

NYC
HEALTH+
HOSPITALS

Jacobi

WORKPLACE VIOLENCE ACTIVE SHOOTER

SITUATIONAL AWARENESS IN THE HOSPITAL ENVIRONMENT

A COALITION PERSPECTIVE



“Trigger” Warning

- ▶ The subject matter and visual aides used in this presentation may be upsetting or re-traumatizing to participants who have experienced gun violence and healthcare workplace violence.
- ▶ Trigger warnings are meant to give people with post-traumatic stress disorder, and others who have experienced trauma, an idea of the content they're about to encounter, with the goal of allowing participants to emotionally prepare for the content to come.

Jacobi Geography



Data – Trauma

Jacobi Penetrating Trauma Stab Wound (SW) & Gunshot Wound (GSW) Totals 2018-2021



Note. Jacobi Penetrating Trauma Statistics from 2018 to 2021. Garcia, C. (2022). Jacobi Medical Center

Trauma Data [PowerPoint slides] Trauma registry NTRAC.

Data – Workplace Violence

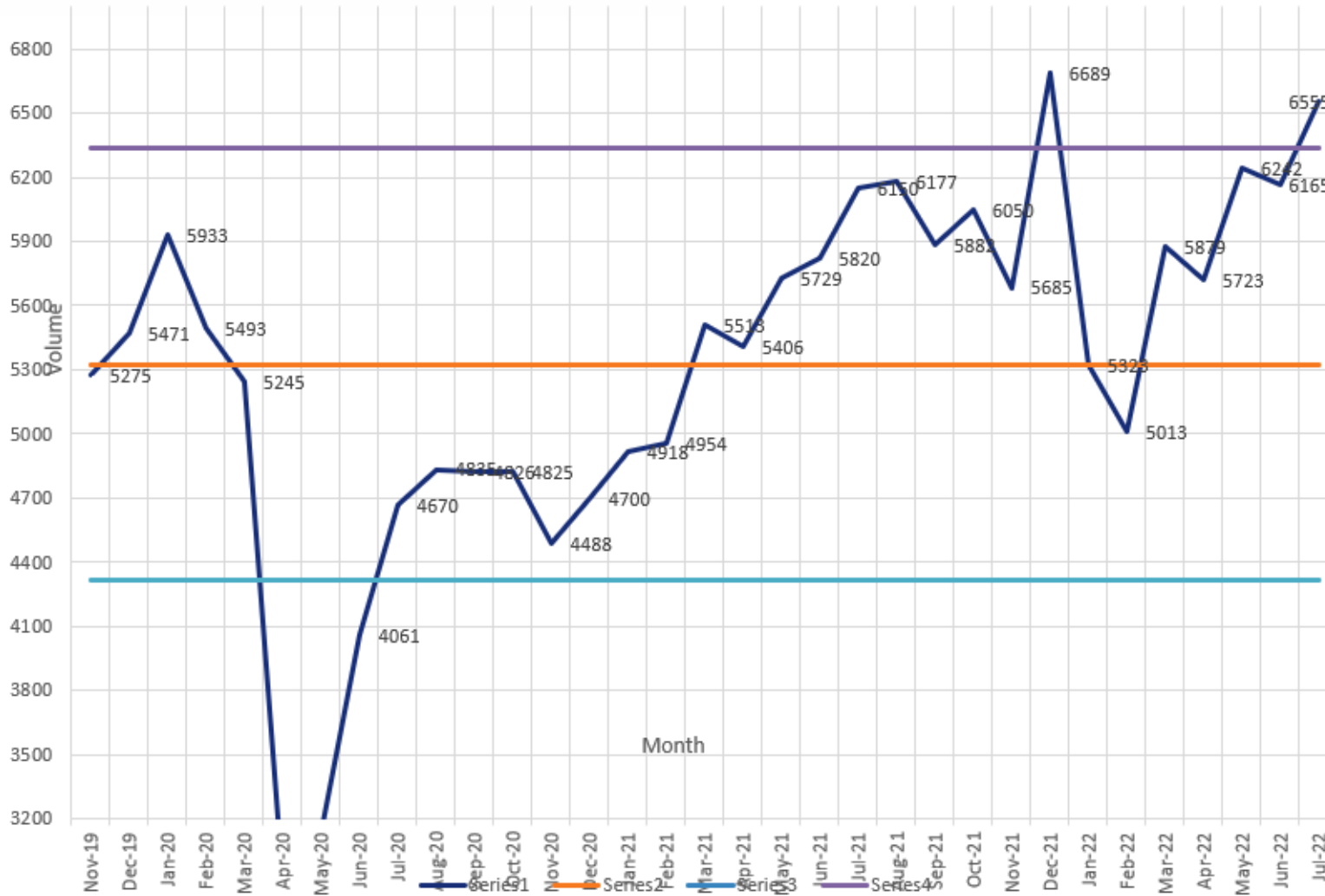
Statistics on Jacobi Workplace Violence Reported Occurrences

Type of Incident	2018	2019	2020	2021
Type 1 – No Relation to Workplace	6	0	4	0
Type 2 – Patient/Customer / Client	79	97	62	77
Type 3 – Employee/Co-Worker	19	15	12	19
Type 4 – Personal/Family Member	0	0	0	0
Total Report Occurrences	104	112	78	96

Note. From Statistics on Jacobi Workplace Violence Reported Occurrences and Injured Employees by Title and Year 2018 to 2021. Campbell, K. (2021). Jacobi Medical Center Hospital Police Workplace Violence Statistics Report.

Jacobi JMC ED Adult Volume

Historical Average: 5400 patients/month
 2021 Average: 5750 patients/month
 2021 7% increase year on year
 2022 running @121%!
 6555 July 22



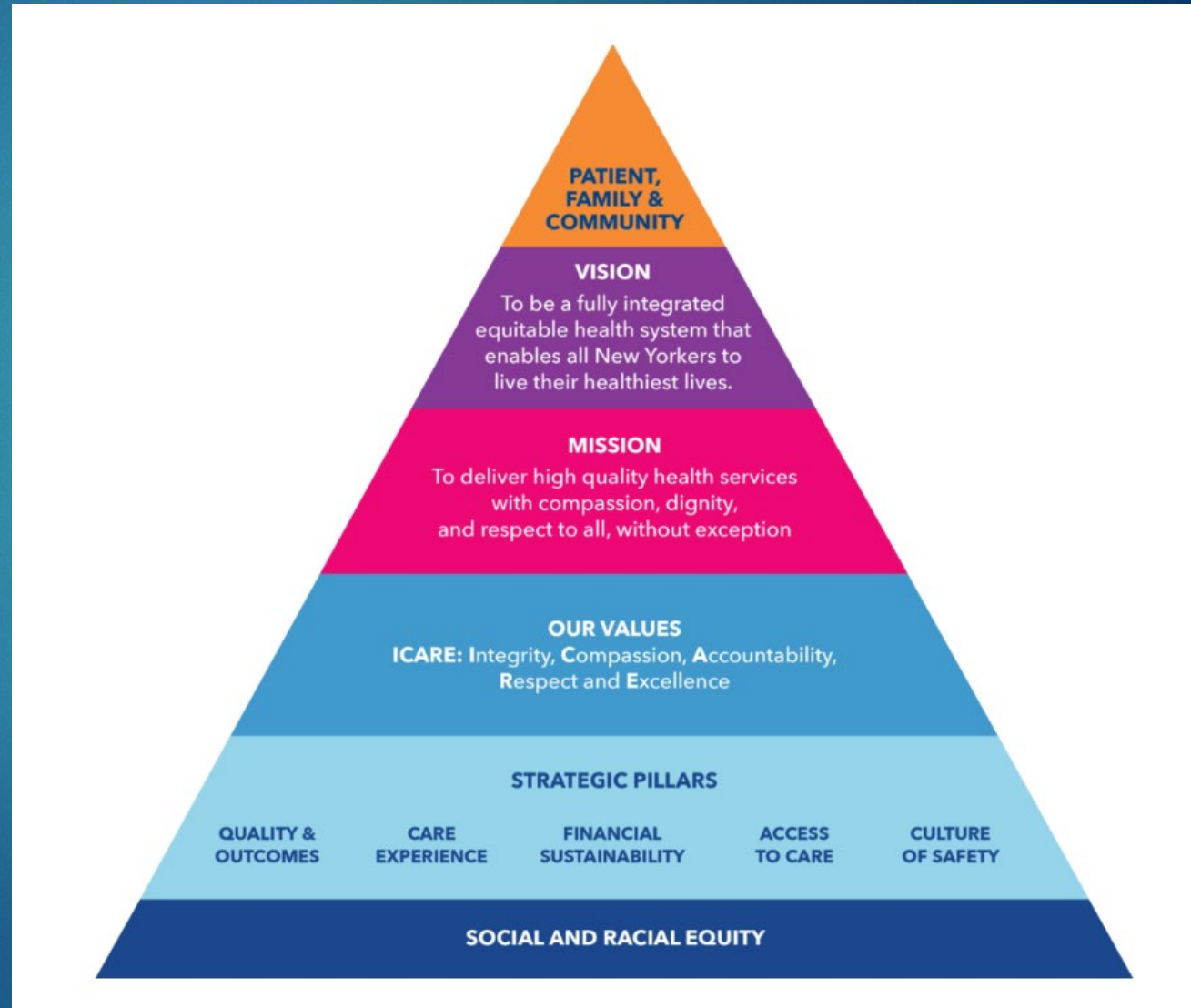
6689 pts in December busiest month in In 2.5 years.

Nml=@65k/yr @5400/month
 2022 projection: @70K/yr @5850/month

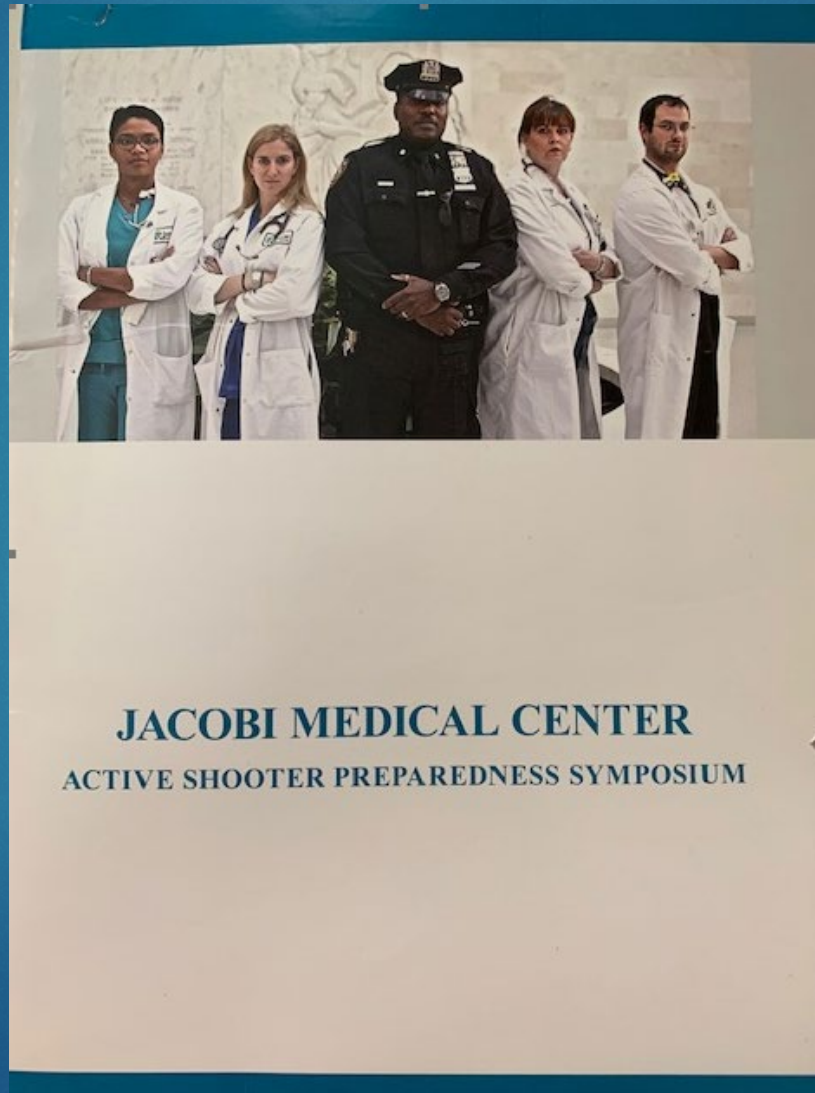


Paradox of Balancing Our Corporate Values with Safety...

Hospital Environment
Welcoming and
Inviting



2015 Symposium / Active Shooter Drill



2017 Bronx Lebanon – Bronx Care

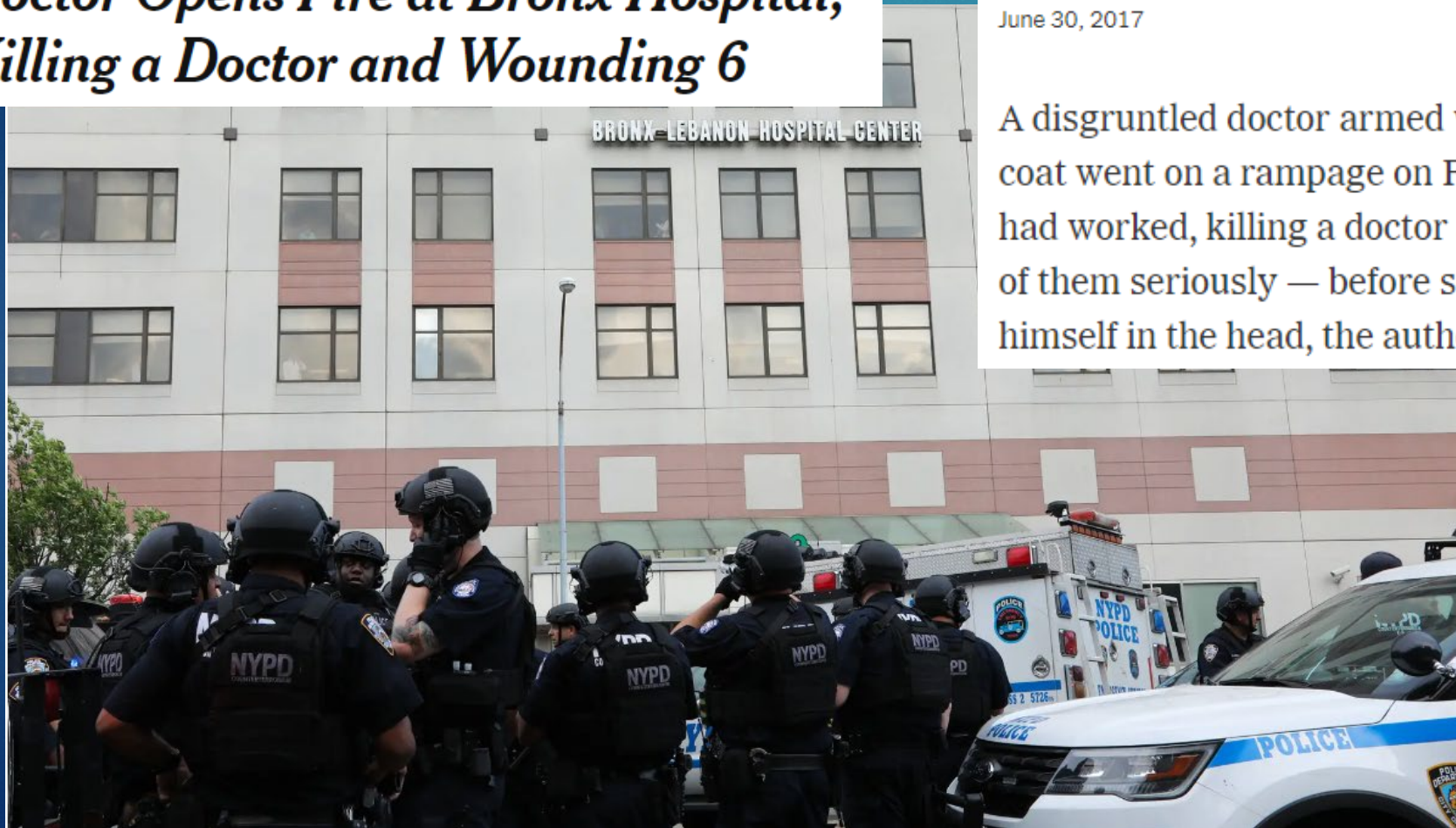
The New York Times

Doctor Opens Fire at Bronx Hospital, Killing a Doctor and Wounding 6

By [Sarah Maslin Nir](#)

June 30, 2017

A disgruntled doctor armed with an AR-15 rifle and wearing a lab coat went on a rampage on Friday in the Bronx hospital where he had worked, killing a doctor and wounding six other people — five of them seriously — before setting himself on fire and shooting himself in the head, the authorities said.



2018 BEPC Training with FEMA CERT Teams

By Patrick Rocchio

0 comments Posted on June 28, 2018



Jacobi personnel at the workshop to help prepare for an active shooter situation: (l-r) Chris Mastromano, hospital CEO; Janice Halloran, director of emergency preparedness; Mike McMorrow, director of hospital police; Barabra Deiorio, public relations director and Joanne Sampson, hospital director of human resources.

Photo by Odette Scofield

Jacobi prepares for possible 'active shooter' scenario

A local hospital is preparing for a scenario that it hopes will never happen.

Jacobi Medical Center held an Active Shooter Preparedness event on Wednesday, June 13 that was open to the community and the hospital's Community Advisory Board on what individuals can do to protect themselves and others in case of a mass-shooting incident.

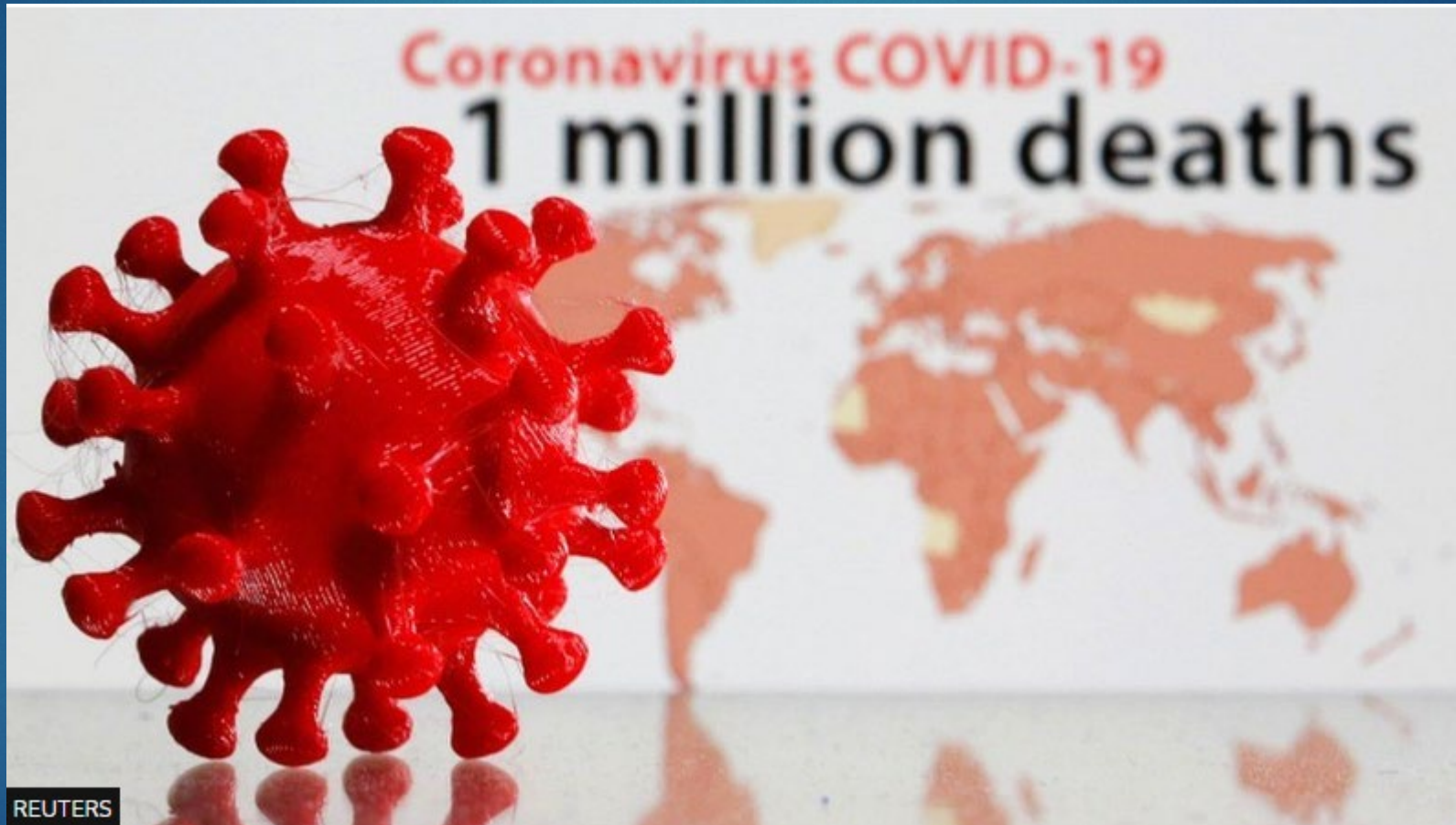
The event comes on the heels of the one-year mass shooting anniversary at Bronx Lebanon Hospital. The June 30, 2017 incident left two people dead and several wounded when a disgruntled former doctor opened fire.

BRONX*Times*

2019 Ongoing Active Shooter Preparedness Trainings (ALICE)



2020 COVID -19



2021 (July) Armed Patient in CPEP



2021 (September) ED False Alarm



2022 (January 12) Armed Patient in Radiology



Chest X-ray Showing Hidden Gun is a photograph by Scott Camazine which was uploaded on October 28th, 2014.

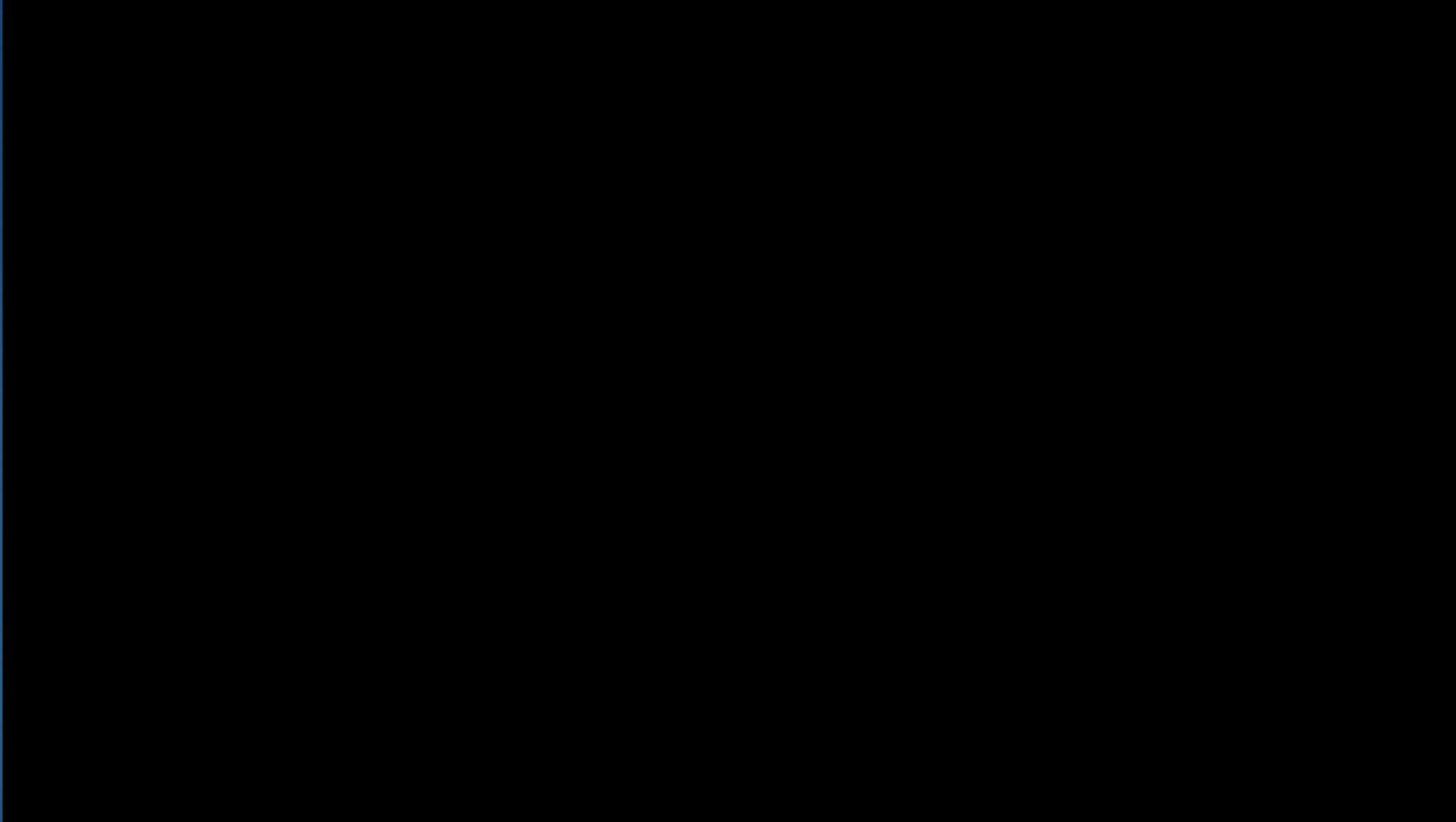
January 25, 2022

DAILY NEWS

Shooting inside Jacobi Medical Center in the Bronx wounds man: VIDEO

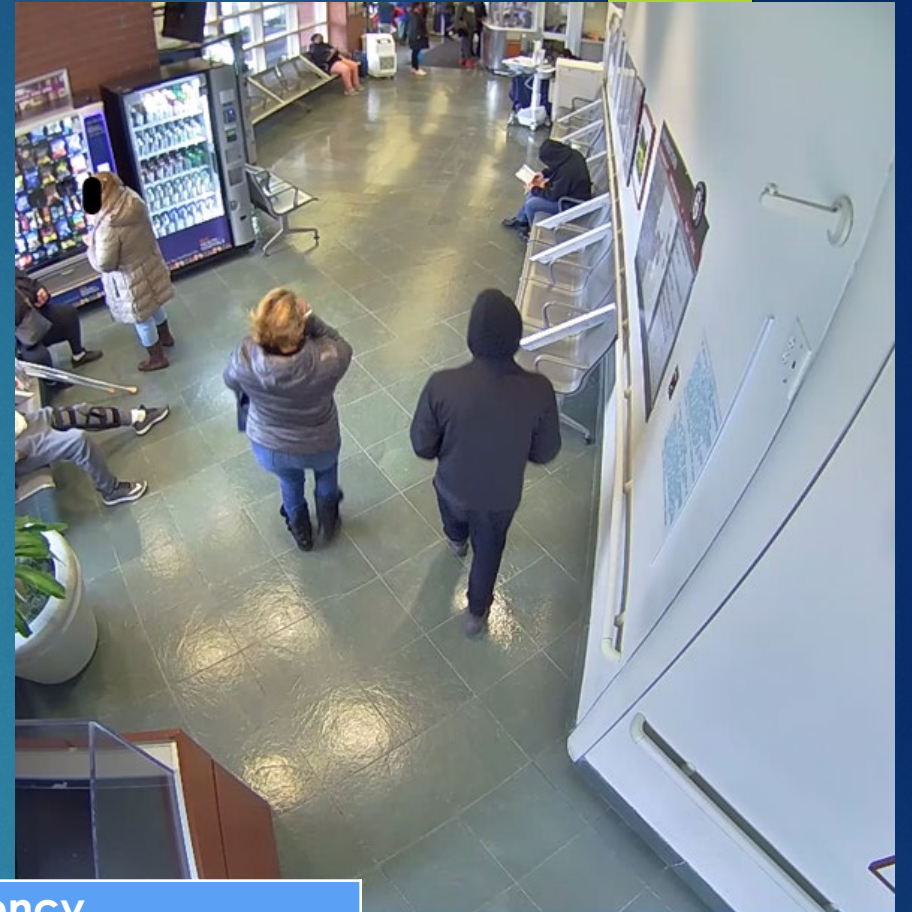


Surveillance Video





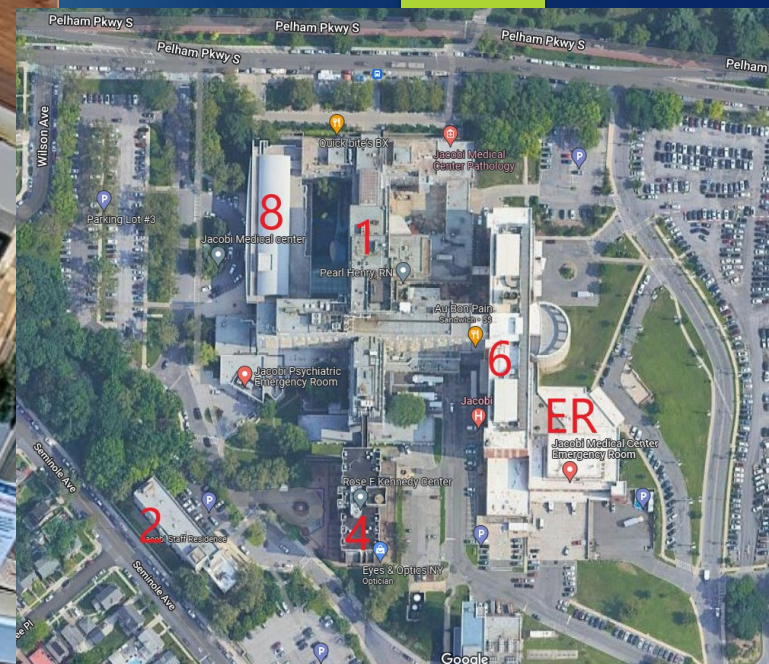
11:35am	The shooter and a female companion enter Building 8. The shooter is wearing a hooded black sweatshirt. They enter Building 8.
11:35-11:43	The shooter and a female companion visit several outpatient clinics in building 8 attempting to register for care.



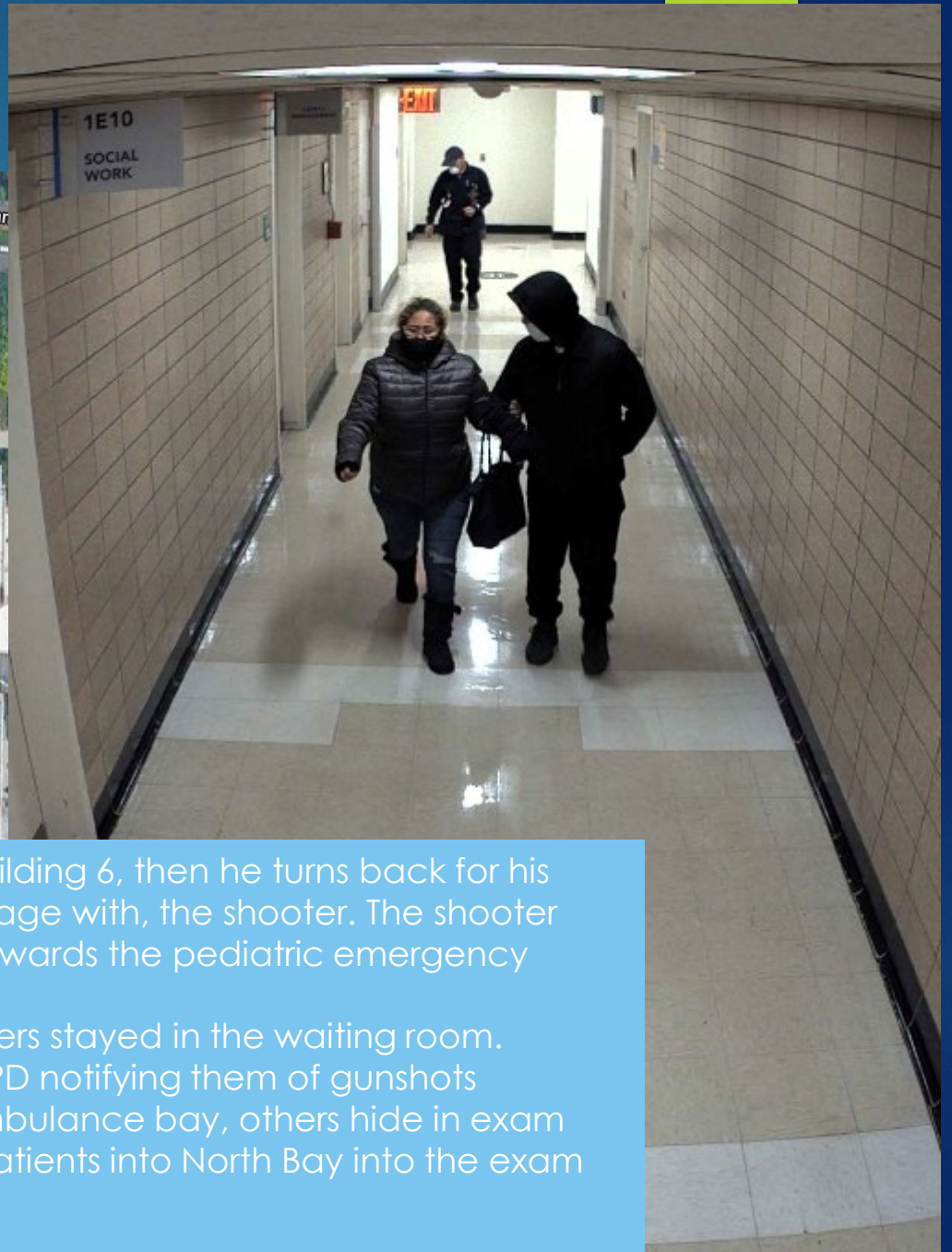
11:43	The shooter and his companion are redirected to the Emergency Department.
11:52	The shooter and his companion return back in the Building 8 lobby, the female companion speaks to Hospital Police officer, possible wayfinding question, before the shooter and his companion walk towards the Emergency Department.
11:54	The shooter and his companion enter the Emergency Department Waiting Room.



11:59	The victim, (who had arrived at Jacobi via another portal of entry at 11:47am) moved to left side of waiting area to fill out paperwork (standing).
12:03	The shooter is observed pacing next to the ED walk-in automatic doors.
12:04	The shooter and his companion go to the right side of waiting room to sit and fill out registration paperwork. The shooter's companion returns the clipboard to the arrival desk and the shooter returns to the door area, pacing. The victim stays on left side of waiting area, takes a phone call.
12:12	The shooter is given his ED wristband by the Greeter RN.
12:13	The shooter takes the gun out of his waistband and slips it in his pocket. He goes and sits by the ED walk-in door, next to the plant.



12:31 The shooter's companion comes back to the registration desk, then the shooter approaches the desk, looking at the victim across the waiting room. He draws his weapon and fires his extended clip firearm four times towards the victim. The entire shooting took three seconds.



The shooter runs back towards the empty HP podium/hallway to building 6, then he turns back for his companion. The victim walked towards, and seems to verbally engage with, the shooter. The shooter and his companion turn away and exit down the walk-in hallway towards the pediatric emergency department.

Patients/visitors in the waiting area: Some people fled the area, others stayed in the waiting room.
NYPD Officers inside ED near the Resuscitation Bay radios out to NYPD notifying them of gunshots
ED Staff Response: Hearing gunshots, many staff run out through ambulance bay, others hide in exam rooms, others barricade. An NP calls 911 -staff bring waiting room patients into North Bay into the exam rooms to hide.

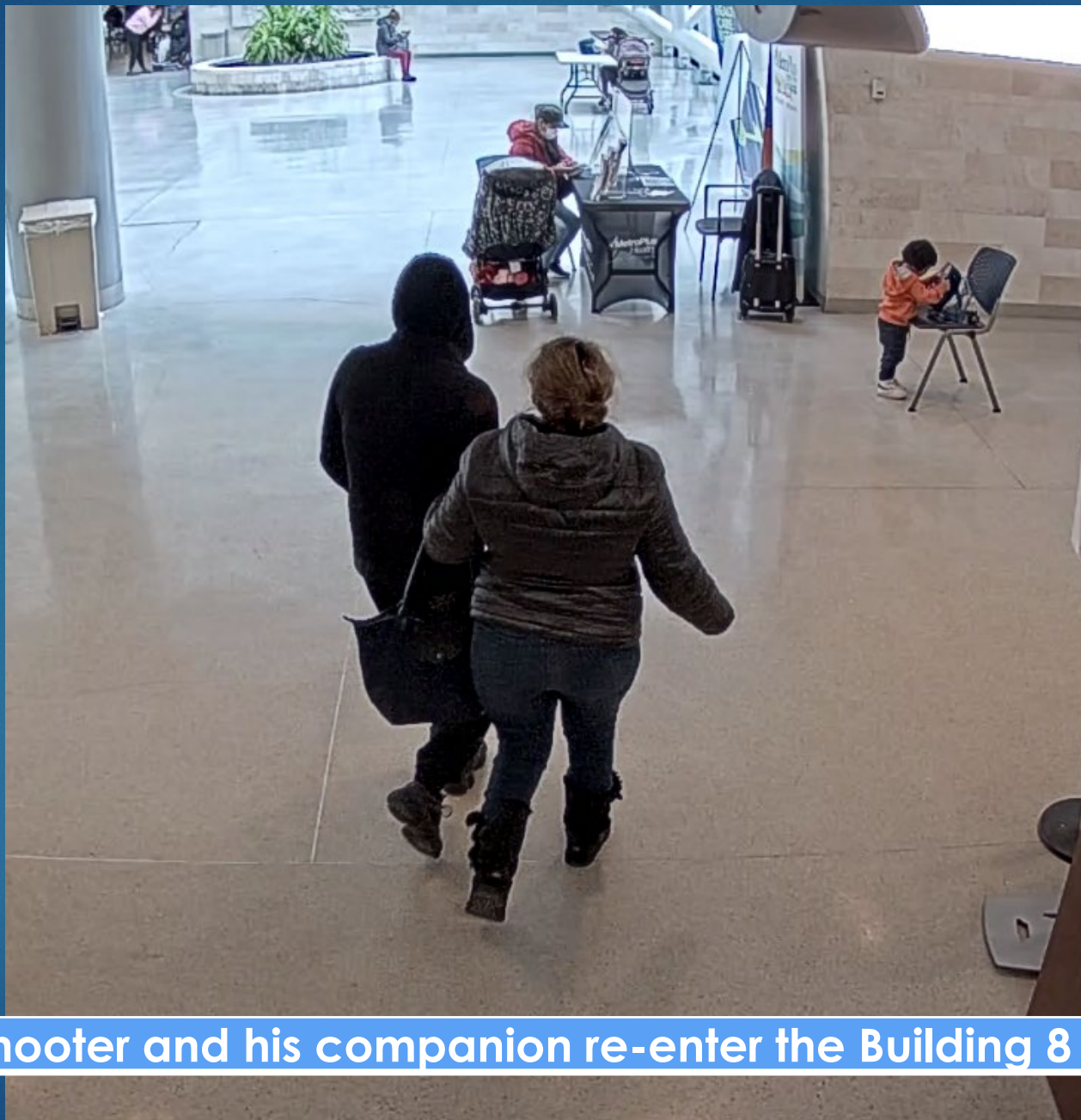


Staff Running and directing others away from gunfire



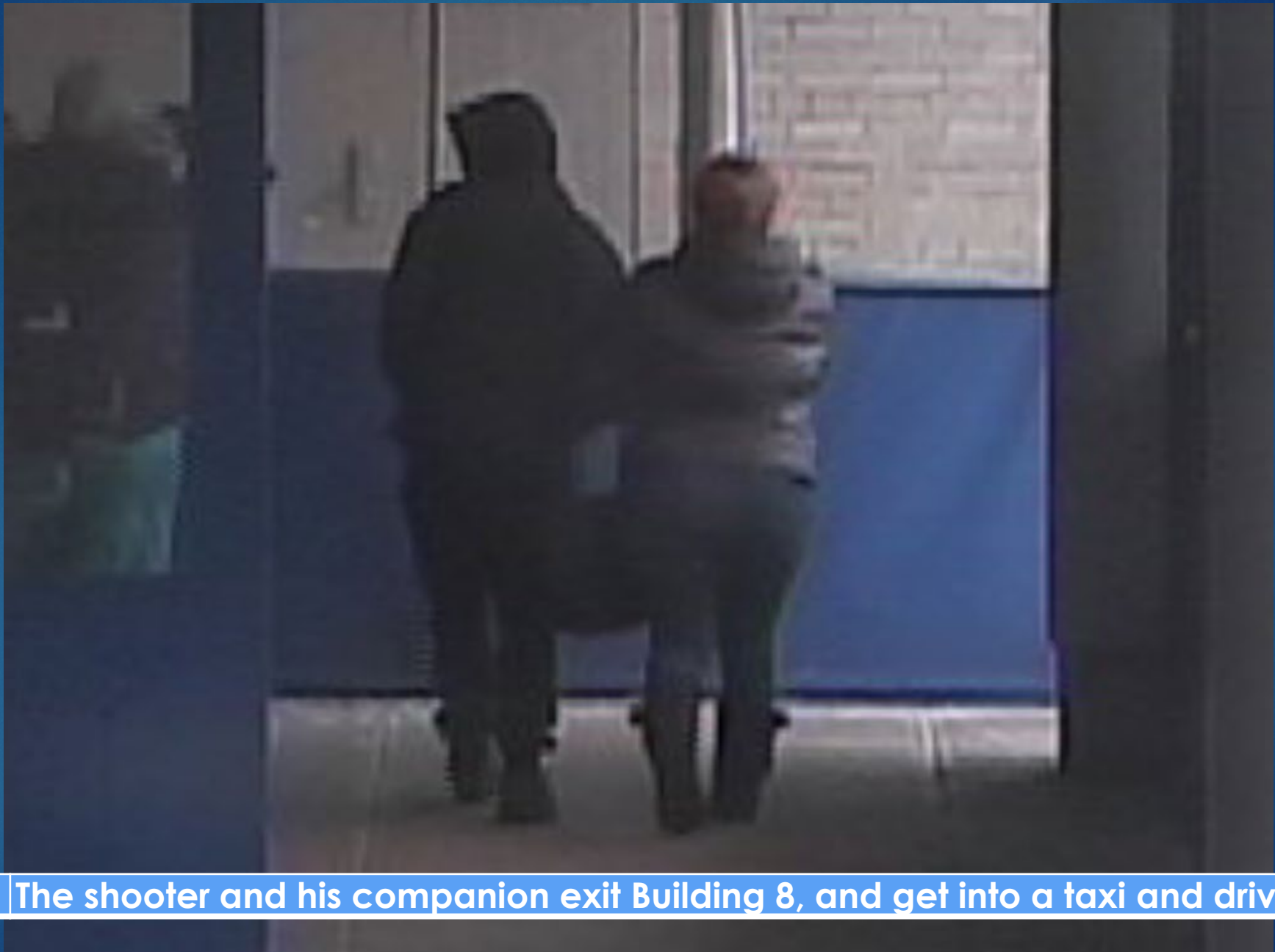
12:34:06.081 PM





12:34

The shooter and his companion re-enter the Building 8 atrium, arm in arm.



12:35

The shooter and his companion exit Building 8, and get into a taxi and drive off campus.

Immediate Actions:

- ▶ Staff: RUN/HIDE/FIGHT
 - ▶ Clerk Call to HP
 - ▶ Numerous Calls to 9-1-1 (including a radio call from NYPD officer being seen in ED)
 - ▶ Call to FDNY Chief for Situational awareness/eventual EMS diversion



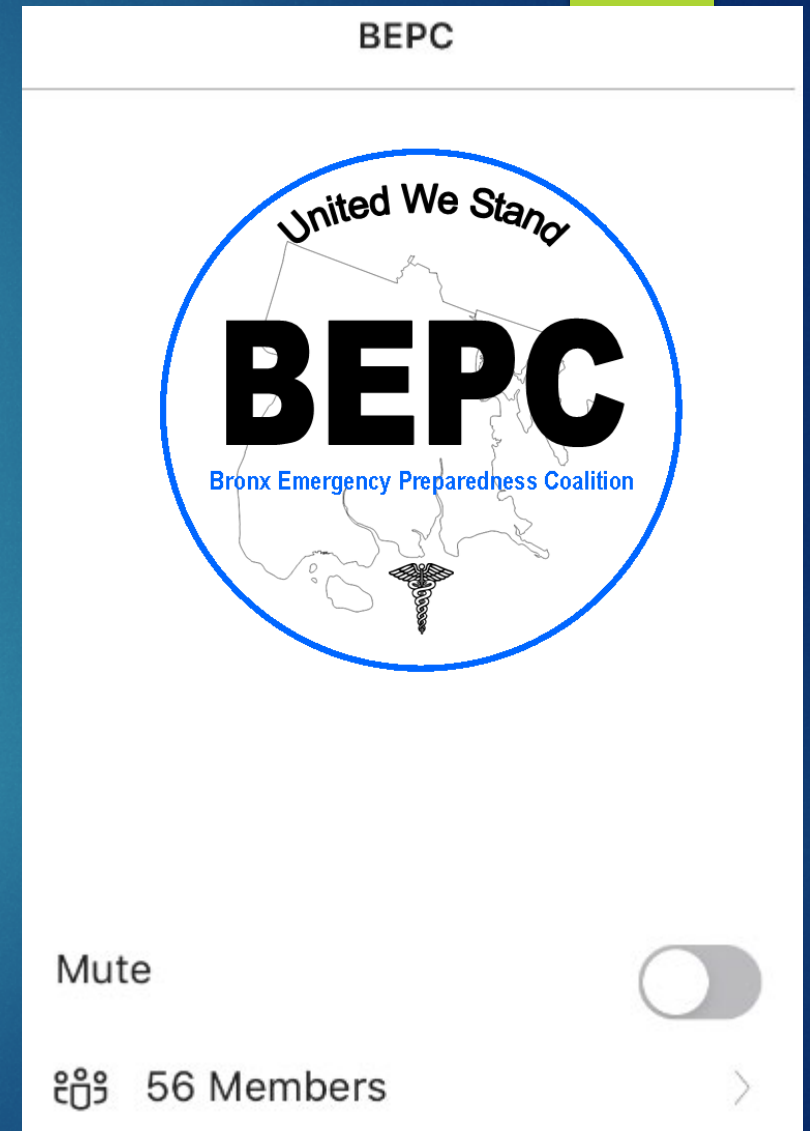
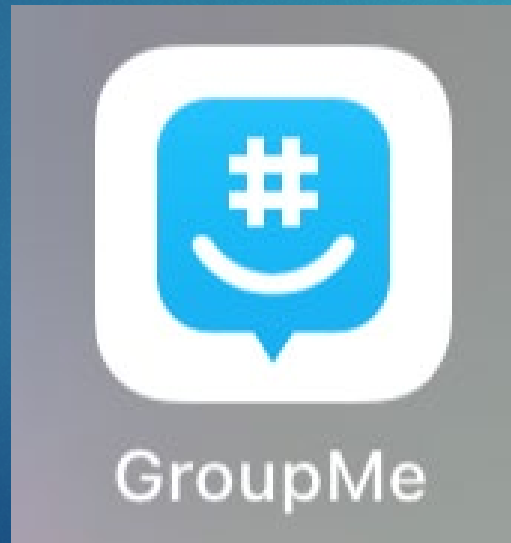
Life-Saving Trauma Care for the shot patient
NYPD detail assigned to follow case to OR / PACU

HP/NYPD Review of Local Surveillance Cameras to track path of shooter out of the building



Coalition Communication

- ▶ Activation of “GroupMe” Text Group
- ▶ Confirmation of Active Event
- ▶ Offerings of Support as needed
- ▶ Emotional Support and camaraderie



Continuity of Operations/Creativity

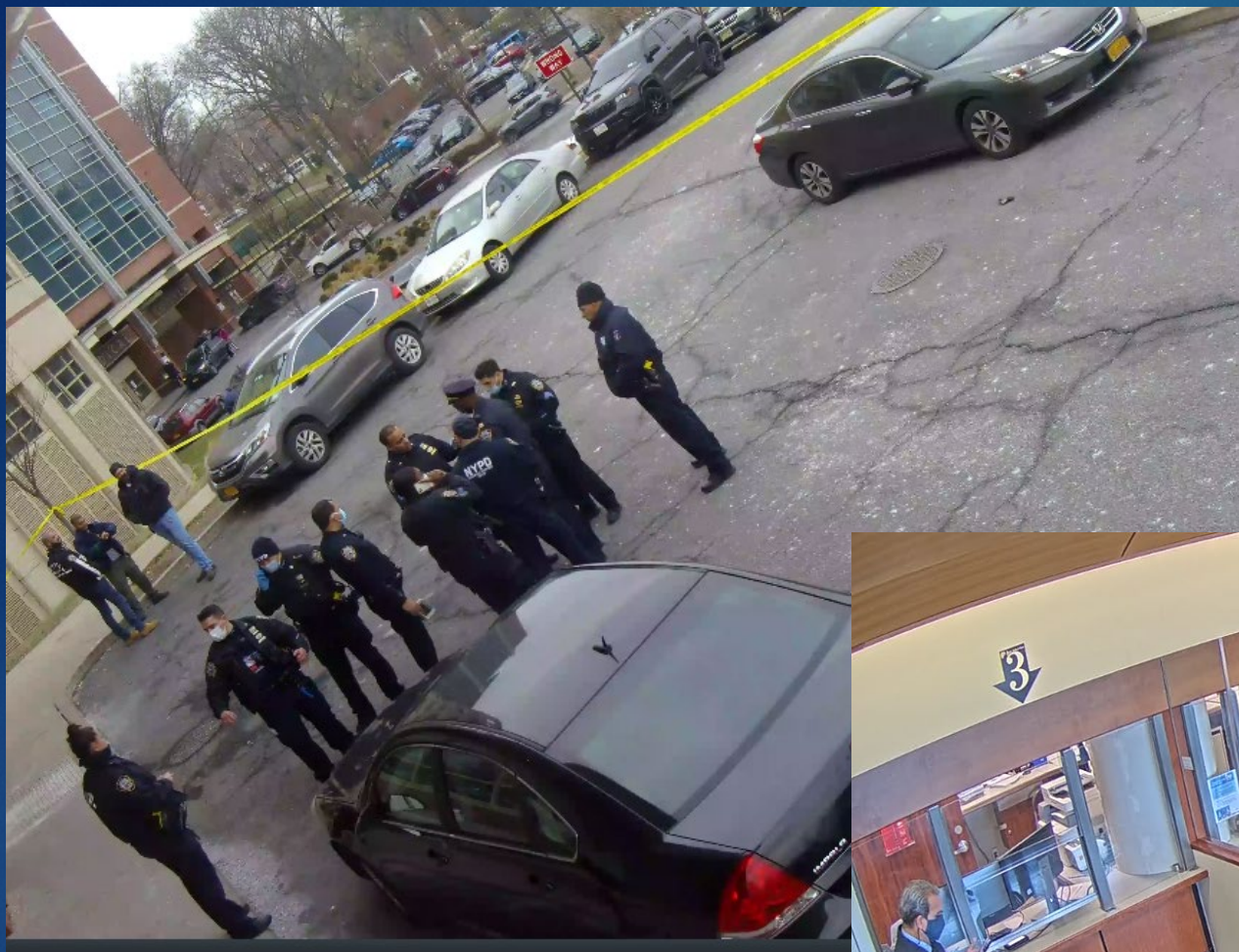
HP and NYPD Soft Lockdown of Campus entrances/exits

NYPD closed down adult waiting area, re: preservation of crime scene

Walk-In patients redirected to Ambulance Entrance

Waiting area closed by NYPD until midnight, then remained closed overnight for floor care, cleaning, bullet hole repairs, etc.





Staff Huddles/Debriefs



Borough President, Local Politicians, Mayor visits with staff



Photo from Bronx Times

Jacobi Medical Center shooting suspect arrested after signing in



Wednesday, January 26, 2022



BREAKING NEWS

25-YEAR-OLD ARRESTED FOR OPENING FIRE INSIDE JACOBI MEDICAL CENTER

EMBED <>

MORE VIDEOS ▶

The weeks following:

- ▶ Helpline for Staff to send suggestions
- ▶ Executive Debriefs and Vulnerability Assessments
- ▶ Revisiting Communication Plans and Pathways
- ▶ Promotion of Everbridge Enrollment
- ▶ Reinforcement of Plain Language Initiative –Staff Awareness

Staff Reactions to Traumatic Incident

- ▶ Fear, Anger, Anxiety
- ▶ Safety Concerns
 - ▶ Violence in the community
- ▶ Proud
- ▶ Staff Continued to come to work

Emotional Support for Staff

- ▶ Helping Healers Heal
 - ▶ **48 encounters** which included:
 - ▶ 29 debriefs = 382 staff members
 - ▶ 4 events = 114 people
 - ▶ 15 units rounds (these are not quantified)
 - ▶ Total excluding rounds = 496

SUV Community Shooting Response



NYC HEALTH+ HOSPITALS | **Jacobi** | **SUV**
STAND UP TO VIOLENCE

RECENT SHOOTING INCIDENT
On 1/25/22, a male was shot and injured in our Adult ED waiting room

COMMUNITY SHOOTING RESPONSE

DATE: Wednesday, February 2nd, 2022
TIME: 1:30pm

LOCATION: NYC Health + Hospitals/Jacobi bldg. 8 Atrium
1400 Pelham Pkwy
Bronx, NY 10461

Join us for a time of healing and to say no to violence!

SUV
STAND UP TO VIOLENCE
NYC Health + Hospitals / Jacobi

Call (718) 975-6312 | Email: [Facebook.com/SUVBronx](https://www.facebook.com/SUVBronx) | [@SUVBronx](https://twitter.com/SUVBronx)

Liked by carrieshumway1 and 6 others
jacobisuv Join us for a time of healing and to say no to violence!



JACOBISUV
Posts

Liked by sanchez4ny and 16 others

jacobisuv Thanks to our community partners for their support today.
[@brag_gss](#) [@sossouthbronx](#) [@save.harlem](#) [@snug_209](#) [@yonkersymca_snug](#)

February 2

Opportunities Identified by staff and leadership:

- ▶ Physical Safety Updates
- ▶ Staffing Plans
- ▶ Technology Upgrades
- ▶ Communication: Activation, Enrollment, Tools

What have we done in response?

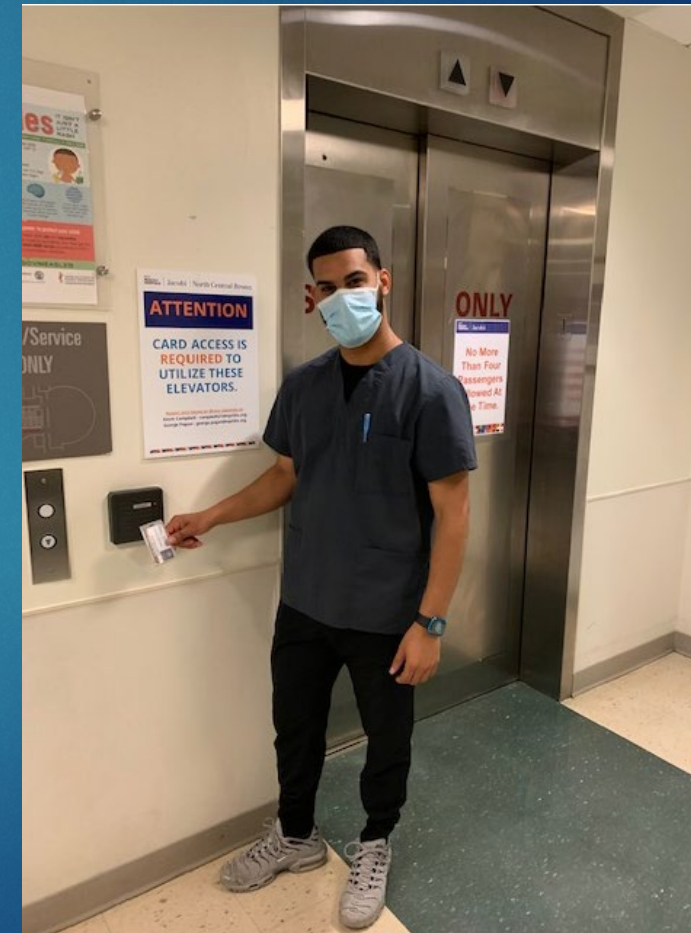
Physical Changes:

- ▶ Metal Detector at ED Walk-In entrance
- ▶ Metal Detecting “Wanding” of Ambulance arrivals



What have we done in response?

- ▶ Decreasing Entrance Availability - portals of entry – staff vigilance, ID card-access for outer buildings
- ▶ Additional ID Card Access Restricted Doors and elevators



HP PODIUMS

Nov 2021

vs

Oct 2022



Bullet Resistant Hospital Police Podiums

Current State October 2022



ED Arrival Desk

July 2021

Nov 2021

Oct 2022



- Walk-In Triage Redesign –safety and infection-prevention centric
- Bullet-Resistant glass

ED Registration Windows

Nov 2021 vs Oct 2022

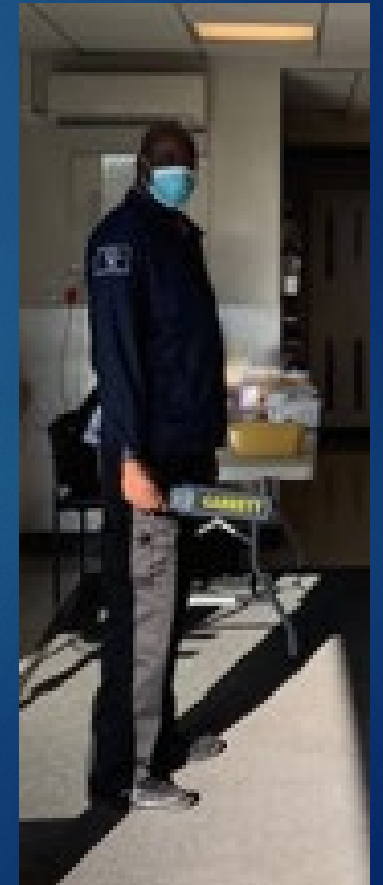




What have we done in response?

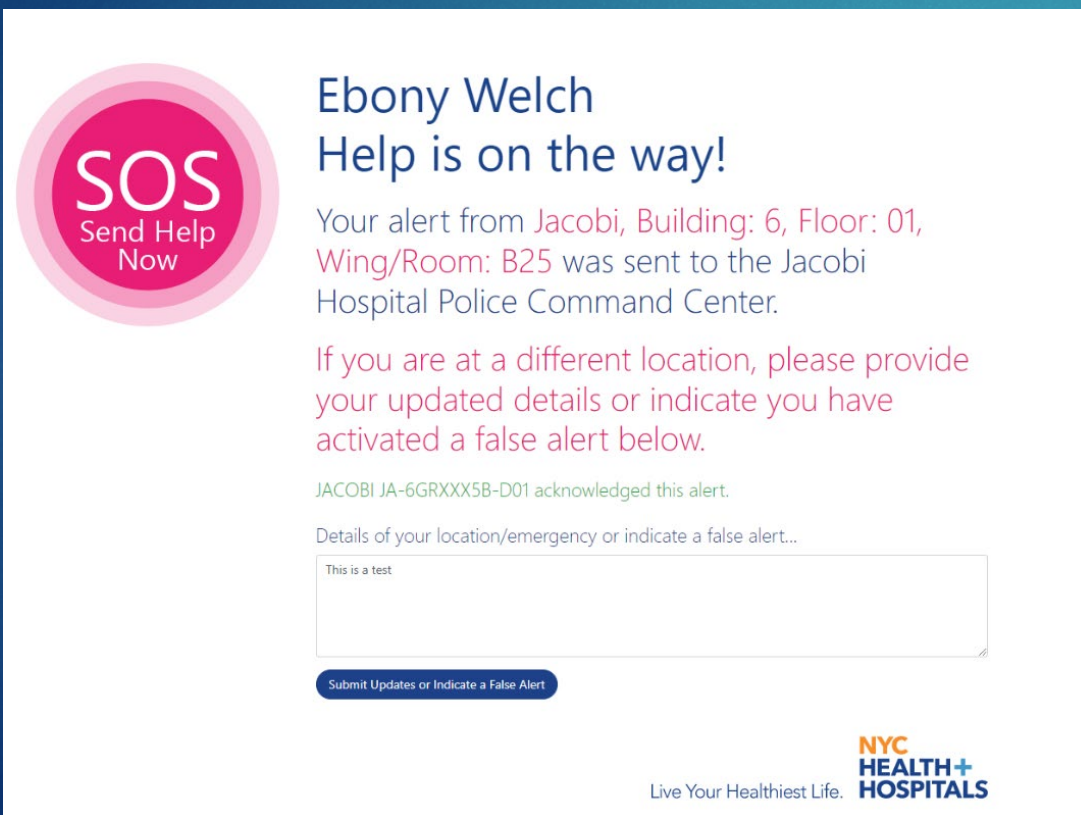
Staffing Changes:

- ▶ NYPD 49th Pct AED Waiting Room Post (Intermittent)
- ▶ Allied Security Staff
- ▶ Hospital Police
- ▶ BHAs



What have we done in response?

- ▶ Technology changes:
 - ▶ Everbridge
 - ▶ SOS alerts



SOS
Send Help Now

Ebony Welch

Help is on the way!

Your alert from *Jacobi, Building: 6, Floor: 01, Wing/Room: B25* was sent to the Jacobi Hospital Police Command Center.

If you are at a different location, please provide your updated details or indicate you have activated a false alert below.

JACOBI JA-6GRXXX5B-D01 acknowledged this alert.

Details of your location/emergency or indicate a false alert..

This is a test

Submit Updates or Indicate a False Alert

NYC HEALTH+ HOSPITALS
Live Your Healthiest Life.



Everbridge

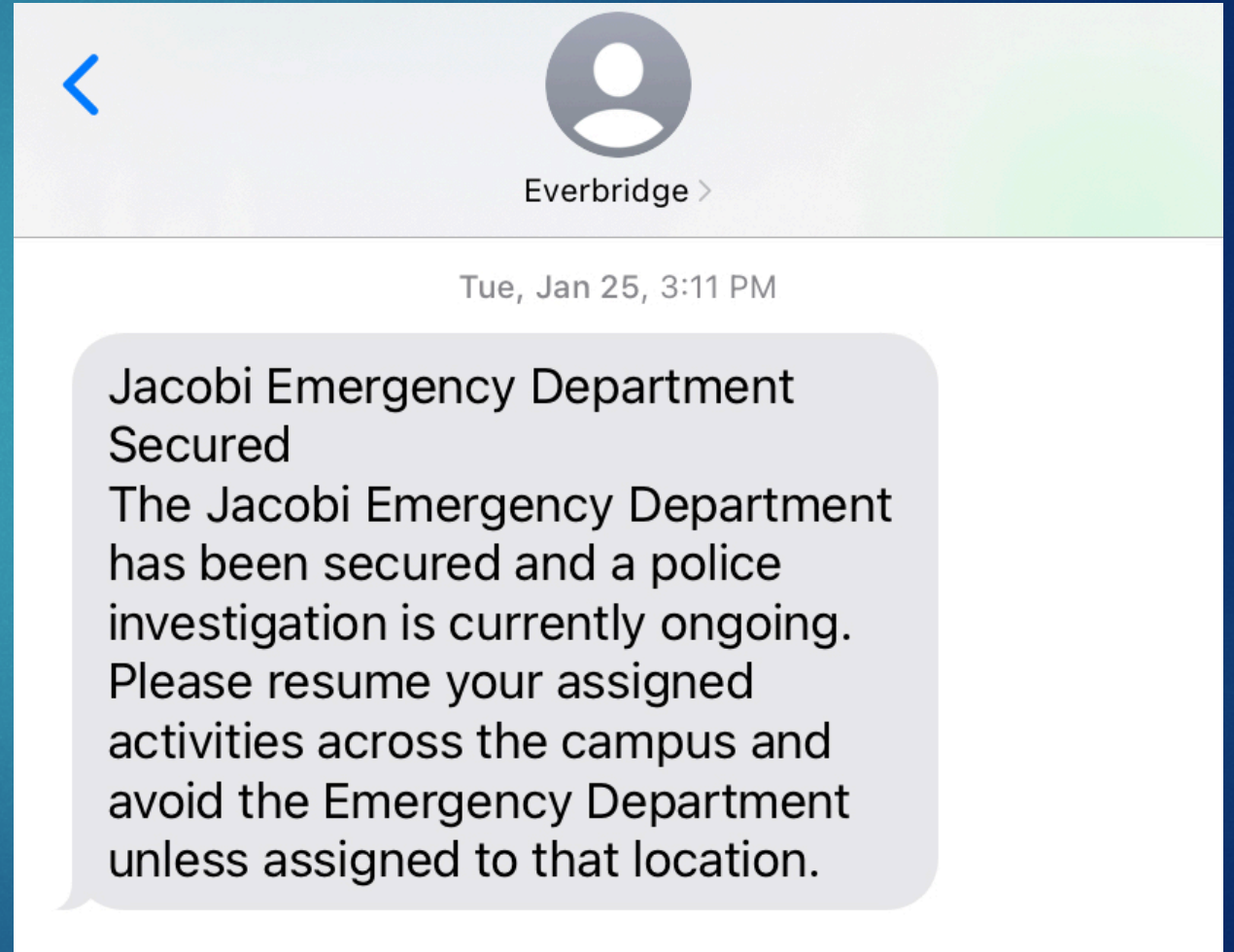
Promotion of staff enrollment in Everbridge

Everbridge

Emergency Notification System

**Sign up to get
Emergency Alerts!**

[CLICK HERE](#)



POIs/HVPs

Patient of Interest, High Visibility Patient

Yesterday	
Cox, Reeca Pedestrian struck	Thu 10:36 PM
Claudio, Anna *Update* POI - GSW	Thu 10:10 PM
Claudio, Anna *Update* POI - Pedestrian struck	Thu 10:09 PM
Cox, Reeca Pedestrian struck	Thu 9:56 PM
Cox, Reeca Cardiac arrest	Thu 9:44 PM
Claudio, Anna POI - GSW	Thu 9:43 PM

Name: [REDACTED]

Sex/Age: [REDACTED]/33

MR#: [REDACTED]

Presenting complaint or C/O: Patient arrived via FDNY EMS for hematoma to forehead s/p pedestrian struck.

Incident Location: Eastchester Road / [REDACTED] Bronx

Disposition: Patient is currently in the Adult Emergency Room trauma room 3

What have we done in response?

- ▶ Behavioral changes
 - ▶ Alias and Name changes

YCH+ HEALTH+ HOSPITALS | **Jacobi** | NYC HEALTH+ HOSPITALS | North Central Bronx

Admitting Department

Jacobi Medical Center (718) 918- 5370 North Central Bronx Hospital (718) 519- 3494

ADMITTING/ PATIENT INFORMATION ALIAS NAME CHANGE

PATIENT INFORMATION			
Last Name	First Name	MRN	Date

I, _____
(Relation to Patient) (Person Requesting Name Change)

~~Of the above patient information, name changed for discharge only protection.~~

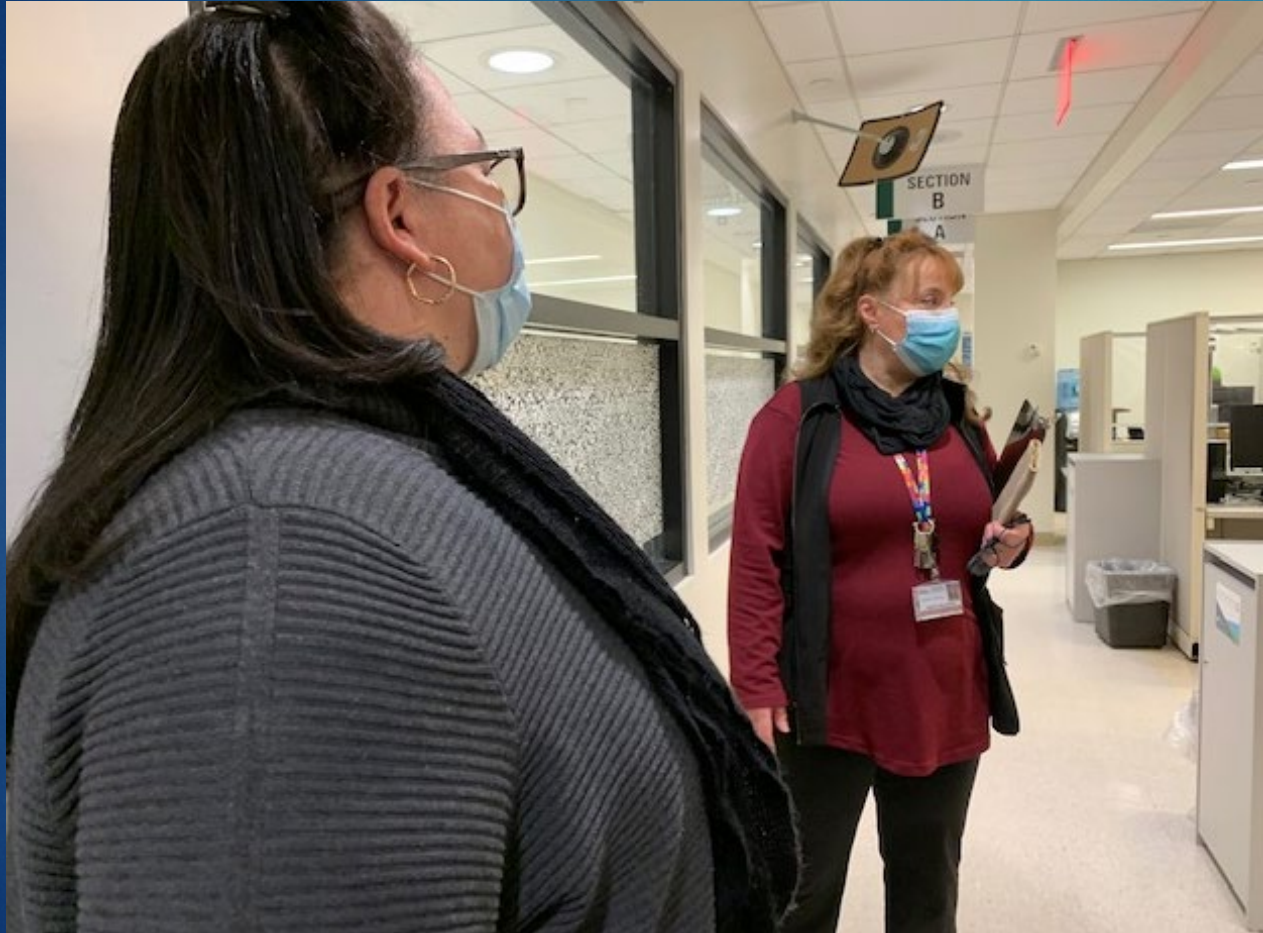
FAX NAME CHANGE AT ADMISSION & AT DISCHARGE

Assigned Alias			
Admitting Associate	H.I.M. Associate Notified	Ext. Time	Fax Time
Alias Last Name	Alias First Name	MRN	Date

Nursing Office: Delivered By: _____ Received By: _____
In-Patient Unit: Delivered By: _____ Received By: _____

Partnership Between Emergency Preparedness and Hospital Police

-Staff & Community Training



Hands-On SIM Training



Collaboration with H+H Central Office Emergency Management & the H+H Hospital Police Academy



The Bronx Emergency Preparedness Coalition

welcomes

MHSDA Security Management Services

for a facilitated Discussion & Hands-on Training 

Active Shooter Preparedness and Healthcare Response
Strategies for Violent Workplace Incidents

BEPC Member Organizations:

Send 2-3 participants to join us on May 11, 2022 9a-1pm

@ Jacobi Medical Center, 1400 Pelham Parkway S,

Building 4, 2nd Floor Conference Center

Bronx, NY 10461

BREAKFAST WILL BE SERVED

Sign up through QR Code



Bronx Emergency Preparedness Coalition (BEPC) Training in partnership with Metropolitan Healthcare Security Directors Association

 **bepc.nyc**
Jacobi Medical Center



[View insights](#) [Boost post](#)

♡ 💬 📌 📌

 Liked by carrieshumway1 and 3 others

bepc.nyc @bepc.nyc Active Shooter Preparedness Healthcare Strategies Training held today at @nychealthsystem - bringing together #emergencypreparedness professionals from across #thebronx to #beprepared #nyc #bronxweek @bronxweek @sbhbronx @montefiorehealthsystem @calvarycare #northcentralbronxhospital #kingsharbor #jacobimedicalcenter #bepc @nysdoh thanks to #mhsdasecurity for your thought-provoking presentation!

View 1 comment

May 11

What's still to come?

- ▶ Visitor Management System, Passage Point Guest Tracking Tool
- ▶ Turnstiles
- ▶ Automated Personal Alert Systems
 - ▶ 911 Cellular
 - ▶ Pinpoint



Transparency: Sharing Experiences & Lessons Learned

- ▶ In-Person Training are open to partnering agencies-attended by coalition security and EP leaders
- ▶ 2/24/22 GNYHA EPCC
- ▶ 9/22/2022 NYP Emergency Management Symposium
- ▶ 10/13/2022 NYCHCC Emergency Preparedness Symposium
- ▶ 11/3/2022 HESGNY Expo

Join Us!

In-Person Active Shooter Preparedness Class



Sign-Up [HERE](#)



Questions?

Janice A. Halloran, MPA, CHEP

Associate Executive Director, Operations

Adult & Pediatric Emergency Medicine, Hyperbaric Medicine, Trauma, Radiology, Respiratory, Cardiac Diagnostics, Community Assistant Program, Central Patient Transport, Administrator On Duty/Senior On-Call Program

Chairperson, Emergency Preparedness Program

Co-Chairperson, Bronx Emergency Preparedness Coalition

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Jacobi



North Central Bronx



AMERICAN COLLEGE OF SURGEONS
Verified Trauma Center



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Thank you!