral Emergency Response and Training (BERT)
- BERT Recruitment and Hiring



Zuckerberg San Francisco General

2023, Security Plan Updates	2024, Security Plan Updates
<ol style="list-style-type: none"><li data-bbox="195 354 915 439">1. On July 1, 2023, the workorder was reduced by 11.4 Sheriff Deputy FTE.<li data-bbox="195 486 915 658">2. The BERT implementation occurred incrementally from January 2022 through approx. February 2023.<li data-bbox="195 705 915 925">3. After the full implementation of the BERT program, within six months, turnover and barriers associated with hiring and onboarding resulted in 11.8 FTE of vacant BERT positions.	<ol style="list-style-type: none"><li data-bbox="948 354 1649 574">1. The Sheriff's Office has been challenged to fill the remaining 21 Deputy FTE resulting in an average of four deputy positions being unfilled, per shift.<li data-bbox="948 621 1649 925">2. In FY 23-24, BERT interventions increased from the previous year by 92% (from 4056 to 7780 interventions) and campus-wide rounding consultations increased 7.3% (from 2799 to 3005 consultations).<li data-bbox="948 972 1649 1100">3. Of the 29.4 FTE of BERT positions, four Licensed Psych Tech positions are vacant.



Zuckerberg San Francisco General

2023, Security Plan Updates	2024, Security Plan Updates
<ul style="list-style-type: none">• Phase 1– Existing psychiatry staff conducting hospital and clinic consultation rounds.• Phase 2 – Existing psychiatry staff supporting the Emergency Department while maintaining current deputy coverage.• Phase 3 – Deploy 11.7 FTE of the hired BERT staff 24/7 to the ED, with overlapping deputy coverage.• Phase 4 –Currently 5.9 FTE of the hired BERT staff are deployed across the hospital campus, and there are 11.8 FTE vacant BERT positions.	<ul style="list-style-type: none">• Phase 1– Existing psychiatry staff conducting hospital and clinic consultation rounds.• Phase 2 – Existing psychiatry staff supporting the Emergency Department while maintaining current deputy coverage.• Phase 3 – Deploy 11.7 FTE of the hired BERT staff 24/7 to the ED, with overlapping deputy coverage.• Phase 4 –Currently 5.9 FTE of the hired BERT staff are deployed across the hospital campus, and there are 3.4 FTE vacant BERT positions.



Zuckerberg San Francisco General

2023, Security Plan Updates	2024, Security Plan Updates
<p>3. The Sheriff's Office was unable to hire and train additional cadets to implement the program.</p> <ul style="list-style-type: none">• 46.5 FTE of private security are functioning as hospital ambassadors.• Healthcare Security Officer and Crisis Prevention Training material has been ordered.• DPH required training, through electronic learning has been completed. <p>4. 1 FTE Health Worker has been hired for the Maternal Child Health entrance. Hospital Information Desk position is temporarily being filled by private security.</p>	<p>3. Private Security Officers, trained in healthcare security, continue to function as hospital ambassadors and have completed DPH electronic training and Crisis Intervention Training. Additional services include:</p> <ul style="list-style-type: none">• Personal Safety Escorts for patients, visitors, and employees.• Campus Visibility Patrols during Shift Change.• Loading Dock Security. <p>4. 1 FTE Health Worker has been hired for the Maternal Child Health entrance. Hospital Information Desk position continues to be filled by private security.</p>



Laguna Honda Hospital

2023, Security Plan Updates	2024, Security Plan Updates
<p>1. The Sheriff's Office were unable to hire and train additional cadets to implement the program.</p> <ul style="list-style-type: none">• 34.6 FTE of private security are collaborating with clinical staff to eliminate sources of contraband.• DPH required training has been completed. <p>2. The 3 FTE of Psychiatric Nurse positions will be managed by Nursing Administration and will not perform any security functions.</p>	<p>1. Private Security Officers, trained in healthcare security, continue to collaborating with clinical staff to eliminate sources of contraband. function as hospital ambassadors and have completed DPH electronic training and Crisis Intervention Training. Additional services include:</p> <ul style="list-style-type: none">• Compliance with all CMS and Hospital Required Training.• Clinical Support with Resident Standby and Assistance.• Resident Elopement Response. <p>2. The 3 FTE of Psychiatric Nurse positions continue to be managed by Nursing Administration and provide interventions to address residents in distress.</p>



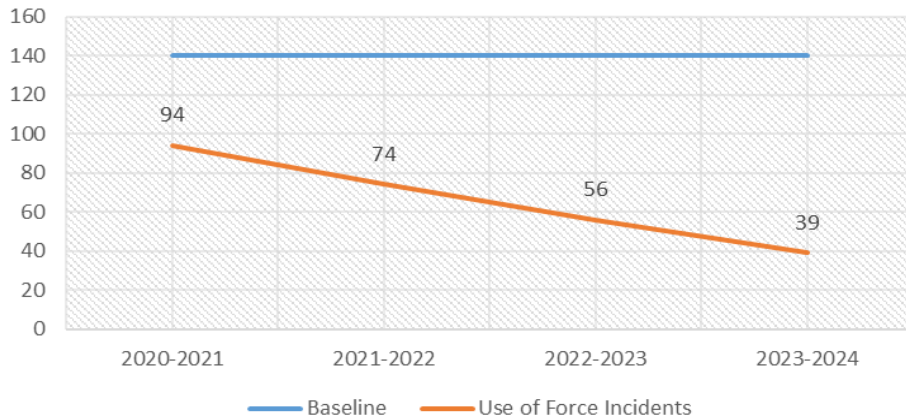
Community Clinics

2023, Security Plan Updates	2024, Security Plan Updates
<p>1. The RFP was finalized in January 2022 and was approved by the Civil Service Commission in April 2022.</p> <ul style="list-style-type: none">• The contract was awarded in June 2023, the funding release and contract documents are proceeding, and implementation is scheduled for October 2023 at the following locations: Southeast Health Center Castro-Mission Health Center Maxine Hall Health Center Silver Avenue Health Center	<p>1. On April 1, 2024, the Safety Ambassador program was Implemented at the following locations:</p> <ul style="list-style-type: none">• Southeast Health Center• Castro-Mission Health Center• Maxine Hall Health Center

Upon the expiration of the current service provider's contract, the Silver Avenue Health Center will transition on September 1, 2024.

Current State

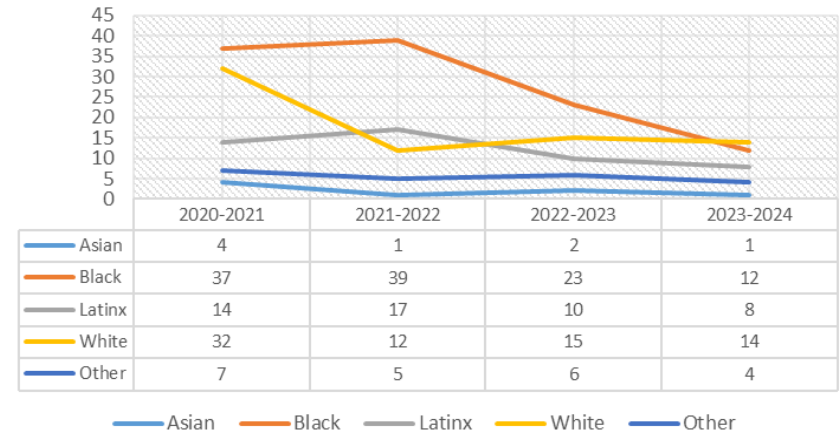
FY 2020 - 2024, Use-of-Force by Year



Over a 4-year period, use-of-force has decreased 52%.

Deputies assisting with patient restraints has been the primary driver for law enforcement use-of-force.

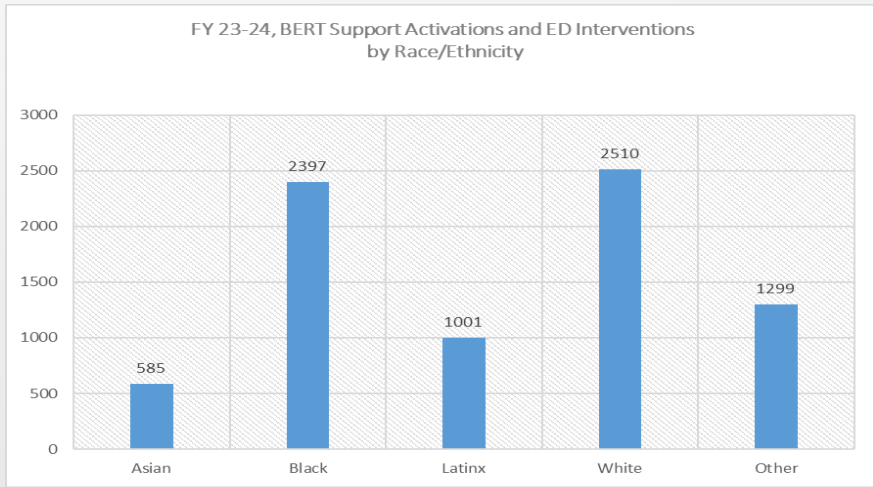
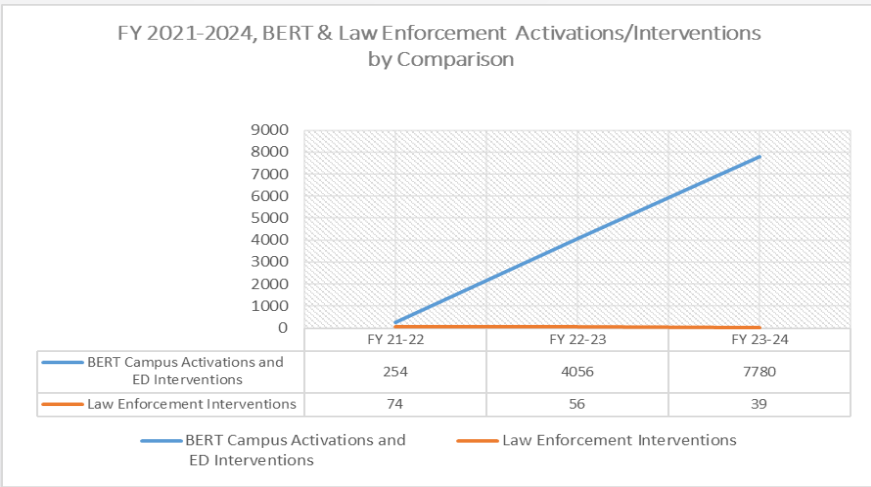
FY 2020 - 2024, Use-of-Force by Race/Ethnicity



From FY 22-23, use-of-force decreased in all race/ethnicities. Use-of-force against Caucasians patients were the highest of all race/ethnicity by 36%, (14 of 39 incidents).

Security Equity Countermeasure

Behavioral Emergency Response Team (BERT)



- During 23-24, BERT provided 7,741 more interventions than SFSO.
- Eighty-seven percent of BERT interventions were without law enforcement presence.
- The Emergency Department BERT program accounted for 6,627 interventions, an increase of over 3,500 interventions from the previous year.
- Emergency Department BERT support by race/ethnicity was equal between Black/African Americans and Caucasian patients (31% and 32%.)

Questions?

