



Nebraska Hospitals Quality Conference



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Healthcare Security Trends and Solutions

Michael R. Cummings, CPP

Senior Consultant

TorchStone Global

Workplace Violence

All aware of continuing challenge this presents

- Patient on staff*
- DV (patients and staff)
- Staff on Staff, including bullying
- Family or random issues (targeted or active assailant)*

Pressures

- Regulatory (TJC)
- Legislative (OSHA and Pending National)
- Unions, esp. nursing

Technology

- Two-edged sword, provides many options but complex and costly
- Requires research and vetting
- Backward compatibility
- Service options (SLA's can be crucial)
- Size may require dual vendors (eggs in one basket issue)

Merger and Acquisition

- Healthcare (policies, technologies and culture)
- Suppliers and providers (work with purchasing and contracts to build in safeguards)

Program Value

- No longer sufficient to be about guns, gates and guards
- What did we learn from Covid – Be nimble and willing to expand our services.
- Learning to do that as part of your culture, not just during crisis

Staff Retention

- Staff Management - LEADERSHIP
- Premium on communication
- Team Building
- Career Development

Variety of Disaster or Crisis Situations*

- Infrastructure
- Processes
- Training
- Communication

Financial

- Protection from Supplies and Equipment Thefts*
- Negligent Security Exposure*
- Pressure to Cut Costs*
- Premium on Establishing ROI – Move Belief that security is only an “overhead” department and worse “A Necessary Evil” to it being a Business Partner and Value Added function.

Solutions

- Begins with a Thorough Assessment of YOUR vulnerabilities
- Prioritization (Lens of Both Culture and Resources)
- Collaborative Approaches to Each Issue

Solutions Cont.

- A Professional Security Department
- Expertise, Training
- Awareness and Adherence to Regulatory and Legislative Requirements
- Crisis Specific Plans and Testing

Resources

* Noted in Survey Report and/or Security Threats for Rural Hospital documents

Sources:

- Torchstone Global NHA Survey Results Report, September 2021
- Torchstone Security Risk Threats for Rural Hospitals, April 2022
- Personal Experience in Healthcare Security Leadership and Consulting

THANK YOU

QUESTIONS?