

HQIC Community of Practice Call

Active Shooter: Is Your Hospital Prepared?

August 8, 2024

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Introduction



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Centers for Medicare & Medicaid Services

Welcome!

Agenda

- Introduction
- Today's topic: **Active Shooter: Is Your Hospital Prepared?**
- Presenters:
 - **Paul Gaskin**, Regional Director of Safety & Security, CommonSpirit Health
 - **Mike Armstrong**, Director of Security, Baxter Health
- Open discussion
- Closing remarks

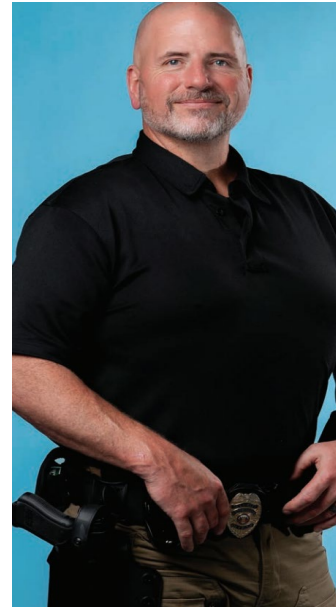
As You Listen, Ponder...

- What impactful actions can you take as a result of the information shared today?
- How are you able to increase engagement within your facilities to ensure a true change in patient safety?
- Based on what you heard today, what activities do you currently have underway that can leverage immediate action over the next 30, 60 or 90 days?

Meet Your Speakers



Paul Gaskin
Regional Director, Safety &
Security, South Division
CommonSpirit Health
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Mike Armstrong
Director of Security
Baxter Health
Mountain Home, Arkansas
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CHI St. Vincent Shared Learnings

Paul Gaskin, Regional Director, Safety and Security
August 2024



CHI St. Vincent North Campus Layout



Inpatient Facilities


60 Total Inpatient Beds

9 Dedicated Operating Rooms

12 Epilepsy Monitoring Beds

Gun Violence Statistics for the US

GVA - 10 Year Review	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Deaths: Willful, Malicious, Accidental	12,356	13,585	15,154	15,763	14,942	15,538	19,613	21,068	20,390	18,854
Injuries: Willful, Malicious, Accidental	21,865	26,894	30,589	31,359	28,209	30,197	39,514	40,549	38,576	36,338
Mass Shooting	272	332	383	347	335	414	610	689	646	656
Mass Murder	17	21	25	20	19	31	21	28	36	40
Children [age 0-11] Killed	196	202	231	234	198	211	302	312	315	297
Children [age 0-11] Injured	386	477	434	487	464	485	699	747	681	641
Teens [age 12-17] Killed	569	626	727	823	736	790	1,091	1,266	1,379	1,385
Teens [age 12-17] Injured	1,710	2,074	2,429	2,439	2,142	2,340	3,067	3,387	3,815	3,871
OIS - Officer Killed	44	40	68	49	55	69	59	68	72	52
OIS - Officer Injured	193	275	297	286	270	295	345	371	340	368
OIS - Suspect Killed	687	1,007	1,152	1,232	1,273	1,289	1,299	1,326	1,397	1,442
OIS - Suspect Injured	514	742	779	890	883	795	927	888	867	809
Defensive Gun Use	1,451	1,397	1,991	2,117	1,880	1,628	1,521	1,317	1,233	1,187
Unintentional Shooting	1,620	1,997	2,236	2,066	1,695	1,910	2,330	2,026	1,638	1,573
Murder-Suicides	612	532	548	612	624	632	570	594	673	674

 Arkansas had the 12th highest rate of gun homicides in the United States in 2022, with an average of 220 people dying by gun homicide and 291 people wounded by gun assaults each year. This is equivalent to 7.8 homicides and 9.6 assaults per 100,000 people.

CHI St. Vincent North Shooting, Chronology

Incident Date: September 28, 2022

Chronology of Events:

- Female patient on 4th Floor had male visitor in her room
- At approximately 9:54 a.m., a second male entered the room and shot the visitor of the patient
- 911 was called along with PBX emergency line
- Announcement made overhead of the active shooter event, and all occupants were advised the event was not a drill



CHI St. Vincent North Shooting, cont.

Chronology of Events:

- Xmatters (automated incident reporting system), crisis alert text dispatched to all North employees
- Local law enforcement arrived approximately five minutes after 911 call



CHI St. Vincent North Shooting, During Event

Incident Date: September 28, 2022

During the Event:

- Hospital was on lockdown
- Employees who could evacuate, evacuated
- A surgery was still taking place behind locked Operating Room doors
- Mobile Command center for Chief Information Officers (CIO) of CHI St. Vincent and local authorities was established



CHI St. Vincent North Shooting, cont.

During the Event:

- Media zone was established and managed by CIOs
- Suspect arrested just over an hour after the shooting, about 15 miles from the hospital



CHI St. Vincent North Shooting, Lessons

Incident Date: September 28, 2022

Lessons Learned:

- Security needs more master keys, pass badges and maps placed for quick access by law enforcement
- Continue Run/Hide/Fight education
- Set up Command Post at alternative location and maintain it
- Off campus staff/leadership does not need to rush to the event



CHI St. Vincent North Shooting, cont.

Lessons Learned:

- Takes time for law enforcement to clear building, even after suspect is captured
- Pharmacy may not be able to deliver medications during event
- On-going surgeries
- Identify a location to place family of victim/victims
- Routine testing of Xmatters, crisis alert text system



Thank you.



WORKPLACE VIOLENCE

MIKE ARMSTRONG, DIRECTOR OF SECURITY

BAXTER HEALTH



MISSION

Compassionate care beyond measure.

PURPOSE

To champion access to compassionate high-quality care by remaining independent, strategically comprehensive and community-focused.

BAXTER HEALTH



216,952

**SERVICE AREA POPULATION
7,419 SQUARE MILES**

41,671

**BAXTER COUNTY POPULATION
17TH LARGEST COUNTY IN ARKANSAS**

13,561

**MOUNTAIN HOME POPULATION
29TH LARGEST CITY IN ARKANSAS**

#10

LARGEST HOSPITAL IN ARKANSAS

40+

**LOCATIONS IN ARKANSAS AND
MISSOURI**

BAXTER HEALTH BY THE NUMBERS 2023



BABIES BORN
692



AMBULANCE RUNS
14,032



CARDIAC CATHS
5,083



EMERGENCY VISITS
34,144



LAB TESTS
853,961



IMAGING SERVICES
106,179



MEALS PREPARED
721,479



TOTAL SURGERIES
9,865



TOTAL INPATIENTS
11,477



OUTPATIENT VISITS
424,096



ENDOSCOPY
4,673



TOTAL PATIENT VISITS
435,573



FOUNDATION GIFTS
\$2.5M



PAYROLL
\$125M



EMPLOYEES
2,100+



TO KEEP DOORS OPEN
\$850K/DAY

BAXTER HEALTH AWARDS & RECOGNITION



BAXTER HEALTH IS A MAGNET RECOGNIZED HEALTH SYSTEM BY THE AMERICAN NURSES CREDENTIALING CENTER.



BAXTER HEALTH WAS NAMED ONE OF THE BEST PLACES TO WORK IN HEALTHCARE THE LAST 3 YEARS IN A ROW BY MODERN HEALTHCARE.



BAXTER HEALTH WAS NAMED ONE OF THE BEST PLACES TO WORK IN ARKANSAS FOR THE LAST 5 YEARS IN A ROW BY ARKANSAS BUSINESS.



BAXTER HEALTH WAS NAMED ONE OF THE TOP 100 RURAL AND COMMUNITY HOSPITALS BY THE CHARTIS GROUP.

MODERNIZATION OF SECURITY

- Process began in 2008
- Rebuild security department
 - Full support of hospital leadership
 - Expand department
 - Improve situational and tactical capabilities
- Necessary due to
 - Changing demographic
 - Impact of opioid and behavioral crisis



BAXTER HEALTH SECURITY

- Proactive Security Department
 - 10 Commissioned Officers
 - 3 Senior Security Officers
 - Director
- Security Officer Credentials
 - Arkansas State Police Commissioned
 - Director Commissioned as State Police Instructor
 - State
 - Federal
 - Local
 - Tactical
- Training
 - Extensive and on-going
 - De-Escalation
 - Crisis Intervention
 - Use of Force



WORKPLACE VIOLENCE

- Zero Tolerance Policy
 - De-escalate
 - Mitigate
 - Prevent
- Safety and wellbeing through vigilance and empathy



INCIDENCE OF VIOLENCE

In 2023

- 178 Workplace Violence Incidents
 - 5 resulted in injury to staff
 - 1 involved an armed external threat – intercepted and taken into custody
 - 0 incidents of staff-on-staff violence
 - 0 injuries sustained by patients

**Workplace violence is
4x more common in health care
settings than in private industry.**



SECURITY ASSESSMENT

2023 External Assessment of Security Practices and Preparedness

- Full review of policies and procedures
- Overwhelmingly positive feedback
- Areas of opportunity



SECURITY ASSESSMENT

IMPROVEMENTS IMPLEMENTED:

- Lighting and external environmental observation improved
- Incoming behavioral patient weapon and contraband exclusion procedures
- Behavioral and Emergency Department infrastructure improvement
- Security communication system
- Formation of our Workplace Violence Committee
- Increased surveillance and access control capability
- Discreet flagging and notification system for patients and patient family members with previous instances of violent behavior
- Organization-wide education and practical evaluation in de-escalation and non-violent crisis intervention
- Main and off-site campus Run-Hide-Fight and active shooter protocol, site inspection, training and practical evaluation
- After-hours access control and monitoring

CHANGE IN PERSPECTIVE

2023 Presentation by CHI St. Vincent

- First 10 minutes as a bedside caregiver
- More inclusive security response



CONCLUSION

ALL ACTIVE SHOOTERS ARE INCIDENTS OF WORKPLACE VIOLENCE, BUT NOT ALL INCIDENTS OF WORKPLACE VIOLENCE ARE ACTIVE SHOOTERS.

- Patient-centered approach
- Safest possible environment
 - Physical and psychological
- Staff enabled to provide best care



Discussion

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Final Thoughts

Join Us for the Next Community of Practice Call!



Join us for the final Community of Practice Call on September 12, 2024, from 1:00 – 2:00 p.m. ET

We invite you to register at the following link:

https://zoom.us/webinar/register/WN_ASI_I3p_TEyX_VY_YYFFeA

You will receive a confirmation email with login details.

Thank You!



Your opinion is valuable to us. Please take 4 minutes to complete the [post assessment](#).

We will use the information you provide to improve future events.