

Purpose

Learn processes and skills to collaborate with the Security Department in order to provide the safest place to give and receive care.

- Take ownership of your care environment and personal safety, in order to **provide the safest place to give and receive care.**
- **Recognize** the risks in your care setting using the Fairview Traffic Light to **prevent** and **mitigate** violence risks.
 - Communicate these risks at shift change and throughout the shift.
 - Call for other colleagues to stand by for safety.
- **Respond** to risks by getting out, getting help, and responding as a team, when there is concern.
- **Report** all concerns in a Compass safety event report.

(Minnesota Department of Health / MN OSHA / DLI- **Prevention of Violence in Healthcare, 3 R's**)

- Take steps to recover and improve processes through debriefing with your colleagues and leader.
- Utilize Employee Assistance Program (EAP), as appropriate to individual needs.
- Use the Daily Engagement System (DES) to share safety information.

Communicate with the Security Department at the Tier 1 and Tier 2 level to improve response and engagement:

First point of contact- 24 hours a day, 7 days a week
UMMC/Fairview Security Dispatch / 612-273-4544
security@fairview.org

Security Supervisors:
UMMC West Bank- Dave Radtke / 612-273-4784
dradtke1@fairview.org
UMMC East Bank- Chris Koontz / 612-273-4505
ckoontz1@fairview.org

Please direct management concerns to:
Security Manager- Dan Ische / 612-273-3737
dische1@fairview.org

System Director- Steve Daniel / 612-273-4968
sdanie18@fairview.org

Payoff

Increased safety for all patients, staff, and other stakeholders.

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Healthcare workplace safety skills:

- Use the Fairview Traffic Light tool and de-escalation tips.
- Leave and get help if something does not feel safe.
- Always have a plan to get out of a room. Use a “cover story,” a reason to politely excuse yourself from the room that will make the escalating or irate person feel that they are being heard and action is being taken to get what they want “right now.”

Access control awareness:

- “Piggybacking, or Tailgating,” is the act of an unauthorized person who follows an authorized person (with a valid key or access card) through a door to a restricted area, without the consent of the authorized person.
- Do not allow someone to follow you into a secured area. They should scan their ID/Access Badge, or check in at the main desk or unit desk as a visitor or patient.
- If you don’t feel safe challenging them, call Security, a site/unit leader, and/or police (if appropriate) to investigate
- Wear your ID badge in a visible place on the upper part of your clothing.
- If someone does not have any ID badge in a secured area, ask them who they are here to see.
- Get help if something seems suspicious.

Personal safety strategies:

- Be aware at all times; **keep your head up, and eyes off your phone/devices.** Threatening persons rely on the distraction of a victim’s phone and other personal devices to commit their crimes
- Request a safety escort from Security when walking to your vehicle during after-hours times or when you have a safety concern
- Carry a whistle or audible personal alarm.
- Familiarize yourself with the emergency call function on your phone; have a plan to make emergency calls.

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