

Strategic Plan 2022 – 2024

#1	Mitigate Violence in Healthcare	Collect data and design resources to support healthcare security professionals in reducing the number of incidents of violence in healthcare at their facilities.
	By Dec 31, 2022	• Select a vendor and criteria for data collected in the Data Warehouse. Establish success metrics. • Create metrics for success for the Workplace Violence Prevention Certificate Program. • Plan the implementation of incident categories as an industry guideline. • Develop a plan for updating design guidelines.
	By Dec 31, 2023	• Test and develop a launch plan for the Data Warehouse. • Determine ongoing needs for the Workplace Violence Prevention Certificate Program. • Promote incident categories as an industry guideline. • Implement the updated plan for design guidelines. • Develop materials that can be used by international healthcare security professionals.
	By Dec 31, 2024	• Support and launch the Data Warehouse. • Establish guidelines and/or best practices to prevent or reduce violent incidents in healthcare based on the data collected. • Plan extended implementation of the Workplace Violence Prevention Certificate Program. • Share benchmarking insights and research with the healthcare community and other affiliate organizations.
#2	Education through Technology	Provide healthcare security and safety education and knowledge to professionals internationally 24/7.
	By Dec 31, 2022	• Review the Advanced/Supervisor eLearning courses through DEI, conscious and unconscious bias, and global lens. • Identify and engage 1 global member/ambassador to educate the organization about training needs in their country. • Increase awareness and promote the benefits of the CHPA program. • Repurpose annual conference recordings to bolster on-demand library. • Webinars, 6 per year on hot topics, Education Committee scans environment and chooses a webinar. Track feedback on webinars.

		• Use technology to increase access to Annual Conference. Stream virtually for international access, recorded on-demand.
	By Dec 31, 2023	• Implement recommended changes and create a plan to re-launch the Advanced/Supervisor eLearning courses. • Determine feasibility of modifying content and/or language of Basic/Advanced/Supervisor eLearning courses and exams for the identified country. • Investigate a data infrastructure with improved technologies for installing programs on a LMS. • Review existing processes for developing security guidelines, identify technology that can accelerate the process. • Education Council webinars: 6 per year, track feedback on webinars. • Evaluate Annual Conference streaming technology. • Maintain accreditation through NCCA for the CHPA, submit for renewal.
	By Dec 31, 2024	• Review the Basic eLearning courses through DEI, conscious and unconscious bias, and global lens. • Modify content and/or language of Basic/Advanced/Supervisor eLearning courses and exams for the identified country. • Develop success metrics and determine implementation next steps to expand global reach for Basic, Advanced and Supervisor eLearning courses to other countries. • Monitor the success of new resources in preparing professionals for the CHPA or other certifications. • Use technology to improve the process and accelerate the development of security guidelines. • Education Council webinars: 6 per year, track feedback on webinars.
#3	Community Engagement	Increase the perceived value of IAHS membership and its professional certifications by cultivating connections and increasing membership.
	By Dec 31, 2022	• Gather member videos that demonstrate the value proposition of IAHS and member benefits to various audiences including current and prospective IAHS members, affiliate organization members, and healthcare leaders. • Share and distribute the videos to appropriate audiences through various channels including social media and direct email outreach. • Identify micro-volunteerism opportunities to engage more members in IAHS programs the moderation of online virtual discussion forums. • Build a criteria for assessing the success of current SIGs. • Define a criteria and framework for identifying 50 hospital security departments every three years. • Continue to strengthen PR through social media outlets to increase aware of IAHS

	By Dec 31, 2023	• Evaluate the success of the IAHS value video campaign and make plans for continued improvement. • Utilize the criteria created for SIGs to determine which to maintain and sunset to free up human and financial resources. • Look for opportunities to replace sunsetted SIGs with others based on identified criteria. • Reach out to list of non-member hospital security departments to share the benefits of IAHS membership. • Launch and promote the chapter leader marketing kit to chapter leaders.
	By Dec 31, 2024	• Create criteria and assess success of outreach to top 50 hospital security departments and modify framework for the next cycle. • Assess success of the chapter leader marketing kit and identify additional needs.