



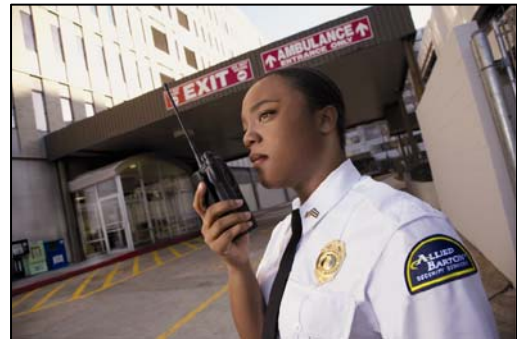
Local Response | National Support

New Survey Identifies Specialized Training and Respect for Culture as Key Factors in Healthcare Security Personnel Selection

By Ken Bukowski, AlliedBarton Security Services Vice President of Healthcare

From the constant flow of patients and visitors to hectic emergency departments and an increase in regulations, today's hospitals face more challenges than ever and their security concerns are unique. AlliedBarton Security Services recently conducted a survey among hospital executives to further understand their security concerns and what they expect out of their security program.

The survey included in-depth interviews with senior level administrators at 22 organizations representing 190 acute care and specialty hospitals across the country. The findings revealed that the unique circumstances and institutional cultural issues found in healthcare facilities play a major role in the security staffing hiring process.



While quality of service, professionalism and cost were cited as important factors, respondents overwhelmingly agreed security officers must understand the cultural sensitivities and security challenges specific to a hospital setting.

Because healthcare leaders put such an importance on culture, it's important that security personnel respect a hospital's mission and values. They must also understand the delicate balance between having a 'servant's heart' when interacting with patients and visitors and being able to quickly and effectively secure the hospital in the event of disruption or violence.

Specialized training was also mentioned numerous times throughout the interviews. In addition to understanding HIPAA and other healthcare regulations, administrators believe security personnel should receive training to de-escalate common hospital incidents and protect vulnerable populations including infants and behavioral health patients.

Healthcare facilities are a unique environment and it's important that security personnel possess cultural understanding and specialized training in order to be most effective in their position.

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For more information call 1-866-825-5433 or visit www.AlliedBarton.com/Healthcare.

About the Author: Ken Bukowski is Vice President of AlliedBarton Security Services' Healthcare division. AlliedBarton is the industry's premier provider of highly trained security personnel to many industries including Higher Education, Commercial Real Estate, Healthcare, Residential Communities, Chemical/Petrochemical, Government, Manufacturing and Distribution, Financial Institutions, and Shopping Centers. Bukowski has worked in a variety of roles for different health systems for more than 23 years. He can be reached at kenneth.bukowski@alliedbarton.com.