

## Case Study: Transforming Security Culture at a Small Hospital

A small hospital was facing significant challenges with their security operations. The incumbent security company was not treating their guards well, forcing them to work long hours with minimal training. This led to high turnover rates due to burnout and job dissatisfaction. The hospital recognized the need for a change and turned to Spade Security Services. Spade conducted a comprehensive assessment of the hospital's security needs and identified several key areas for improvement:

- Inadequate training and support for security staff
- Excessive overtime and long shifts leading to fatigue and burnout.
- High turnover rates disrupt continuity of operations.
- Lack of best practices in compliance with healthcare regulations.

To address these challenges, Spade implemented a multi-faceted solution focused on improving working conditions, training, and compliance:

1. Developed a comprehensive training program for all security staff, covering healthcare-specific topics such as patient privacy, infection control, and de-escalation techniques.
2. Implemented a more balanced shift schedule to reduce overtime and ensure adequate rest periods for guards, improving alertness and job satisfaction.
3. Provided ongoing support and professional development opportunities to security staff, fostering a culture of engagement and retention.
4. Conducted regular audits and drills to ensure compliance with all relevant healthcare regulations, including The Joint Commission (TJC) standards.
5. Leveraged Spade's expertise in healthcare security to implement industry best practices, including advanced technology solutions and evidence-based protocols.

Over the course of the engagement, Spade's approach transformed the hospital's security culture. Key outcomes included:

- 50% reduction in security staff turnover rates within the first year
- 100% compliance with TJC standards, with zero findings across 21 reviews
- 25% increase in patient satisfaction scores related to perceived safety and security.
- Recognition by TJC for several security best practices, including staff training and emergency preparedness.

By prioritizing the well-being and professional development of security staff, Spade created a more stable, skilled, and engaged workforce. This not only improved day-to-day operations but also enhanced the hospital's overall security posture and regulatory compliance. The success of this partnership demonstrates the value of a security provider that truly invests in its people. By creating a supportive and empowering work environment, Spade was able to attract and retain top talent, leading to better outcomes for the hospital and its patients. This case study highlights the importance of a holistic

approach to healthcare security that goes beyond just staffing numbers. By focusing on quality training, employee satisfaction, and best practices, Spade Security Services was able to deliver measurable improvements in performance, compliance, and patient experience for this small hospital.