
SECURITY SERVICES

Rapid Improvement Resource

INTRODUCTION

Security Services represents a vital team in the continuum of care, as well as consisting of a wide range of activities from keeping patients and employees safe, demonstrating a welcoming demeanor, as well as (when needed) deescalating conflict/dangerous scenarios. The skillset requires a wide range in variation. From emergency department entrances, patrolling hospital parking lots, inpatient areas, and beyond, demonstrating excellent care is necessary to create patient loyalty. This rapid improvement resource focuses on staff engagement in security services and communication best practices applicable across those experiences.

STAFF OWNERSHIP AND ENGAGEMENT

Engaging staff in security services is vital to creating ownership and improving performance; instilling empathy helps staff recognize the elements needed for producing the desired experience. PRC Excellence Accelerator recommends clients do “perspective taking” exercises or gurney journeys. This is a unique opportunity to step into the shoes, slippers, wheelchair, or gurney of a patient to see the experience from their eyes and to develop communication designed to diminish fear and anxiety and help to promote patient engagement in the care process.

We must understand that, especially when encountering metal detectors and security guards, anxiety can either be heightened or greatly reduced. Recognizing patient needs in demonstrating safety while on your campus in a way that exudes compassion is essential. Evaluate key touchpoints where security has exchanges with patients: hospital entrances, parking, entering a clinic or specialty area, sitting in the waiting room, walking hallways and disturbances see the experience as positive and respectful. In the patient’s eyes, these elements (e.g., feeling safe and treated with compassion) can have a huge influence on perceptions of the total experience (including the actual examination or procedure), and we must establish excellence in each aspect in order to deliver a seamless experience.

Identifying words and phrases designed to address the clinical, safety, and emotional needs of patients at each stage of their visit allows us to provide the experience patients expect. In considering the communication that will be effective, questions patients may have will become apparent as well and can also be addressed as communication is developed.

The below exercise is a sample mapping exercise, designed for a leader to work with their team to “map” the patient experience, identify the needs of the patient at key touch points, identify words that may negatively influence the experience, and create positive words and phrases to demonstrate excellence. Be sure to adapt it as needed to incorporate all the key points in your particular process.





Key Touchpoints

Patient Experiences and Needs

Negative Words

Positive Words

Emotional | Clinical | Safety

Entrances

Encountering metal detectors

In waiting rooms

In public areas (e.g., hallways, parking lots)

During conflict

When you think about members of security services that excel in making patients feel welcome, what attributes do they demonstrate?

When you think about members of security services that excel at respectfully deescalating conflict/dangerous situations, what attributes do they demonstrate?

What does your security team want to be known for? How often does that show up every day? Where are the gaps?

