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Hospital Lockdown for Active Shooter Threat: Taking Action, Staying Safe September 2025



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Janet Henderson

MBA-HCL, BSN, RN

ED Manager

Darren Morgan

Director

Security & Emergency Management

Disclosure of Relevant Financial Relationships

Janet Henderson, MBA-HCL, BSN, RN reports no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.

Darren Morgan reports no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.

Under pressure you don't rise to the occasion, you sink to the level of your training.

- From a Navy Seal



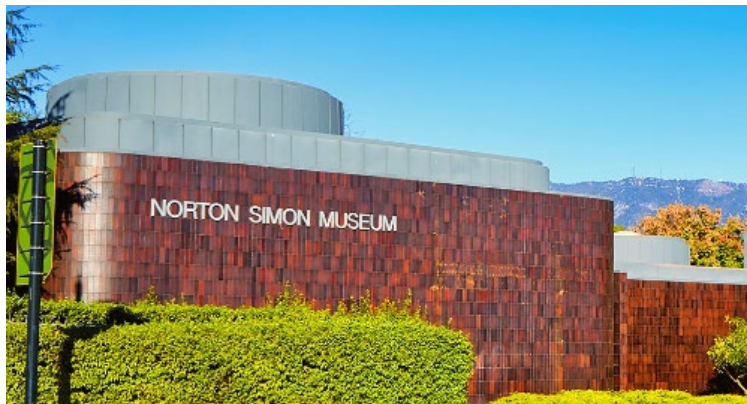
Polling Question

What comes to mind when you think of Pasadena, California:

(Interactive poll – show participant responses)



- Population: 138,699
- San Gabriel Valley population: 2 million
- Only Trauma Center in the San Gabriel Valley
- Home to museums, gardens, historic architecture
- Old Town Pasadena
- Pasadena City College



Huntington History



Background – ED

- Trauma/STEMI/Stroke Center
- 54 Beds
- 250 Staff



Background – Security



Our team is committed to providing a safe and secure environment for our patients, visitors, team members, and volunteers

- K-9 teams trained for EOD and patrol
- More than 60 state-licensed security personnel patrol and monitor locations across our facility
- Emergency department safety measures include a weapons detection system and 24/7 security
- Access control and visitor management, secure employee badges prevent duplication, and an improved visitor system through our FAST PASS program enhances entry-point security



Emergency Department

System:

- Evolv Weapons Detection System by Motorola

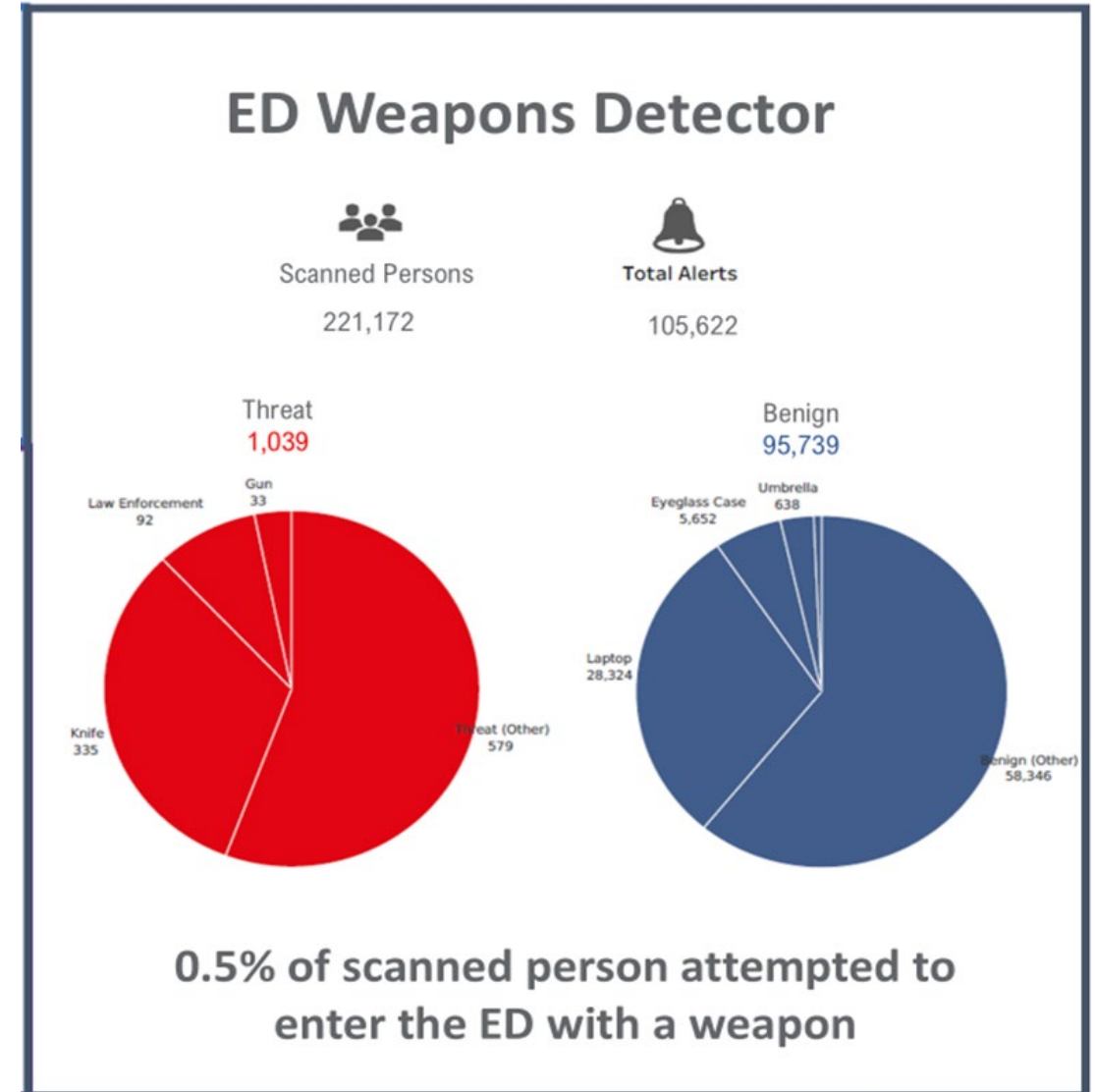
Rationale:

- The ED is the primary entry point where contraband and weapons are entering the hospital
- The ED has the greatest number of weapons related threats



Security/Law Enforcement

- 2024 statistics show that of 221,172 people screened, there were 1,039 threats detected:
 - 33 Guns (non-law enforcement)
 - 92 Police officers (armed)
 - 335 Knives
 - 579 Other threat items
 - Approximately 0.5% of people screen had a weapon
 - Of the 471 reported workplace violence incidents in 2024, the ED reported 42.88% of them



Timeline

March 14, 2025

1530 – first call to Unit Secretary

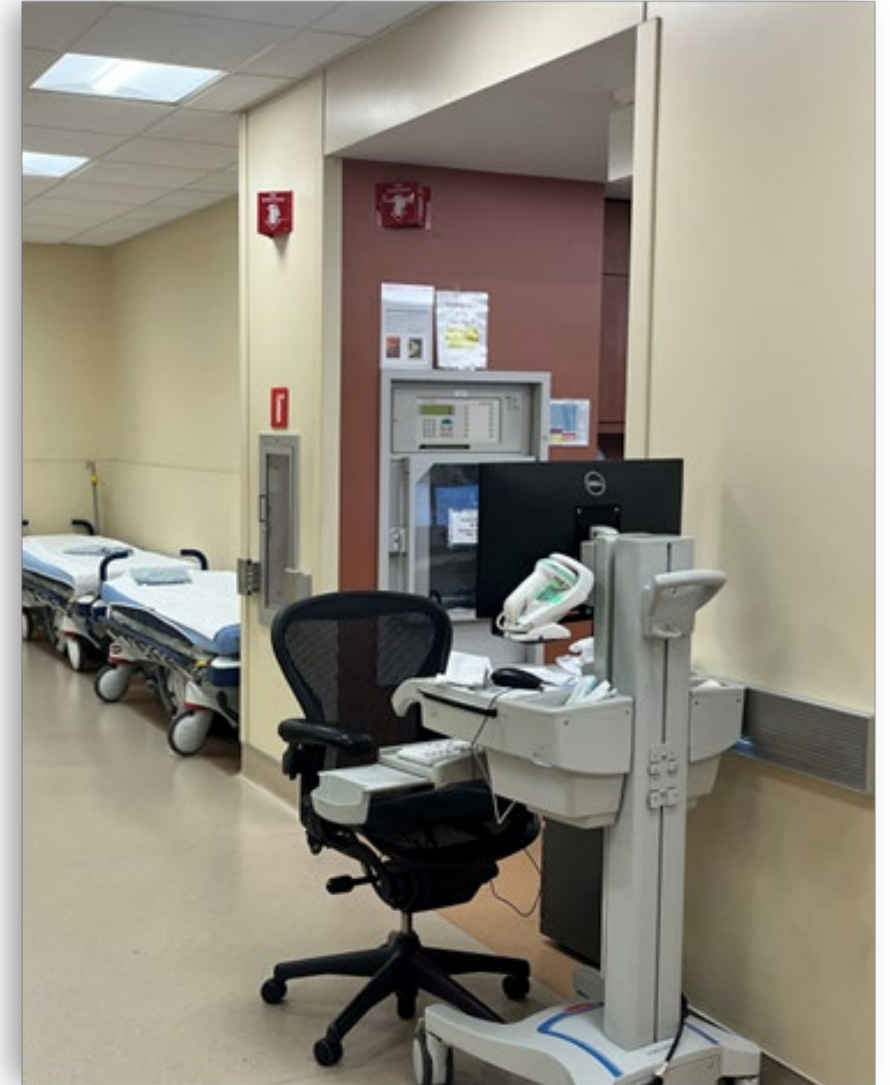
1540 – second call received

1545 – secretary reports calls to
ED Manager and Supervisors



1545 – 1600

- Patient Flow Coordinator (PFC) informed of threat
- PFC notifies security at entrance
- Supervisor calls 911/Pasadena Police Dept. (PPD)
- Prehospital Care Coordinator notified
- ED staff informed of threat
- Close curtains in patient rooms



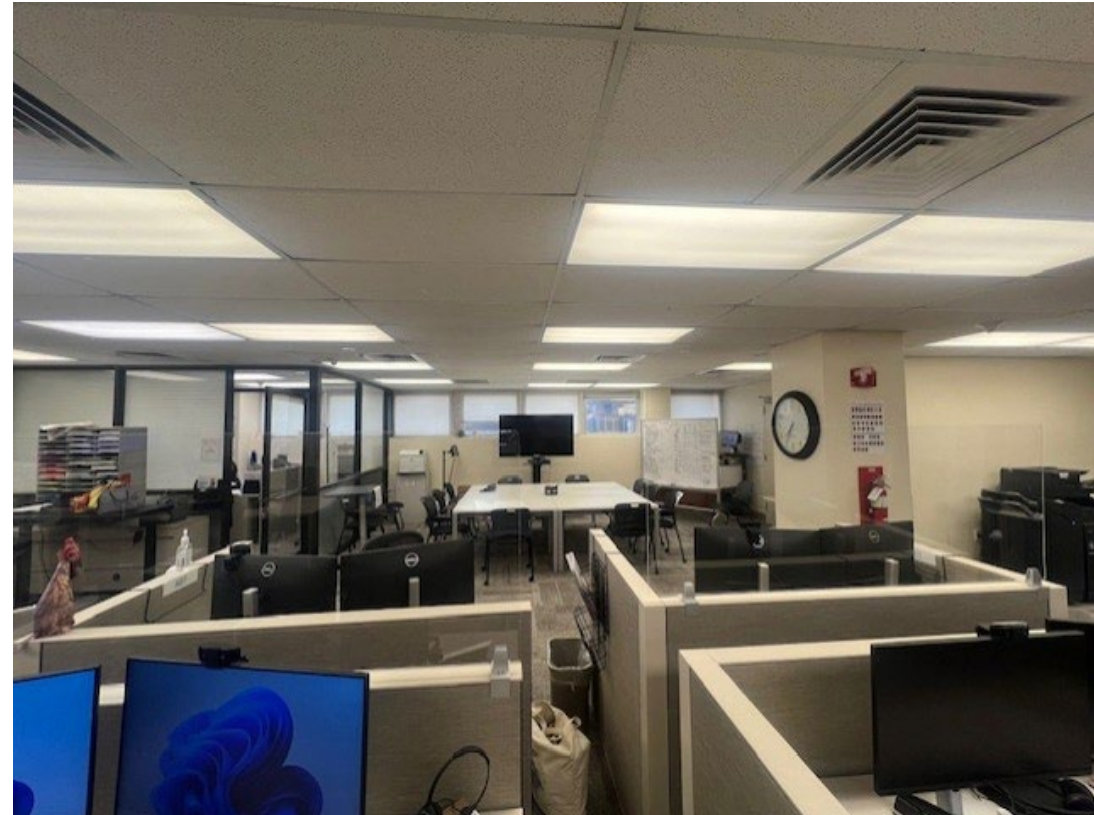
1545 – 1830

- Notify Pasadena PD of the incident
- Secure ED & provide people and vehicle traffic control in / around the ED & main entrances
- Review video with Pasadena PD
- Provide guidance to hospital leadership
- Maintain perimeter security of the campus, lockdown of all non-essential doors

1550 – 1600

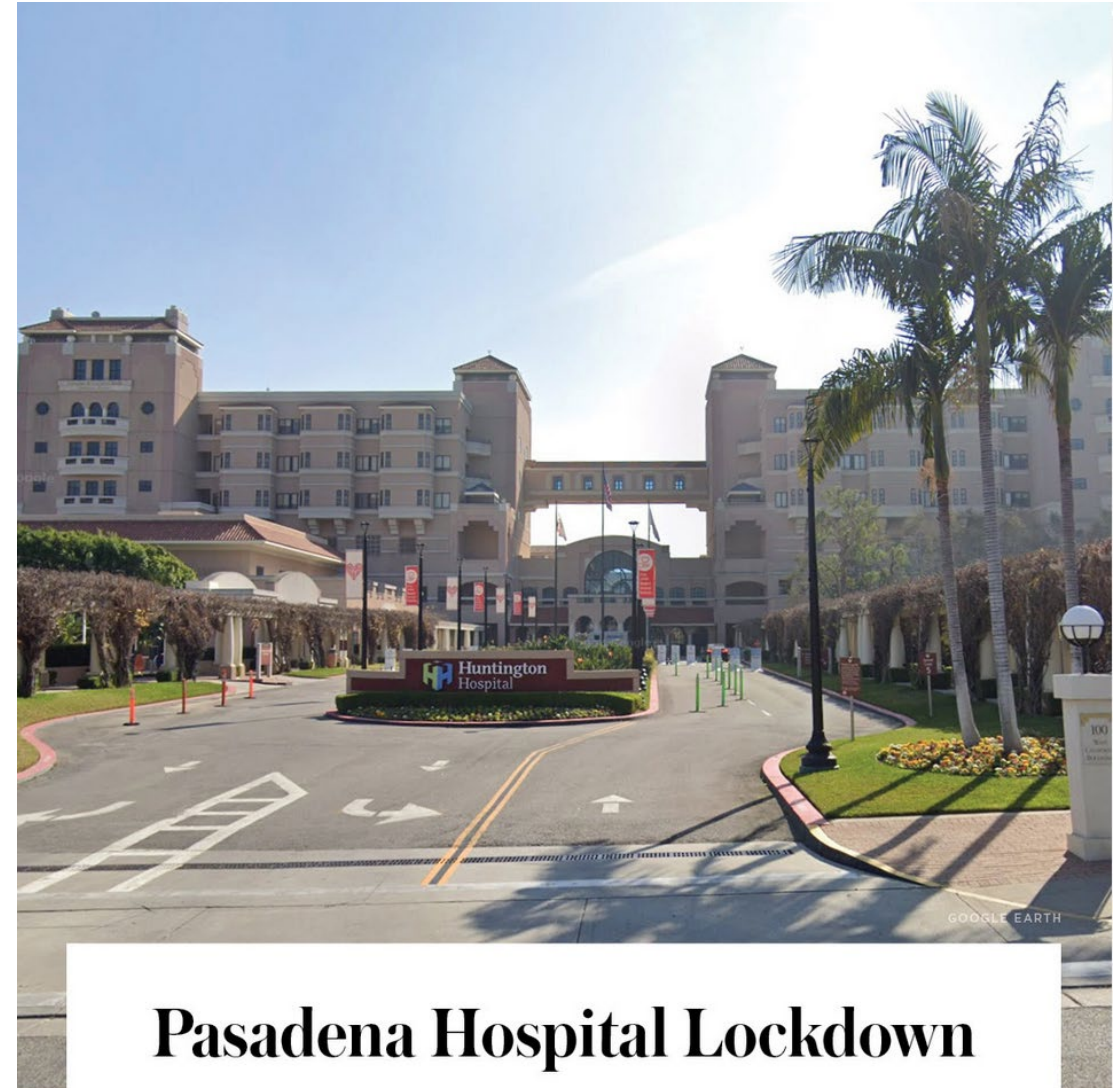
ED Manager to Capacity Command Center

- Administrative Supervisor not reachable
- Informed Administrator on Call (AOC)
- AOC informs Executive on Call (EOC)
- All Executive Management notified



1600

- Code Silver Threat announced via overhead page and Everbridge
- Hybrid Leadership meeting scheduled
- Friday afternoon – where were most of our leaders?



Pasadena Hospital Lockdown

Emergency Department Response

1600 - 1830

- 90 Patients in the ED
- 30 In waiting room
- 25 Admission holds

- ED closed to all ambulance traffic
- Unable to receive or discharge
- Internal disaster on ReddiNet
- Visitor access restricted
- Discharges paused



Law Enforcement Response

- Significant support from Pasadena Police Department (PPD)
- PPD Officers and HH Security Officer staged in ED
- Radio traffic with Los Angeles Police Department (LAPD) monitored for status of incident
- ED Leaders updated by law enforcement directly
- Police commander remained in telephone contact



1600 – 1830

- Security assistant manager maintained on-scene leadership presence
- Security along with PD conducted interviews of all staff who had contact with the caller when he was on site
- Worked directly with the lead Pasadena PD officer and other responding patrol officers to establish perimeter checkpoints, interior and exterior at the ambulance bay
- Reviewed all related video evidence that captured the subject caller when they were on campus, until the subject was observed leaving campus

- Subject was identified by his voice and statements he made during the phone call and when he identified himself
- LA and Pasadena PD worked together to locate the subject's phone based on the number that the threatening phone calls originated from
- Subject was taken into custody by LAPD and turned over to Pasadena PD for disposition
 - Outstanding warrants in other jurisdictions
 - Hearing in the primary jurisdiction with time served outcome
 - Pasadena City charged with making terrorist threats
 - Restraining Order issued on August 18, 2025

What Went Well

- Hospital Command Center (HCC) activated quickly
- Rapid communication of event
- Excellent response from security and law enforcement
- Employees/physicians worked to keep each other safe
- Lockdown activation with police and security presence appreciated



Access Control:

- Staff unsure what Active Shooter “Threat” and “lockdown” meant
- Need more security staff to monitor access points
- Concern around how to secure clinical areas
- Specific security actions for perimeter control unclear: Access control policy needed

Communication/Notification

- More frequent information sharing needed to provide reassurance, even if no changes: Some staff in offices with no information
- Overhead page not heard by all departments
- Event shared on social media by employees
- Everbridge does not reach all groups: physicians, contractors, vendors, volunteers

Communication/Notification

- Challenges with leadership attendance at briefing and resulting lack of information sharing with their teams
- Response protocol for Active Shooter “Threat” not defined: Updated Emergency Code charts needed
- Script needed to inform patients/families/visitors
- In LA County, Everbridge texts do not identify what hospital is sending the notification

Active Shooter Training/Awareness

- Training and drills for all staff
- Refresher training for leaders: Internal response protocols and HICS refresher training
- Workplace Safety Forums



- [Assembly Bill 2975](#) Legislation
 - Signed into law October 2024
 - Effective March 2027
 - Requires weapons screening at all hospital main, ED and maternal health entrances
 - Requires annual workplace violence risk assessments
 - Hospitals must maintain effective screening systems
 - Document compliance and response procedures
 - Huntington Health compliance supports proactive WPV mitigation
 - Improved safety for the campus



Healing happens here.

We have a zero-tolerance policy for behaviors that put staff or patient safety at risk, including violence and verbal aggression. *Thank you for helping keep this a safe place to deliver world-class care.*



Caregivers need support.
To watch a video, scan the QR Code.





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Questions?

Contact Information



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