



San Francisco  
Department of Public Health

# Laguna Honda Hospital and Rehabilitation Center Joint Conference Committee Security Services Update

September 14, 2026



# Introduction

In FY25-26, DPH has made significant changes to strengthen the Laguna Honda Hospital security program, including:

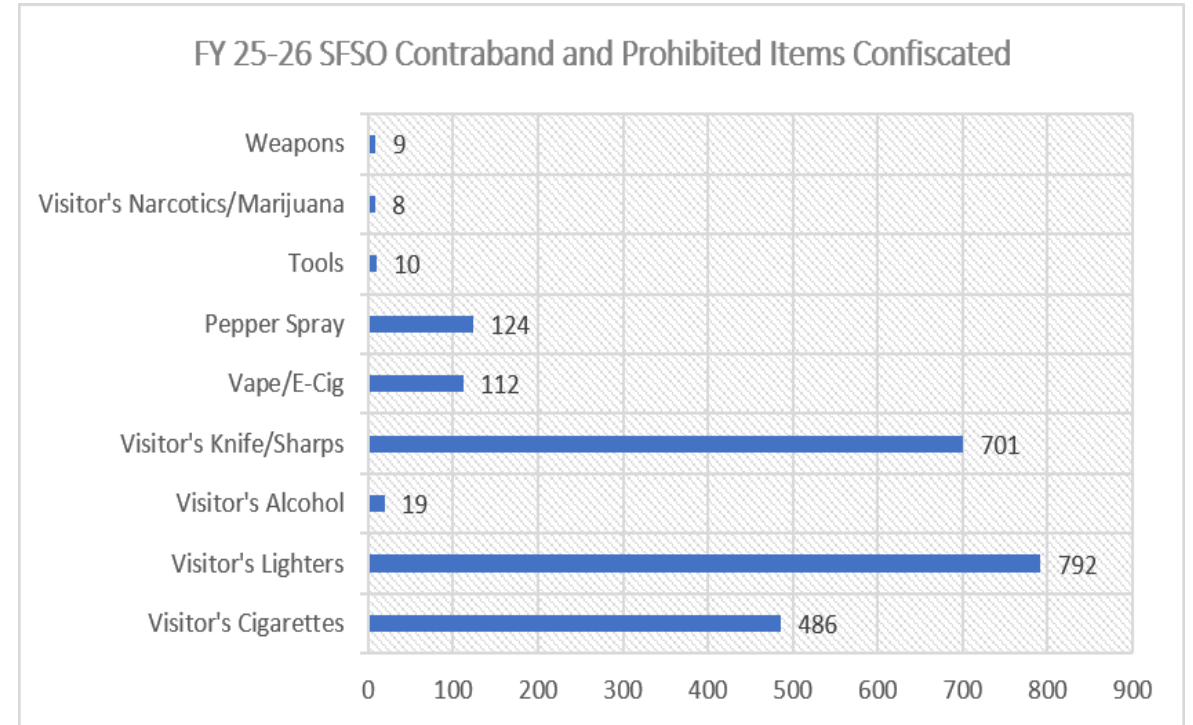
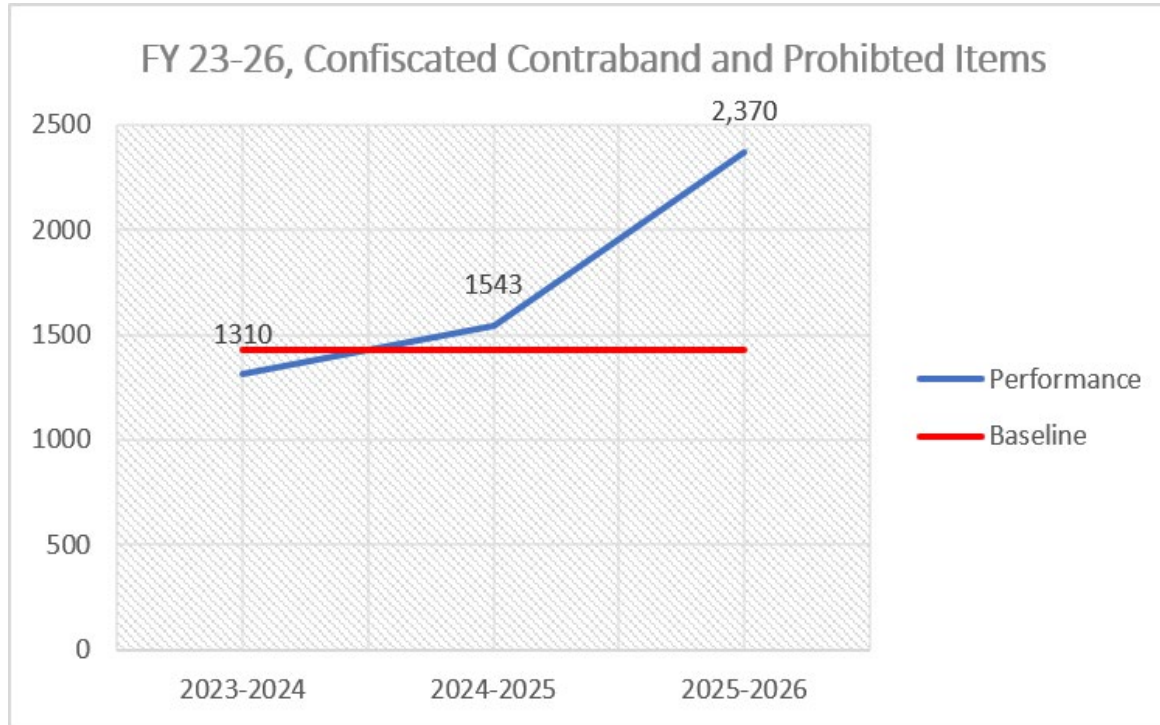
- Expanded DPH Security Leadership.
- Enhanced security protocols for reporting safety concerns and threats.
- Improved threat escalation response protocols
- Continued collaboration with the Sheriff's Office

# Security Management Plan – Performance Metrics

| Performance Metrics #1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Performance Metrics #2                                                                                                                                                                                                                                                                              | Performance Metrics #3                                                                                                                                                                                                                | Performance Metrics #4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code Green/At Risk (Resident Elopement)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Employee Security Awareness                                                                                                                                                                                                                                                                         | Electronic Security System Functionality                                                                                                                                                                                              | Contraband and Prohibited Item Reductions and Audits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Standard: The security program will be measured on its performance during resident elopements, “At Risk” and Missing Person incidents, including:</p> <ul style="list-style-type: none"> <li>Initial Perimeter and Search</li> <li>Notify the following: <ol style="list-style-type: none"> <li>San Francisco Police Department’s Missing Persons Unit</li> <li>Central Warrants Bureau</li> <li>Department of Justice</li> <li>ZSFG</li> <li>Medical Examiner's Office</li> <li>County Jail #1</li> </ol> </li> <li>Documentation of Search Activity</li> <li>Locate/Not Located Procedure</li> </ul> | <p>Standard: During EOC rounds, hospital staff will be tested on 5 questions regarding their full knowledge of:</p> <ul style="list-style-type: none"> <li>Code Green</li> <li>Unauthorized Person</li> <li>Workplace Violence</li> <li>Disruptive Resident</li> <li>Contacting Security</li> </ul> | <p>Standard: All electronic security equipment will be inspected monthly for functionality.</p> <p>Facilities, Security, and SFSO will develop an action plan to address vulnerabilities resulting from malfunctioning equipment.</p> | <p>Standard: The security program will be measured by its ability to increase confiscations of contraband and prohibited items by ten percent (393 items) from the quarterly baseline average of 357. This will be achieved through:</p> <ul style="list-style-type: none"> <li>Conducting patrol rounds in resident gathering areas where illicit drug activity is suspected.</li> <li>Intercepting contraband and prohibited items using property screening technology.</li> <li>Performing random security screening audits to assess the thoroughness of the screening process.</li> </ul> |
| <p>Threshold – 80%</p> <p>Target – 90%</p> <p>Stretch – 98%</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Threshold - 80%</p> <p>Target - 90%</p> <p>Stretch – 98%</p>                                                                                                                                                                                                                                     | <p>Target - 98%</p>                                                                                                                                                                                                                   | <p>Threshold - 80%</p> <p>Target - 90%</p> <p>Stretch – 98%</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



# Confiscation of Contraband and Prohibited Items

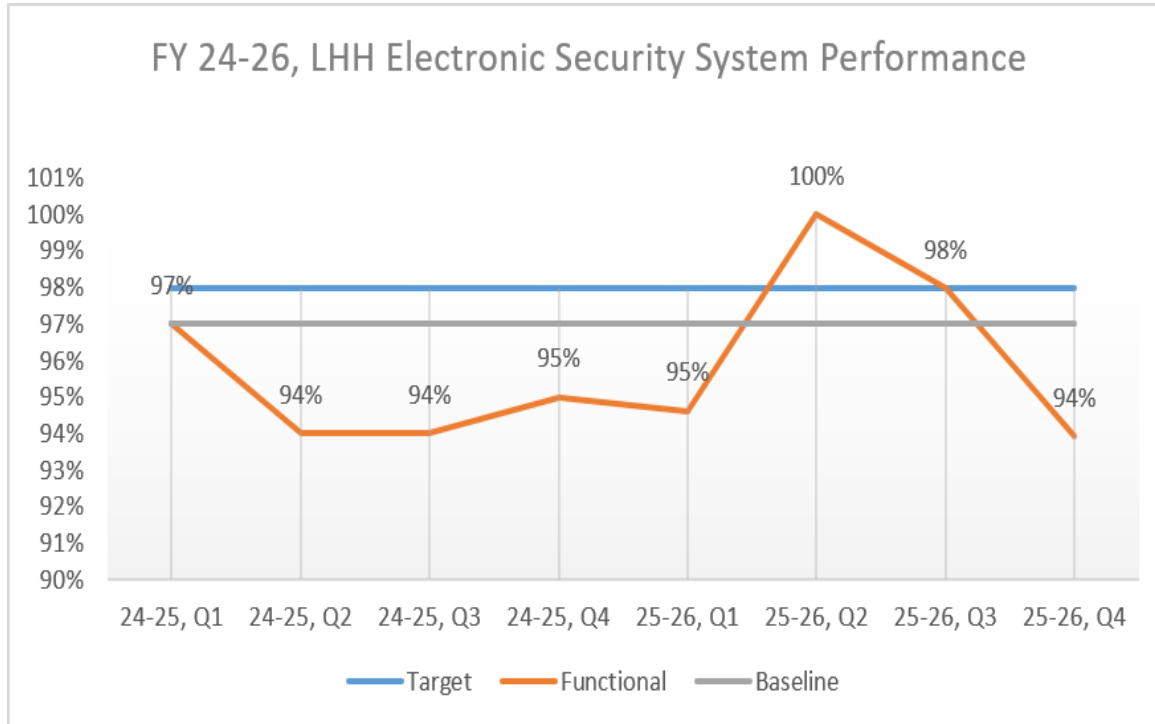


- In FY25-26, the screening performance exceeded the target for confiscating, detecting, and destroying contraband and prohibited items by 51% (from 1,572 to 2,370).
- Over the past three years, confiscated contraband and prohibited items have increased by 66%.

The coordinated efforts of Sheriff's staff and private security resulted in screening 38,424 visitors through X-ray equipment, handheld metal detectors, and campus patrols. A total of 2,370 contraband and prohibited items were confiscated, 88 percent of which consisted of cigarettes, lighters, knives, and other sharp-edged weapons.



# Electronic Security Systems Performance



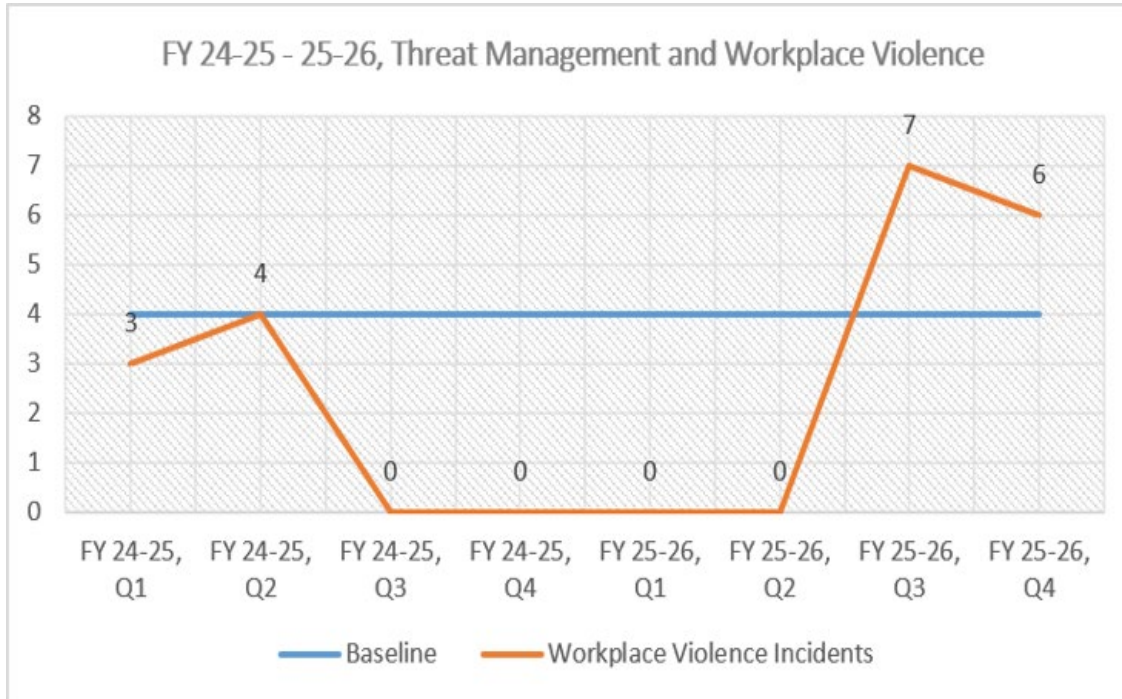
- The electronic security system is performing at 94%, which is four percent below target.
- Security system performance increased by two percent over the previous year.
- Technology investments for LHH are included in the FY26-27 budget.

| FY25-2026, System Evaluation Report |               |
|-------------------------------------|---------------|
| Devices                             | Functionality |
| Access Control                      | 96%           |
| Card Reader Terminals               | 95%           |
| Surveillance Cameras Servers        | 100%          |
| Surveillance Cameras                | 88%           |
| Popup Maps                          | 100%          |
| Emergency Call Boxes                | 63%           |
| Input Alarms                        | 96%           |

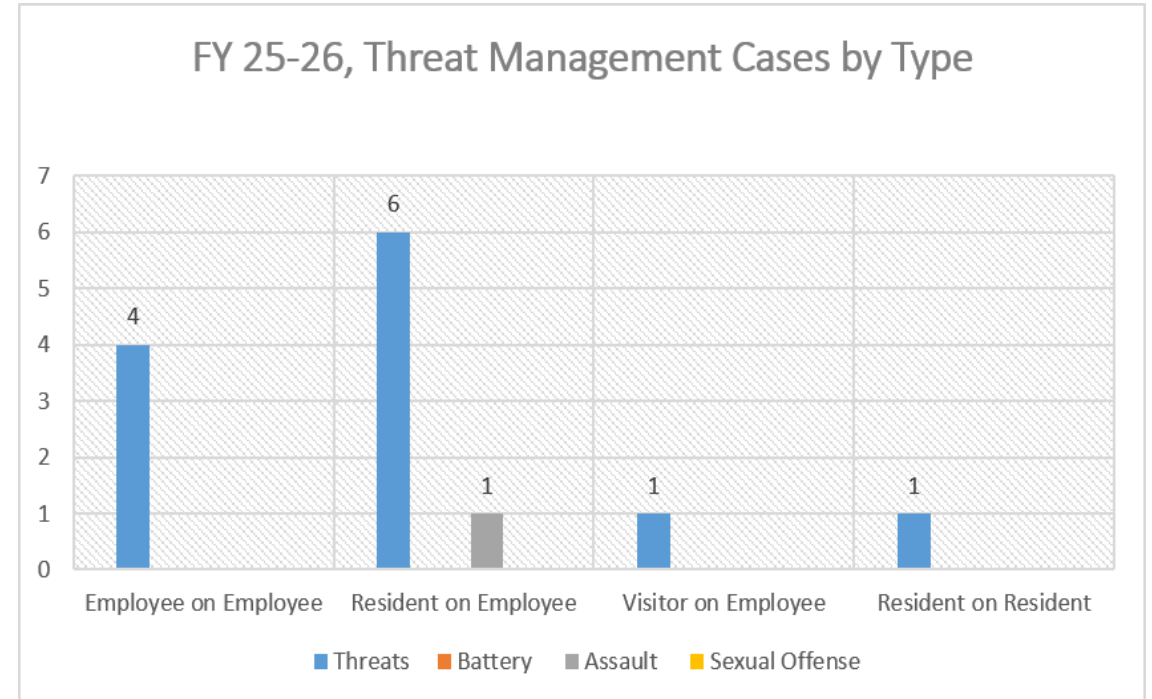
- Preventive maintenance and device inspections are conducted monthly.
- Coordination with the system vendor and Facilities Services is ongoing to ensure continued system functionality.
- The system's condition was escalated to the IMT and is being monitored by the Environment of Care Committee.



# Threat Management Reported Incidents



Updated threat escalation protocols empowered staff to escalate perceived threats earlier and more consistently. This change resulted in an 85% increase in threat management reports compared to the previous fiscal year.



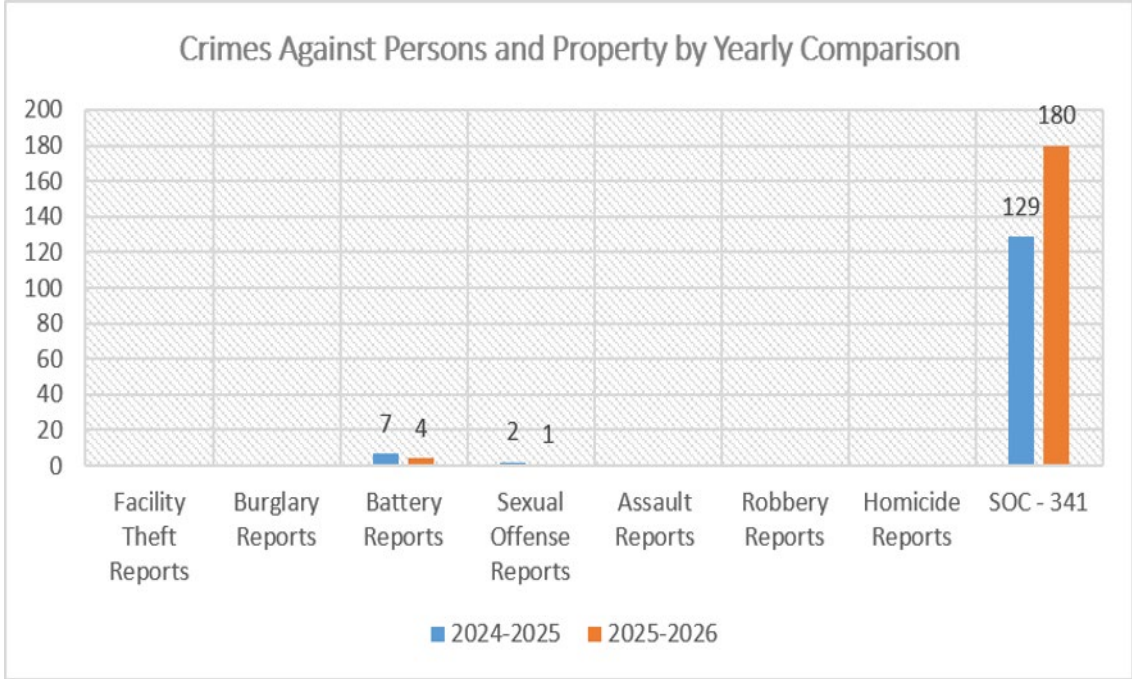
- Resident reports of threats and acts of violence against employees accounted for 54% of threat management reports.
- Nine remedial actions were implemented to address the threats, including developing a safety plan, coordinating an SFSO response, and initiating Human Resources investigations.





# Reported Crimes Against Persons and Property

| Crimes Activity Reporting                       |           |           |
|-------------------------------------------------|-----------|-----------|
| Yearly Comparison                               | 2024-2025 | 2025-2026 |
| SFSO - Facility Property Theft Reports (>\$900) |           |           |
| SFSO - Burglary Reports                         |           |           |
| SFSO - Battery Reports                          | 7         | 4         |
| SFSO - Sexual Offense Reports                   | 2         | 1         |
| SFSO - Assault Reports                          |           |           |
| SFSO - Robbery Reports                          |           |           |
| SFSO - Homicide Reports                         |           |           |
| SOC-341 – Patient Abuse Reporting               | 129       | 180       |
| <b>Total</b>                                    | 138       | 185       |



- Comparing FY24-25 to FY25-26, criminal reports activity increased by 34%.
- Patient Abuse reports increased by 39% and accounted for 97% of SFSO reports.

| SOC – 341 Reports by Type                           | Percentage | Reports |
|-----------------------------------------------------|------------|---------|
| Resident-on-Resident Altercations (verbal/physical) | 36%        | 65      |
| Adverse/Drug Event                                  | 24%        | 44      |

| Action Taken                | 2025-2026 |
|-----------------------------|-----------|
| Emergency Protective Order  | 2         |
| Private Person Arrest       | 1         |
| Criminal Investigation Unit | 2         |
| <b>Total</b>                | 5         |

# Upcoming: Weapon Detection Systems, FY26-27

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- Evolv system planning in process
- Systems planned for 3 main entrance points
  - Pavilion lobby
  - Administration lobby
  - 3<sup>rd</sup>-floor entrance
    - This entrance will move to the 5<sup>th</sup> floor when the Mand O wings open



# Upcoming: Weapon Detection Systems, FY26-27

- Residents, visitors, families, and staff will go through the detection systems
  - Communications
    - Announced at Resident Council
    - Started written communications in Daily Sit Stat
    - Updates given at Employee Health and Safety Committee
  - Culture change
    - Will work with the Care Experience team to create interactive opportunities for the LHH community



# Questions?