COVID-19 CARE: PRACTICE SECURITY & STAFF SAFETY
PROTECTING PATIENTS & STAFF FROM COVID-19 STRESS-INDUCED VIOLENCE

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▪ This information is current as of the date the lecture was written –
EMERGENCY PREPAREDNESS:
PROTECT PATIENTS & STAFF FROM COVID-19
STRESS-INDUCED VIOLENCE

Preparing for ...
Responding to ...
Recovering from ...

Presented by:
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- Hospital Risk Manager – 15 years
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- President, Sorensen, Wilder and Associates (2001 -
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- Contributor- Long Term Living Magazine
- Fire Chief (Retired)- Bradley, IL
- Adjunct Faculty, University of Illinois (1987 – 2012)
COVID-19 PRESENTS NEW CHALLENGES

• Workplace Violence
• Domestic Violence
• Threats Against Staff
• Disgruntled Workers
• Active Shooter
WHAT IS AN “ACTIVE SHOOTER”?

An **active shooter** is defined as: “A person or persons whose activity is immediately causing death or serious bodily injury. The activity is not contained, and there is an immediate risk of death and serious injury to potential victims.”

What this is NOT:

- “Security Event” or Code Gray, Code Silver, etc
- Person with weapon
- Hostage event
THE FIRST THING WE MUST OVERCOME...

The prevailing attitude: “It won’t happen here.”
ANY GIVEN DAY...
On October 2, 2006, gunman Charles Roberts took hostages and shot 10 girls (aged 6–13), killing five, before committing suicide in the schoolhouse.
ANYTHING CAN HAPPEN — ANYTIME, ANYWHERE ...

June, 2017 - A patient who tried to make an appointment at a busy Las Vegas medical office shot two employees before turning the gun on himself when they told him they could not fit him in, according to police.
Feb, 2017 - An hours-long manhunt in Trimble County, KY led to the arrest of a man wanted in connection with a shooting at a doctor’s office.

The 38 y/o victim had filed a domestic violence order of protection against Timothy Riddle the day before she was shot and killed.

A witness said the offender walked into the clinic where the victim worked, shot her and fled.
PATIENT DISCOVERS MURDER-SUICIDE AT DOCTOR’S OFFICE

June 2016 – Pierce County, WA

Pierce County sheriff's investigators said the owner of the clinic and the husband of a massage therapist who works in the clinic were found dead inside the office.
July, 2017- Mishawaka, IN

An Indiana man shot and killed himself shortly after gunning down a doctor who refused to prescribe opioid medication to his wife, authorities said this week. Police said that the shooter and his wife showed up at the doctor's office for an appointment Wednesday morning.

The husband became upset after the doctor told them that he doesn't believe chronic pain requires opioid medication. The couple left, but the husband, armed with a gun, returned about two hours later, confronted the doctor, and gunned him down.
Think about it... how would you react if it was happening in your office or clinic?
REACTION TO DISASTER OR CRISIS

It’s not what you think ...
FAILURE TO RESPOND

- Subconscious need for normalcy
- Overwhelming sense of denial
- Unable to comprehend scope of event
- Optimistic bias
- Lack of safety culture
- No planning or preparedness
- Poor training
- No practice or rehearsal
ACTIVE SHOOTER
FIVE STEPS TO PROTECT OUR STAKEHOLDERS

1. Conduct Security Vulnerability Assessment
2. Develop An Active Shooter Emergency Response Plan
3. Develop an Active Shooter Training Program
4. Train Staff on How to Respond to an Active Shooter Event
5. Plan for Recovery
STEP 1: CONDUCT A SECURITY VULNERABILITY ASSESSMENT

Answers several key questions:

1. From what and from whom should the healthcare facility be protecting itself? (What are the THREATS)
2. Where are the “chinks in the armor” that could allow the event to occur (What are the VULNERABILITIES)
3. What are the likely consequences in the event the vulnerabilities are recognized and compromised? (What are the RISKS)
4. What can we do to minimize the vulnerability?
STEP 2: DEVELOP AN ACTIVE SHOOTER EMERGENCY RESPONSE PLAN

Make it realistic to the threat:

- Shooter may be looking for one specific person, or...
- Shooter looks for high body/casualty counts; shoots as many as possible
- There will be no “Code Team” responding
- It may be only you and a colleague to get through this...alive
- Chaos will reign
STEP 2: DEVELOP AN ACTIVE SHOOTER EMERGENCY RESPONSE PLAN

Develop plan with employees and patients in mind

• Escape
• Hide
• Fight
• Survive

• Denying that it can happen has no survival value
STEP 2: DEVELOP AN ACTIVE SHOOTER EMERGENCY RESPONSE PLAN

Develop a plan with a survival mindset

• Lines of survival: exits, hiding places, barriers, weapons of opportunity

• *Remember:*

  *In the healthcare setting, it may be much harder to find a door to close and lock in order to hide!*
STEP 3: PROVIDE ACTIVE SHOOTER TRAINING

Your training strategy:

• Provide a range of options and choices for occupants to make decisions

Survival is not a random outcome—survival is the result of training and preparedness!!!

The four-step approach to training

▪ Awareness
  • Preparedness
    • Drills and exercises
      • Evaluations and improvements
STEP 3: ACTIVE SHOOTER TRAINING

• REMEMBER: Flight attendants ask us to be aware of emergency exits on the plane to make us mindful, not fearful, and certainly not to make us afraid to fly.

• Don’t be afraid to prepare for this type of event the same as any other.
ACTIVE SHOOTER SAFETY ACTION PLAN

The four “OUTS” of surviving an active-shooter event

SORENSEN WILDER & Associates
Specialist in Safety & Security Solutions
STEP 3: ACTIVE SHOOTER TRAINING

Train for the “Four Outs”

1. **Get Out**—interior or exterior evacuation
2. **Hide Out**—provides protection if you can’t get out
3. **Keep Out**—set up barricades so perpetrator can’t get in
4. **Take Out**—if the shooter gets to you, prepare for combat

*More on this in a few…*
STEP 3: ACTIVE SHOOTER TRAINING

Training should be multilevel. At new employee orientation, all new employees should go through the facility-wide program. Once they get to the particular unit in which they will be working, they should go through department-specific orientation as on-the-job training.

Management of all levels must participate also!
STEP 3: ACTIVE SHOOTER TRAINING

Your training strategy:

Provide a range of options and choices for occupants to make safe decisions in the shortest time possible.
STEP 4: ACTIVE SHOOTER RESPONSE

The first response to an active event is the same for TRAINED and UNTRAINED (and UNPREPARED) people ...
Step 4: Active Shooter Response

Trained and Prepared:
• Anxiety
• Recall what they have learned
• Ready to act as they have been trained

Untrained and Unprepared:
• Panic
• Frozen with fear; disbelief and denial
• Stay frozen in shock and denial
STEP 4: ACTIVE SHOOTER RESPONSE

TRUST YOUR GUT!

If you hear something that sounds like it might be a gunshot, assume that it is until you know otherwise.
ACTIVE SHOOTER RESPONSE
THE SAFETY ACTION PLAN

Get Out  Hide Out

Keep Out  Take Out

YOU
STEP 4: ACTIVE SHOOTER RESPONSE

GET OUT!

Run ... move quickly
Leave belongings behind
Don’t wait for others to agree
Use nearest exit away from suspect
ACTIVE SHOOTER SAFETY ACTION PLAN

Get Out: The faster and smarter you move to “Get Out,” the lower the probability you will be shot by the bad guy. Moving targets are hard targets to hit.
ACTIVE SHOOTER
SAFETY ACTION PLAN

Statistically, trained and prepared law enforcement officers involved in a gunfight only hit 18 to 27% of targets.

The likelihood of being hit by a bullet fired by the bad guy during an Active Shooter Event is low if you move quickly!
STEP 4: ACTIVE SHOOTER RESPONSE

CALL 911

• Call 911 as soon as safely able to do so
• Do not assume others have called; there’s no such thing as “too many calls”
• Continue to try if you get a busy signal
• Give pertinent information
  • Give name of shooter (if known)
  • Give description of shooter (if known)
  • Give location of shooter (if known)
  • Advise number and type of weapons (if known)
STEP 4: ACTIVE SHOOTER RESPONSE

HIDE OUT!

If unable to get out:

- Turn off lights
- Close blinds
- Be quiet
- Spread out—do not huddle together
- Lock and barricade doors with heavy objects
- If door has a window, cover it
- Prepare and plan to counter
- Call 911
STEP 4: ACTIVE SHOOTER RESPONSE

KEEP OUT!

- Keep the bad guy out!
  - Lock doors
  - Block doors with heavy equipment
  - Barricade any point of access
  - Turn out lights
  - Lock wheels
  - Used designed door blocks
STEP 4: ACTIVE SHOOTER RESPONSE

KEEP OUT!

Shop for door wedges to prevent intruder on Google

- Winston Brands - Doo... $5.99
collectionsetc...
- Door Stop Alarm Securit... $18.00
eBay
- Home Security Wedge Door... $10.02
eBay
- Smart Home Dorm Room... $16.73
eBay
- Super Door Stop Alarm 1... $9.95
eBay
- Door Brace Bar Jam Adjustab... $29.99
eBay
- Dual Function Door Stop Al... $12.99
Safety Central
- Dual Function Door Stop Al... $12.99
The Survival...
STEP 4: ACTIVE SHOOTER RESPONSE

TAKE OUT!

• **Prepare for combat**
  - Plan your attack
  - Identify “weapons of opportunity” in your area
  - Commit to action
  - Do whatever it takes...without hesitation
  - Distract
  - Attack
WHEN THE POLICE ARRIVE

• Comply with police orders
• Show hands and spread fingers
• Do not shout or point
• Do not run to them or try to hug them

“If a panic-stricken person runs at an officer and attempts to grab hold, (s)he is likely to get knocked on his/her butt...or worse.”

Retired Sgt. Jim Minninger, Telford, PA
WHEN THE POLICE ARRIVE

• If shots are being fired, police movement will be rapid towards the sound of gunfire
• If no shots are being fired, police movement slows to a search mode, and officers may be asking for information
STEP 5: POST-INCIDENT

Our Disaster Recovery Plan Goes Something Like This...

HELP! HELP!

By Scott Adams
REMEMBER: IT’S A CRIME SCENE
STEP 5: POST-INCIDENT

Recovery

• Initiate your Crisis Management Plan
• Recovery place after the event is over
• The goal is to return to normal or to a safer state of affairs as quickly as possible
• May take days, weeks, months, or years
• Key is evaluation of event and a recovery plan in place BEFORE the event occurs
Thank You!

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RESOURCES
https://www.physiciansupportline.com/
AOA Resources

www.osteopathic.org/covid-19
On-demand Covid -19 Webinars

- Physician Contract Issues in Light of COVID-19
- Pivoting Your Practice Forward in 2020 – Addressing Your Questions and Key Concerns
- Health & Wellness During the Pandemic
- Get Paid for Telehealth; New Rules for Documentation and Technology
- Billing and Coding Under New Telehealth Rules

https://aoaonlinelearning.osteopathic.org
Upcoming Webinars

COVID-19 Care: Practice Security & Staff Safety
August 12 7:00 PM CT

COVID-19: Practice Reopening Strategies
August 13 7:00 PM CT

COVID-19, Cybercrime & HIPAA: Prepare Your Practice
September 10 7:00 PM CT

Reopening your Medical Practice
TBD

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Questions & Answers

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THANK YOU