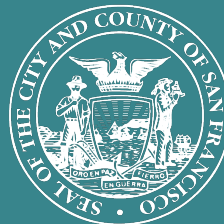




ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

EOC Annual Security Report Fiscal Year 2022 - 2023



San Francisco Department
of Public Health

Highlights and Findings by Chapter

Security Management

- **Program Objectives: All program objectives were met.**
- **Effectiveness: Program was found to be effective.**

Accomplishments:

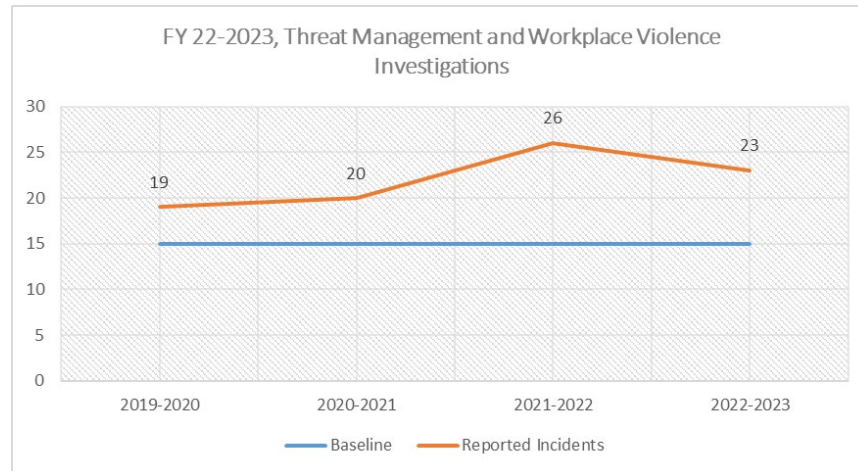
- The 2022-2023 Security Program was successful in assuring the provision of a safe, accessible, and secure environment for staff, patients, and visitors, which included the following:
 1. Use-of-force decreased 24% (18 incidents) from the previous fiscal year.
 2. Reductions in use-of-force ratios for both per 1K calls-for-service and ED visits.
 3. Responded to nearly 7,000 calls-for-service.
 4. Confiscated 3,170 weapons and contraband through Emergency Department Security Weapons Screening.
 5. Implementation of x-ray screening technology to enhance the ED property screening.
 6. Investigated 23-moderate/high risk workplace violence threat incidents and developed security plans to address the threat and protect the individuals involved.

Performance Metrics

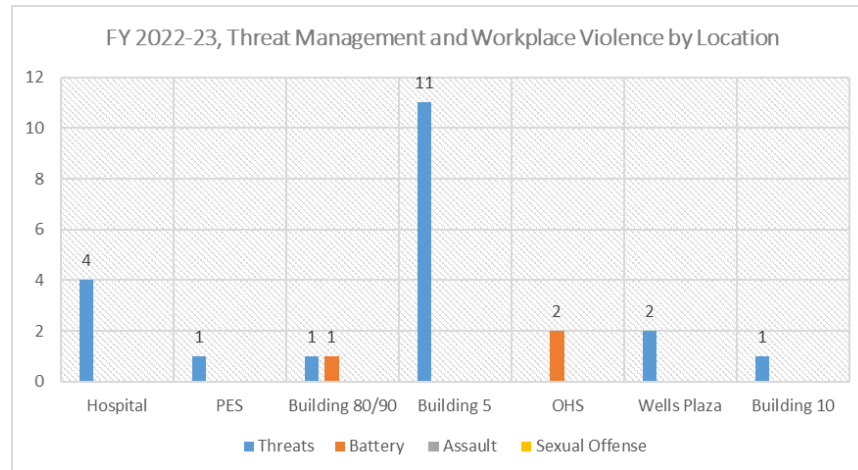
FY 2022-2023, Annual Performance Metrics

	Target	Overall Performance
Code Green Response (Patient Elopement)	90%	100%
Customer Satisfaction	90%	75%
Electronic Security Systems	98%	96%
San Francisco Sheriff Office MOU Compliance	3.5	2.9
Employee Security Awareness	90%	100%

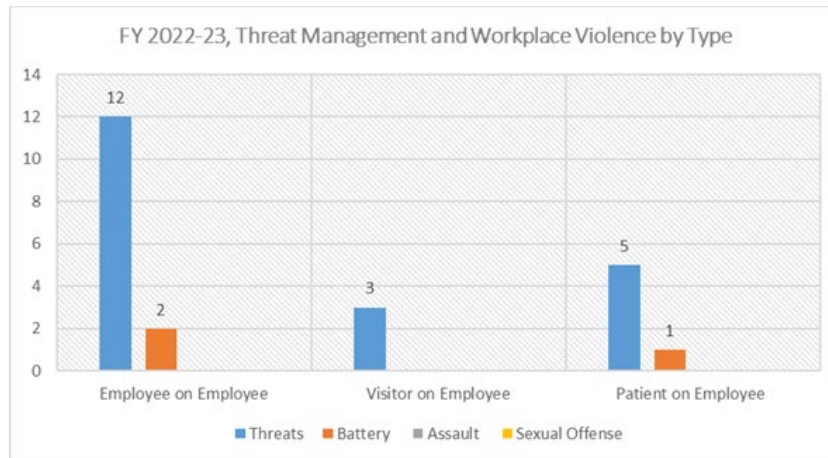
Threat and Workplace Violence Investigations



- Over a 4-year period, moderate and high-risk investigations increased 1%.
- There was a 11% decrease (3 reports) in investigations from the previous year.
- Building 5 lobby accounted for 47% of investigations, and 55% (11 of 20) involving reports of threats.



Threat and Workplace Violence Investigations



Employee-on-employee reports accounted for 60% of moderate and high-risk investigations with an increase in severity, including physical violence.

Security-response-plans to address threats and acts of violence, included:

Remedial Action Taken	
Behavioral Plan	2
Restraining Order	2
Arrest	1
Employee Disciplinary Action	2
SFSO Standby/Escort	3
HR Investigation	9

Crimes Against Persons and Property

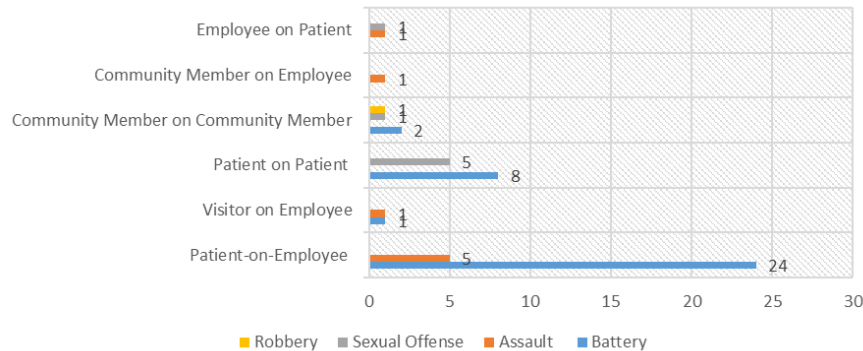
Yearly Comparison	2021-2022	2022-2023
SFSD - Facility Property Thefts Reports (>\$900)	1	1
SFSD - Burglary Reports	4	6
SFSD - Battery Reports	41	31
SFSD - Sexual Offense Reports	3	7
SFSD - Assault Reports	7	7
SFSD - Robbery Reports	0	1
SFSD - Homicide Reports	0	0
Total	56	53

- Reported crimes decreased 5% (3 reports) from the previous year.
- Battery reports decreased 24% from FY 20-2021.
- Battery reports accounted for 58% of crimes against persons (31 of 53 reports)
- * Sex Offence reports increased 133%.

** Four of the sexual offense incidents occurred on different dates by the same reporting individual that receiving treatment in ED, and PES. The individual was unable to provide any detailed information about the incident and the results in each investigation were determined to be unfounded.*

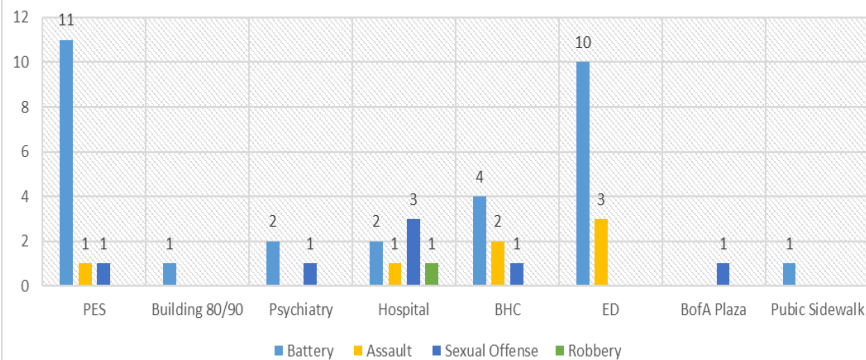
Crimes Against Persons and Property

FY 22-23, Crimes Against Persons by Type



Patient-on-Employee reports accounted for 63% of crimes against person incidents (29 of 46 reports.)

FY 22-23, Crimes Against Persons by Location



- Reports from the PES and ED accounted for 57% of person-crimes (26 of 46 reports)
- Twenty-six percent of victims of physical attack, pressed charges against their assailant (12 of 46.)

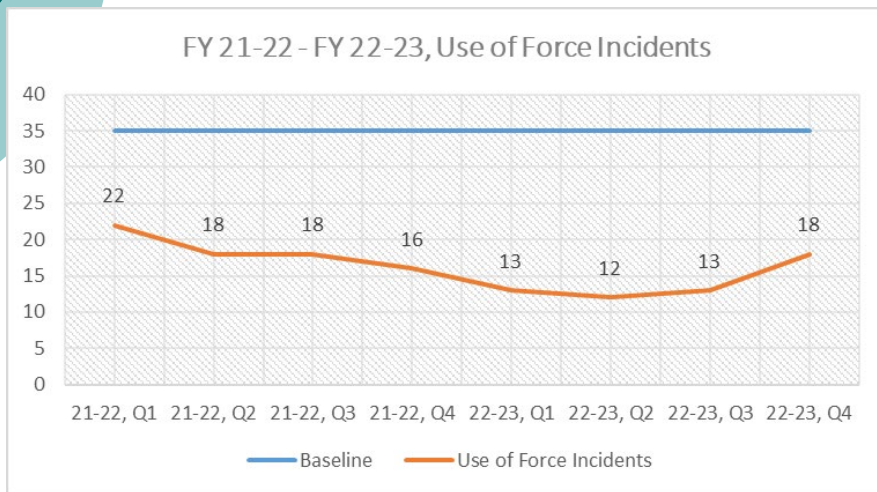
Crimes Against Property

2021-2022 Crimes Against Property by Location

	Theft	Burglary
Building 5	1	1
UCSF Construction Site		1
BHC (Hummingbird)		1
Building 90		1
Building 80		2

Use of Force by Year

Use-of-force data is tracked of all SFSO incidents occurring on ZSFG campus. In 2022-2023, there were 56 incidents of use-of-force. The data was stratified by the types of force, type of incidents, location, demographics, reported acts by demographics, and demographics by high-risk department.



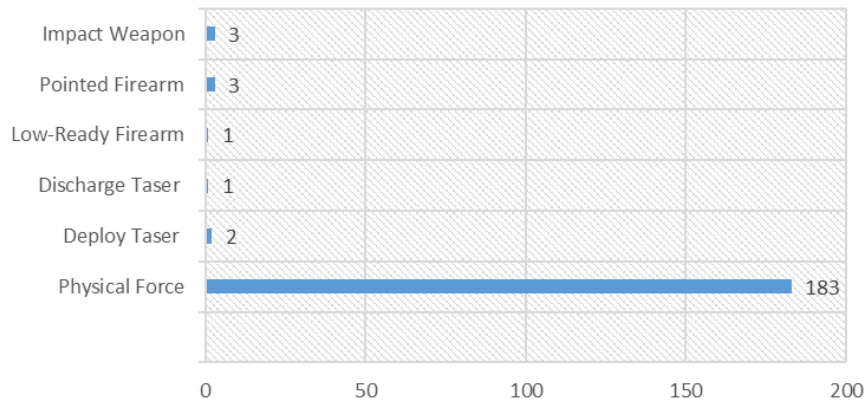
Use-of-force incidents continues to remain under the quarterly baseline and decreased 24% (18 incidents) from FY 21-22.

Use-of-Force by Patient Related Service calls and Clinical Data

Per 1K Patient Related Service Calls	8
Per 1K ED Registrations	0
Per 1K PES Intakes	2
Per 100 Psychiatry Admissions	0

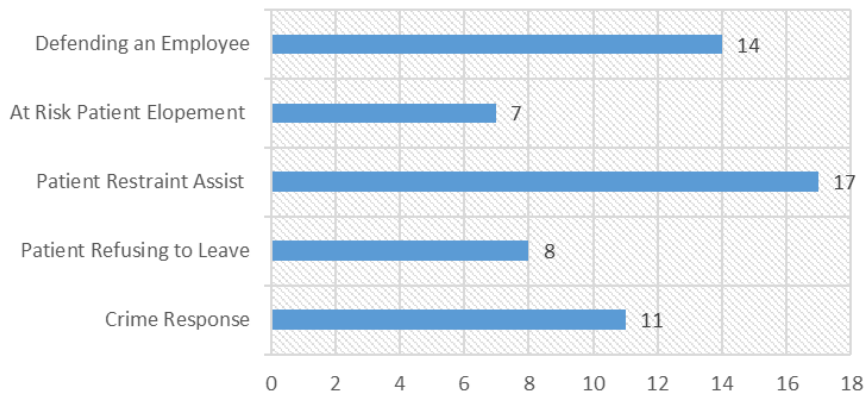
Use of Force by Type and Incident

FY 22-23, Use-of-Force by Type



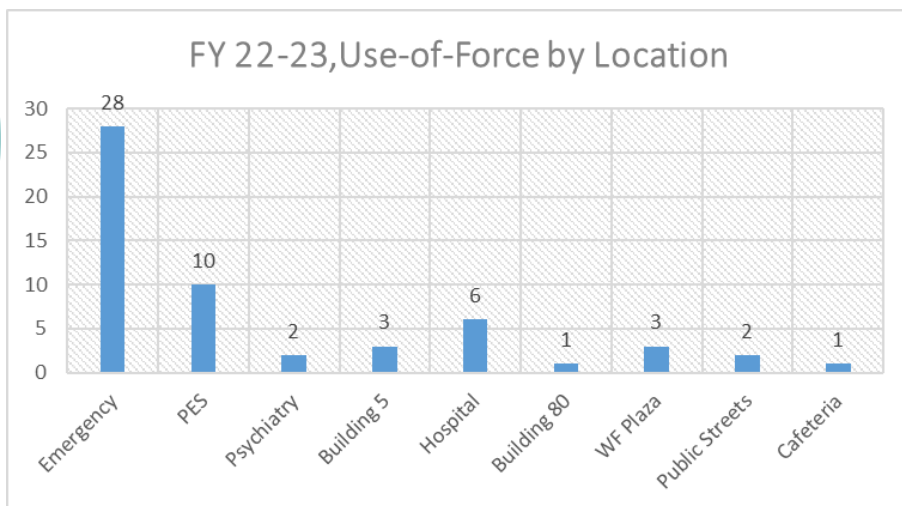
Of the 56 use-of-force incidents, there were 193 types of force used. Physical force accounted for 95% of the force used (183 of 193 types.)

FY 22-23, Use-of-Force by Incident

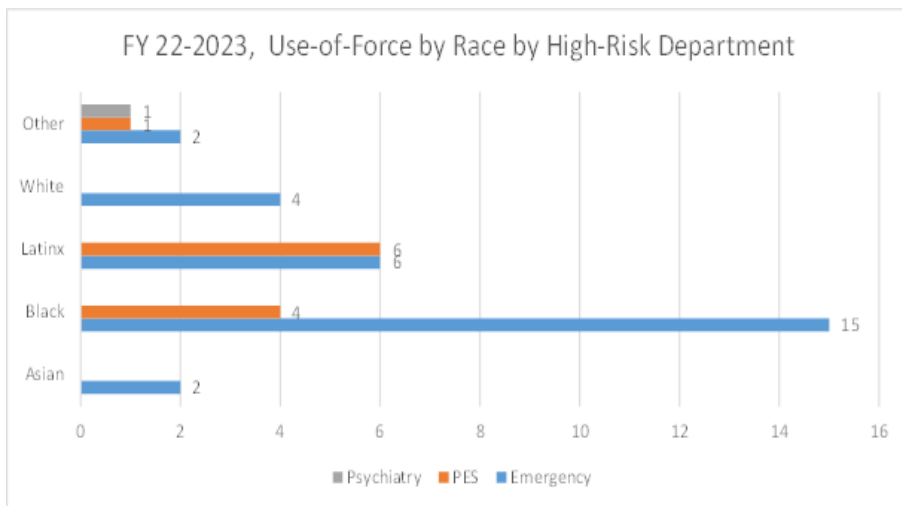


Deputies assisting with patient restraints accounted for 30% of use-of-force incidents (17 of 57 incidents.)

Use of Force by Location and Demographics by High-Risk Department



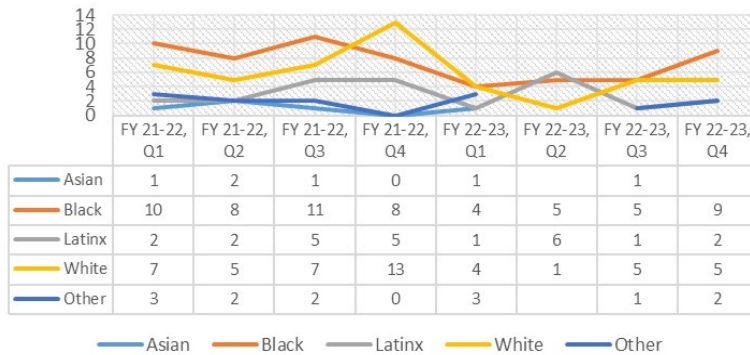
Fifty-percent of use-of-force incidents occurred in the Emergency Department (28 of 56)



Seventy-one percent of force in high-risk departments occurred in the ED where Black/ African Americans were the subjects in 46% of the incidents.

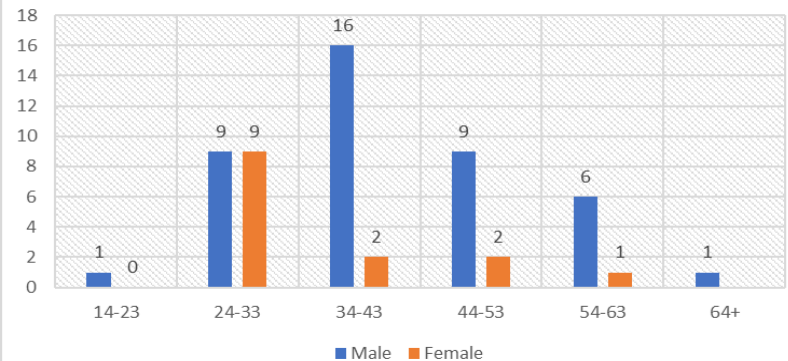
Use of Force by Demographics

FY 22-23, Use-of-Force by Race/Ethnicity

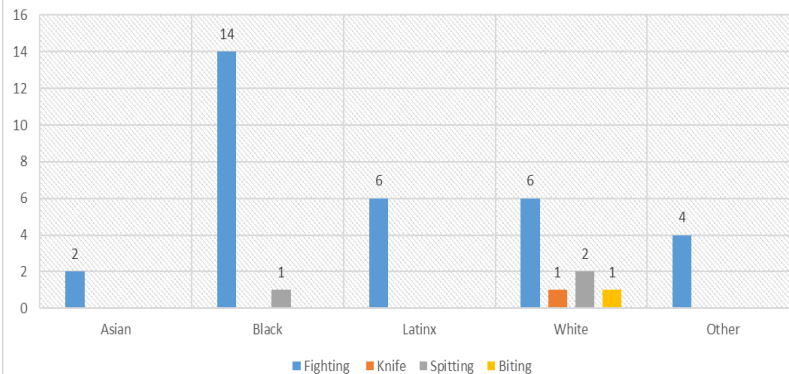


From FY 21-22, use-of-force decreased in all race/ethnicities. Use-of-force against Black/ African Americans continues to be the highest of all other race/ethnicities, being the subject of 41% of incidents (23 of 56 incidents.)

FY 22-23, Use-of-Force by Age and Gender



FY 22-23, Use-of-Force based on Acts

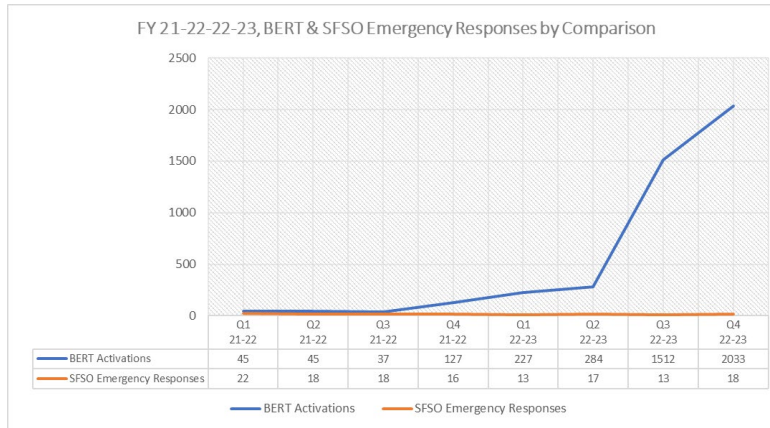


Seventy-five percent of use-of-force was against males and 64% against patients ages 24-33 and 34-43.

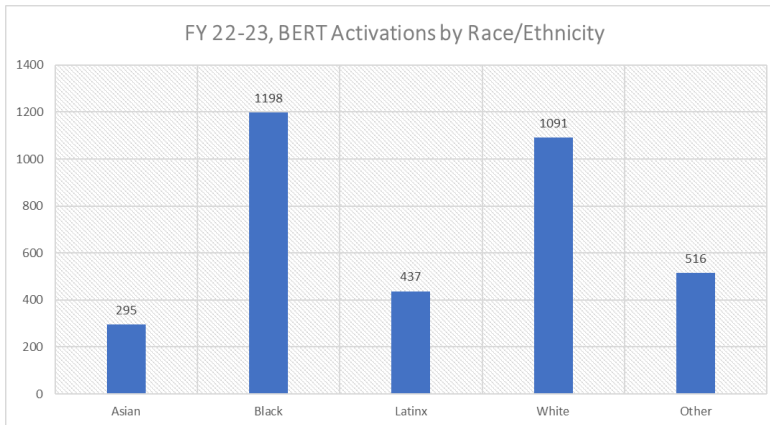
- 81% of use-of-force was in response to reports of fighting.
- 44% of acts reported to the Sheriff's Office were committed by Black/African Americans.

Security Equity Countermeasures

Behavioral Emergency Response Team (BERT) FY 22-2023



- Since 21-22, BERT was called to 3,995 more events of risk-behavior than SFSO.
- Eighty-one percent of BERT activations were without law enforcement presence.
- In February 2023, dedicated BERT staff were assigned 24/7 to the ED, which accounted for 73% (2,961) proactive ED activations and 89% were without law enforcement presence.



- BERT conducted 2,799 rounding consultations that prevented escalating behavior through verbal de-escalation, staff support, patient assistance, patient safety escorts and safety planning.
- Proactive BERT activations to support patients experiencing distress were higher for Black/ African Americans, which accounted for 34% of BERT activations (1,198 out of 3537 activations.)



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Questions?



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