

UCI Health

Public Safety Division



2019 Annual Review



UCI Health Public Safety Division

Overview

UCI Health is committed to providing its personnel and community with effective and efficient public safety services that enrich the spirit and quality of life, while keeping UCI Health a safe and inclusive place to work, teach, and heal.

In collaboration with UCI & UCI Health Executive Leadership, the UCI Health Public Safety Division was formed two years ago to help streamline operations by combining our medical center security and police professionals within one division. Our police officers, public safety officers, public safety ambassadors, and dispatchers provide public safety services 24 hours a day, seven days a week.

We are dedicated guardians to a diverse community at the UCI Health Medical Center in the city of Orange. Additionally, the Division provides on-site public safety services at the Manchester, Santa Ana & Anaheim clinics, while also providing public safety liaison services to UCI Health clinics located throughout the county.

The Division is comprised of 54 public safety professionals, including: Patrol, Detectives, Dispatch, Public Safety, and Administration. The Division integrates layers of safety to support a safe environment through its use of police and public safety personnel, access controls, infant protection system, emergency blue light phones, code gray (panic) alarms, visitor management system, public safety cameras, workplace violence prevention consultation team, policies, and community engagement efforts.

The safety of our students, faculty, staff, patients, and guests is our primary concern. The Division embraces a community oriented policing philosophy to actively collaborate with our UCI Health community in creating a safe and secure learning environment through prevention, intervention, education, and enforcement. Through community partnerships, we foster and maintain an environment that supports their well-being, research, and education.



Operations Overview

Police:

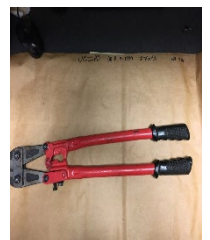
There are **3** Sergeants and **6** Police Officers assigned to the Division, who seek to foster responsive problem solving partnerships to meet the needs of our community. The police officers assigned to UCI Health provide a uniformed response to law enforcement calls for service, enforce traffic laws, investigate criminal activity, provide a visible deterrent through proactive patrols on the UCI Health campus and within the parking areas, and participate in community engagement activities.

Officers completed **621** police reports and effected **46** arrests for arson, battery, theft, illegal narcotics, and trespassing in 2019. The police officers proactive patrols and community engagement helped contribute to the reduction of thefts at UCI Health by nearly 25% in 2019 compared to the prior year.

Police	2019	% Increase Prior year
Incidents	4.004	4%
Reports	621	9%
• Threat Assessments	55	31%
• Battery	79	20%
• Theft	56	25%

2019 Arrests of Interest:

- **Bicycle Suspect Arrested:** On 6-16-19, Detectives created a safety bulletin to be on the lookout for a bike theft suspect who stole a staff member's bicycle. During their investigation, the suspect was identified, located, and subsequently arrested. Outstanding teamwork and service by Officer Rios and Detectives Lopez & Brophy.
- **Arson Observation and Arrest:** On 8-23-19, at about 0328 hours, Public Safety Supervisor Aguilar observed a suspect starting a fire near Building 53. His quick action to notify Dispatcher Davis allowed our team and the fire department to be promptly dispatched to the scene. Exemplary response by Officers Rios and Gomex who arrived on scene in less than two minutes. Great team work by all involved to detain the suspect and extinguish the fire keeping the medical center safe.
- **Bicycle Suspect Arrested:** On 8-25-19, at about 2259 hours, Officer Akingbemi was patrolling the medical center grounds when he observed a suspect stealing a bicycle near the Atrium lobby. The Officer detained and subsequently arrested the suspect who was in possession of bolt cutters, an illegal controlled substance, and had an outstanding warrant.
- **Vehicle Burglary Suspect Arrested:** On 10-08-19, at about 1144 hours, Public Safety Officer Melendez observed a subject looking into vehicles at a staff parking lot and notified Dispatch. Sergeant Bolano, Corporal Rincon and Officer Leyland located and arrested the subject who was in possession of burglary tools, drug paraphernalia, and methamphetamine, as well as having two outstanding warrants.



Operations Overview (continued)

Detectives:

There are **2** Detectives assigned to the Division, who report to the Detective Sergeant and are responsible for conducting criminal investigations, threat assessments, solving crimes, and presenting investigations to the District Attorney. The Detectives collaborate closely with the Workplace Violence Prevention Consultation Team and other UCI Health personnel. A Records Analyst and Property and Evidence/Court Liaison located at the Irvine campus also provide critical support services to the detectives.

The detectives solved several critical cases in 2019, including a stolen vehicle, thefts of wallets/purses, bicycle thefts, a high value vandalism case, and a warehouse theft.

Detectives	2019	% Increase Prior year
Investigations	469	179%
Cases sent to District Attorney	113	18%

Public Safety Officers:

There are **4** Public Safety Supervisors and **19** Public Safety Officers assigned to the Division who support front line safety in collaboration with clinical staff at the Medical Center, Santa Ana Family Health Clinic, and the Anaheim Family Health Clinic. Public Safety Officers receive additional training by completing Taser certification, Crisis Prevention Institute (CPI) certification, Defensive Tactics, Six Sigma White Belt certification, and California Commission on Peace Officer Standards and Training (POST) 832 PC certification.

Public Safety	2019	% Change Prior year
Incidents	15,002	6%
<ul style="list-style-type: none">Code Gray (Panic Alarms)	457	8%

In 2019, PSOs responded to **457** code gray alarm activations, an 8% increase from the prior year, while improving their average response time to 2 minutes and 8 seconds. The Public Safety team's response to de-escalate aggressive and violent patients have contributed to the reduction of batteries against clinical staff by nearly 20% as compared to 2018. Further, over 99% of responses by the public safety team to address aggressive and violent subjects were successfully de-escalated by the public safety and clinical team through non-physical tactics.

Operations Overview (continued)

Public Safety Ambassadors:

A newly created unarmed public safety position, the Public Safety Ambassador, was introduced in the Manchester Building, Douglas Hospital lobby, and Emergency Department lobby to enhance safety by providing a highly visible security presence. Public Safety Ambassadors also operate the new Public Safety Operations Center which opened in 2019. There are **17** Public Safety Ambassadors assigned to the Division.



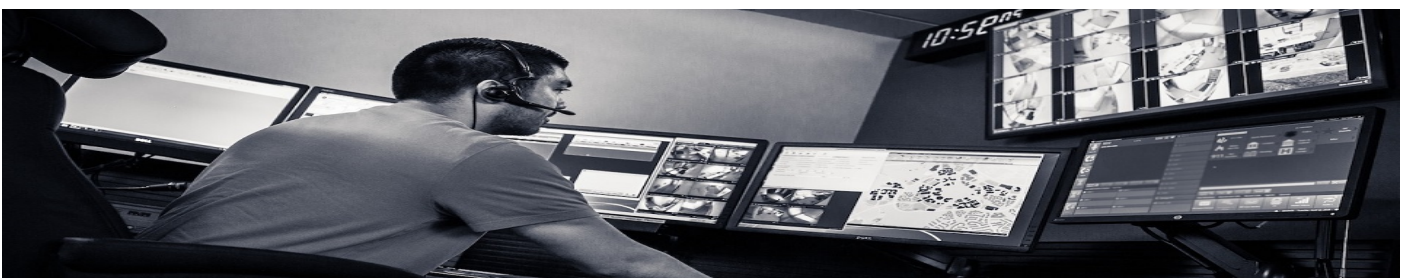
Administration:

The Administrative Unit consists of one Business Manager and an Administrative Specialist who supports all business functions for the Division. The Administrative team performs budget analysis, financial transactions, payroll, and accounting. They also manage inventory control, fleet management, and the lost & found program. In 2019, the Business Manager actively participated on the UC Path/Kronos transition team, Safety on Site Committee, Wellness Ambassador Program, and supported community engagement events, such as Coffee with a Cop.

9-1-1 Emergency Communications Center:

UCI Police Dispatchers are the first to respond to the needs of our community when they call for assistance. The UCI Police Communications Center serves as the critical link between the University community and public safety emergency and non-emergency responders. The Communications Center is staffed 24 hours a day, seven days a week, by certified public safety dispatchers. Whether a call for assistance or a high stress emergency incident, our dispatchers provide a calm and compassionate response to those in distress, while simultaneously ascertaining and providing critical information necessary to the responding Officers.

In 2019, UCIPD Dispatchers handled a total of **19,414** incoming calls from UCI Health, which represented a 4% increase from the prior year. Dispatchers also handled **7419** emergency 9-1-1 calls from both UCI and UCI Health. They answered 98% of all the phone calls within 10 seconds. Additionally, the Dispatchers created **19,006** service incidents representing a 5% increase from the prior year for UCI Health while concurrently monitoring security, fire alarms, blue light emergency phones and answering radio transmissions from police, public safety, fire, and other UCI personnel.



Community Engagement

Active Shooter & Workplace Violence Prevention



In 2019, UCI Police experienced an increased demand by departments across UCI Health for our expertise in conducting critical security site surveys, safety planning, interactive presentation workshops for active shooter and workplace safety, and other educational safety presentations.

Sgt. LeSage and Detective Zheng led this effort providing over 70 active shooter training presentations to over 1400 staff at the medical center and numerous clinics located throughout the County of Orange.

They also held two active shooter tabletop exercises with Orange Police, Orange Fire, UCI Police, and UCI Health Executives & staff. Additionally, they collaborated with the Anaheim Police Department to provide an active shooter training presentation to the Honda Center and Anaheim Duck's personnel.

Coffee with UCI Police & Public Safety

In February, August, and October 2019, the Division sponsored Coffee with UCI Police & Public Safety community engagement events for the UCI Health community to share a cup of coffee and pastries with the public safety personnel who serve them.

At each event, we passed out over 250 cups of coffee and 350 pastries along with a few dozen apples and bananas while engaging with staff.



Community Engagement (continued)



Annual UCI Police Department Toy Drive

Each year, the UCI and UCI Health communities are extremely generous donating new teddy bears and toys for children who are in need. The UCI Police Department, along with UCI athletes met at the UCI Health Medical Center to pass out the toys to children staying at the hospital. Special recognition to Cedric Young, who coordinated this very special event.

NICU Santa Clause Event

A UCI police officer, Temo Gomex, dressed up as Santa for a 2nd year to pass out toys to the parents and siblings staying in the Neonatal Intensive Care Unit (NICU). It is always a great pleasure seeing the joy on the children's faces and the appreciation from their families.



Self Defense & Safety Awareness Course

In 2019, UCI Wellness, Public Safety, and Campus Recreation partnered to offer a free hands-on experience in which employees could learn and apply personal safety concepts during a 10 week course; 3 courses were offered in 2019.

Regulatory Compliance

The Division personnel are core members on several UCI Health committees that support safety and regulatory compliance, including: Environment of Care, Safety & Security, Pathway and Movements, Safety on Site, Wellness Ambassador, and Emergency Management. We serve on several task force and workgroups within UCI Health, including: Workplace Violence Prevention Consultation team, Site Security Enhancement Task Force, Access Control Workgroup, and the Daily Leadership Operations team “huddle.” We are also active members within the California Hospital Association (CHA) security committee and the International Association for Healthcare & Safety (IAHSS) which both specialize in safety and security within the healthcare industry.

Pursuant to The Joint Commission (TJC), we completed the 2019 Security Management Plan and 2019 Security Operations plan, as well as several UCI Health security policies. In mid-2019, the Public Safety team implemented a new outside law enforcement agency safety orientation tracking & audit protocol with Risk Management to ensure compliance with TJC requirements. The 2019 quarterly audits demonstrated a 100% compliance.

Security Enhancement Projects

Site Security Enhancement Task Force:

The multi-disciplinary task force was established by UCI Health’s Executive Leadership to identify, prioritize, and implement security enhancement projects at UCI Health. The Task Force includes members from the Planning, Facilities, Emergency Management, and Public Safety divisions.

Core Projects:

- In 2018/19, Planning & Facilities actively completed a myriad of **prioritized security projects** related to access control, cameras, alarms, and systems integration to enhance safety at UCI Health for patients, visitors, and staff. The projects included a 30% increase in new code gray alarm devices installed within nursing stations to support safety; a 28% increase in card access readers on entrance doors to allow lock-down capability; and a 44% increase in the number of cameras installed to support safety.
- A **Public Safety Operations Center** was constructed which now integrates several legacy systems, such as the public safety cameras, access control, and alarms into one command and control system center to allow for proactive monitoring. The PSOC was operationalized in late 2019 and anticipated to have all systems integrated by mid-2020.
- A new automated software-based **Visitor Management System** was implemented to enhance and promote a culture of safety while remaining patient-centric. This is a significant innovation after a year of joint efforts by public safety, emergency management, patient experience, clinical personnel and IT. Special recognition to Nathan Tabita with the Emergency Management team, who led the effort and coordination for this project.



Commendation Highlights

The public safety personnel were recognized throughout the year for their service at UCI Health. They received praises from staff within departments across UCI Health for their extraordinary community engagement, customer centric approach, and professionalism. The recognition demonstrates that the public safety personnel are not only supporting the front line of safety for our clinical partners, they are in many cases the first impression patients and visitors have of UCI Health.

Commendation highlights for 2019:

- **Community Support Commendation:** The Orange County Centralized Assessment Team (CAT) complimented the UCI Health Public Safety Division team for the quality of public safety service when they come to UCI Health with subjects experiencing behavioral health crisis. This compliment affirms our department's commitment to partner with the community to support a safe and inclusive campus environment.
- **Emergency Response Commendation:** On 1-27-19, Division personnel were dispatched to a suicidal juvenile subject who had escaped from an ambulance near the emergency room and was heading towards the parking structure to commit suicide. Division personnel arrived on-site in less than a minute to search for the juvenile, who was located, safely detained, and brought to the Emergency Department for further evaluation. COO Lefteris commended the public safety team, expressing "Great team work."
- **Life Saving Response Award:** On 5-09-19, Division personnel were dispatched to a subject attempting to commit suicide on the top level of the parking structure. The Dispatch and Division personnel who responded and assisted with this call-for-service did an outstanding job. PSO Ramos was the first on scene and without hesitation ran towards the subject who was straddling the ledge. PSO Ramos grabbed the subject and pulled him back to the safety with the help of a transporter. The actions of PSO Ramos helped to save a life.
- **Life Saving Response Award:** On 5-28-19, Sgt. Bolano and Ofc. Rios provided emergency first aid by conducting the Heimlich maneuver on a clinical staff member before she passed out. She later posted her thanks to them on Facebook and sent an email of appreciation for their service. The actions of Sergeant Bolano and Officer Rios helped save a life. They received a Life saving Award during the Police Awards Banquet for their heroic efforts.
- **Transient Brandishing Knife:** On 6-18-19, a food truck employee entered the UCI Santa Ana Family Health Center and asked for help because two transients were harassing patients and the food truck staff. PSO Curras went to the parking lot and asked the two transients to leave the property. One of the transients was holding a fixed knife in his hand. PSO Curras ordered the transient to drop the knife and the transient complied as they left the area. PSO Curras backed away, called the Santa Ana Police (9-1-1) and advised UCI Police.



Commendation Highlights (continued)

- **ED Evacuation Commendation:** On 7-24-19, at about 0200 hours, Division personnel served a critical role in responding to a reported fire by helping to ensure the emergency department patients remained safe. During the evacuation, there were no psychiatric patient elopements. UCI Health CEO Gannotta and Chief Operating Officer Lefteris shared their sincere appreciation for our Department's dispatch, response, coordination, and support with the Fire Department to safely address the emergency.
- **High Risk Juvenile Elopement:** On 7-25-19, a juvenile escaped while being transferred from UCI Health to the Orange County Sheriff Department for Court. Public Safety Officers Nelson & Melendez provided dispatch with the last known direction of travel and Sergeant Keller, Officer Parra and Detectives Lopez & Brophy were on-site in less than 90 seconds to establish a perimeter. The juvenile was quickly located, detained, and returned safely. Chief Operating Officer Lefteris, Director of Risk Management Hernandez, and Director of Psych Administration Wisotzkey commended the UCI Police Department for the prompt response and safe return of the juvenile patient.
- **Community Commendation:** On 8-06-19, the Director of Neuropsychiatric Center and the Legal Liaison for UCI Neuropsychiatry sent two emails commending the Public Safety Division for supporting the safety of their staff and patients with special recognition to Sergeant Keller, Detective Lopez, and Public Safety Officer Nelson. Their actions and collaborative efforts with our UCI Health partners makes a difference in their lives. Great work!
- **Commendation by Community Partner:** Patient Experience supervision complimented PSA Sloan for *"always being professional, helpful, vigilant, and respectful...exemplifying what a 5 star facility should look like in terms of customer service."* Great representation of our department and pursuing our mission.

Awards

IAHSS Security Officer of the Year Award

Public Safety Officer Flavio Ramos was presented with the Security Officer of the Year award for the UCI Health Public Safety Division by the Los Angeles/Orange County chapter of the International Association of Healthcare Security and Safety (IAHSS).

Flavio was recognized for his exceptional public safety service and heroic live-saving effort to pull a suicidal subject from the top ledge of the parking structure. Flavio has worked at the UCI Health Medical Center for the Security Department since November 2004 and became a Public Safety Officer in our new UCIPD—UCI Health Public Safety Division in November 2017. Congratulations, Flavio, on your achievement and recognition.

