

**OLIVE VIEW-UCLA MEDICAL CENTER  
POLICY & PROCEDURE**

**NUMBER: 5496  
VERSION: 2**

- SUBJECT/TITLE:** **Electronic Surveillance on Inpatient Psychiatric Units and the Psychiatric Emergency Room**
- POLICY:** A closed-circuit monitoring and recording system is in continuous operation to facilitate video surveillance of common areas of the hospital's psychiatric units.
- PURPOSE:** To define the need and use of the closed-circuit monitoring system.
- DEPARTMENTS:** **ALL**
- DEFINITIONS:** **Staff work stations:** Offices, Nurses' Station, Medication Room, Laundry Room, Interview Rooms  
**Common areas:** Hallways within the locked unit, Arts and Crafts Room, Day Room
- BACKGROUND:** Closed-circuit monitoring systems are widely used in acute care psychiatric facilities as tools to monitor high traffic and high-risk environments. They are recommended by the California Department of Public Health, Patients' Rights Division to facilitate early observation and intervention of behavioral events that compromise the safety of patients and staff. These systems offer the added benefit of recording and preserving information that may be useful for educational and legal needs.
- PROCEDURE:**
1. The system is only installed in public and common areas of the work place and seclusion rooms.
  2. Surveillance does not occur in areas where there are expectations of privacy, e.g., washrooms, restrooms, changing rooms, offices, etc.
  3. Visitors to the units are alerted to the surveillance system by way of signage posted at the entrances to the psychiatric unit.
  4. Any records produced by the surveillance systems are kept in a secure manner and managed appropriately to protect legal obligations and evidentiary values.
  5. The hospital may refer to video records to assist with patient complaints and/or allegations of misconduct.
  6. Video records may be provided to Los Angeles County Sheriff Department personnel stationed at Olive View-UCLA Medical Center to assist with

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criminal investigations.

7. Digital files are automatically overwritten after 20 days and are no longer retrievable.
8. Cameras are monitored by nursing staff only via links to the desktop computer monitors of the Inpatient Nurse Supervisor and Unit Clerk.
9. File downloads and releases are only authorized by Hospital Administration, the Risk Manager and/or the Compliance Officer.

References: Los Angeles County General Retention Schedule, Valley Care Policies 171, 967, 1396 and 1403.	
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