



## Summary

Michael Coplen is a healthcare security executive who has innovated in security operations, training, leadership within healthcare for over 24 years with a recent focus on research and consulting on healthcare security use of force, regulatory requirements, and patient rights. Michael brings a diverse and comprehensive leadership background which is rooted in collaboration, continual improvement, and innovation to the profession healthcare security.

## Professional Experience

### Positions held

#### CentraCare

##### **Director of Security and Safety**

Responsible for all aspects of security and safety operations and management plans for the largest hospital and healthcare system consisting of regional critical access hospitals, clinics, and senior care in central Minnesota.

#### Hennepin County Medical Center

##### **Director of Security**

Leadership and management responsibility for the security department, security management plan, and all security operations within a public safety net healthcare system and premiere Level I Trauma Center in Minneapolis MN.

#### **Consultant – Healthcare Security Best Practices**

Fulfilled contract at Hennepin Healthcare System Inc to provide consulting in healthcare security best practices to other healthcare security organizations and leaders.

#### TASER International / AXON

##### **Public Affairs / Media Relations Coordinator**

Coordinated with the Vice President of Communications in responding and providing statements to media and public inquiries and creating company press releases and statement. Effectively managed and developed responses and strategies to mitigate and resolve public relations crises.

#### **Manager of Quality Management Systems**

Responsible for the Quality Management System. Analyzed and mapped key processes to identify stakeholders and always strive for continual improvement.

#### **Law Enforcement Liaison**

Provided advanced support to law enforcement customers based on the unique needs of their agencies or communities. Performed as a resource to collect and distribute law enforcement policies and statistics to requesting agencies.

### Examples of major projects led

- Partnered with clinical risk to develop a mandatory system review and root cause analysis processes any time there is a significant security use of force event involving a patient.
- Created a hybrid healthcare security officer / clinical care professional role to serve patients in crisis and preserve the therapeutic milieu of a newly developed emergency psychiatric assessment treat and healing (emPATH) unit.
- Implemented Hospital Based Violence Intervention program “Next Step” program aimed at providing high-risk youth who are victims of penetrating trauma the assistance and support they need in order to learn that they can avoid the lifestyle and behaviors that led to their traumatic injuries.
- Created a Security Medical Director to serve as a dyad partner providing counsel and review to security policies, procedures, and operations.
- Developed comprehensive program for measuring workload and productivity of the security department by gathering call reporting statistics and tracking the data and trends.
- Created a scenario-based simulation center violence prevention and intervention training taught to all clinical staff.
- Converted costly security vendor contracts to revenue generation by utilizing current security FTEs to provide billable security services.
- Developed organizational workplace violence preparedness and response plans and served as a key leader in developing programs and training in the prevention and reduction of workplace violence.





Security Advisors Consulting Group, LLC

**Michael Coplen**

## Certifications & Training

### **Correctional Techniques Program**

Certificate of Graduation with Academic Honors  
Federal Law Enforcement Training Center – Glynco, GA

### **NFPA 101 – Life Safety Code for Healthcare Facilities**

Certificate of Academic Achievement

## Education

### **Bachelor of Arts Degree**

Majors: Political Science and Law Enforcement  
Mankato State University, Mankato, MN

## Selected Professional Contributions

### **Security Magazine “Security 500”**

The healthcare security program for Hennepin County Medical Center in Minneapolis, MN was repeatedly named in Security Magazine’s “Security 500” annual list as one of the top rated security programs in the healthcare sector under Michael’s leadership.

### **Journal of Healthcare Protection Management: “Conducted electrical weapons within a healthcare environment; A comprehensive use of force model”**

Co-Authored Article on healthcare security use of force best practices

### **IAHSS Annual Conference and Exposition**

Conference Presentations on healthcare security use of force best practices in 2014, 2016, 2017 and invited for 2023

### **ASIS International Global Security Exchange GSX Conference**

Conference Presentations on healthcare security use of force best practices in 2015, 2016, and 2017

### **International Conference on Violence in the Health Sector**

Conference Presentations on healthcare security’s role in the prevention and intervention in violence in healthcare in 2014 and 2017

### **Charter Member of Minnesota Hospital Association / Minnesota Department of Health: Healthcare and Law Enforcement Collaboration Working Group**

Developed road map and tools to establish best practices in collaboration between law enforcement agencies and healthcare facilities

### **Former President of Minnesota Association of Healthcare Security and Safety**

### **Former Co-Chair International Association of Healthcare Security and Safety - Upper Midwest Chapter**



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