

MultiCare's Security Officers Go Above and Beyond the Call of Duty

Get to know the Security department

Every day MultiCare's physicians and nurses perform life-saving surgeries. They mend hearts, heal bones, and help identify and treat illnesses. In health care, we often think of heroes as doctors, nurses and other clinical staff who spend their time caring for patients and their families. While it is true that care providers deserve infinite kudos, there are plenty of other unsung heroes roaming our hallways.

You probably pass by them every day in the halls wearing blue uniforms and a badge. They are MultiCare's Security officers who do much more than patrol the grounds and respond to codes on the overhead paging systems. The Internal Communications team recently spent time shadowing Security at Tacoma General, Auburn Medical Center and Good Samaritan hospitals. The goal was to get a sense for what they do and help employees get to know them better.

Day shift at Tacoma General

At Tacoma General, Brian Jellum, Kathy Dupree, Roland Johnson and Mona Ballmer report for day-shift duties. Kathy has worked at MultiCare for 34 years, and Roland is approaching his 20-year anniversary. Brian and Mona have each worked at MultiCare for under a year. When asked individually what they like most about working at MultiCare, each officer gave the same answer: Working with people.



Throughout the shift, each officer has an assignment that rotates every couple hours. At the Emergency Department lobby, Mona starts her shift at the metal detectors where she keeps an eye out for tools or weapons. Roland and Brian patrol MultiCare grounds on foot or by car while Kathy stays in Security's command center to watch the monitors and respond to phone calls.

As part of his foot patrol, Brian heads up to the Family Birth Center to test the Hugs bracelet system. The Hugs bracelets send a Radio Frequency Identification (RFID) signal notifying staff if a baby is taken near the doors of the unit to prevent abduction. Security is responsible for ensuring all bracelets are in perfect working order.



Next, the next stop is the helipad where Brian scans to make sure it's clean of any debris. When a helicopter lands, Security is responsible for managing the quality checklist and ensuring medical staff can quickly and safely take care of the patient.

Security's top priority is keeping people safe

Despite being at a different hospital, Mo Sagapolu, a security officer at Auburn Medical Center, agrees it is people that make him excited about coming to work each day. Mo has worked at MultiCare almost five years. As he makes his way down the hallways, it's hard to find a person he doesn't know and greet with a warm smile. Most days, he's the only officer on duty at Auburn.

On the day of the job shadow, he patrolled the hospital and responded to a range of calls. Mo removed a lock in an employee break room, opened a few locked doors and helped a patient with car trouble in the parking lot. Security helps MHS employees, patients and visitors with car lockouts, flat tires and jumpstarts for dead batteries.

Meanwhile at Good Samaritan, Steve Holmes combs the hallways and is ready to respond to whatever call comes over the radio. When describing his busiest day, Steve recalls one shift when he had to respond to six different code calls. Steve was working the swing shift that night and said it's hard to predict which days will be hectic, while other nights can be slow and peaceful.



Regardless of the level of activity, the security officers at MultiCare are always willing to lend a helping hand. When you see them making their rounds, be sure to thank them for all they do to keep us safe.

- Contact Security at MHSnet at <http://mhsnet/departments/mhs-security/Pages/Security-Home.aspx>
- Security's dispatch office is operated 24/7, 365 days. Reach Security at 253-403-1013.
- To send Security a thank you, use MultiCare's Employee Recognition Program: <http://mhsnet/Pages/Article.aspx?ag=09455e82-c42c-4210-a184-fc740ce296b8&pvw=true>