Service with Compassion: Confluence Health Security Saves Man's Life Through Diligence and Quick Action

Wenatchee, WA: Working in security can often be an unseen and behind-the-scenes sort of position, with lots of time spent monitoring camera feeds or patrolling with – hopefully – little reason to swing into action. Indeed, a good day is often a day when nothing happens that requires a test of the professionalism and training you need in a security officer.

But for the days when something does happen, having a team that responds quickly, correctly, and with compassion makes all the difference in the world. Recently the Confluence Health security team found themselves in just such a scenario, and their professionalism and diligence saved a man's life.

On a recent evening soon after midnight, security officer Giovanni Mendoza was monitoring the wide array of security cameras covering all the various Confluence Health facilities, ensuring that the patients and staff providing care were all safe in the quiet hours when most others are home asleep. Noticing a man lying down in a dark area near one facility, he began to monitor to see if the person was OK. At first, the man was with some other people, but they soon left him behind, and he wasn't moving. After seeing the man did not leave with the others and that he was not moving on his own while lying in a position that made it unlikely that he was simply asleep or resting, Mendoza alerted his supervisor that he was concerned for his safety.

Immediately the security team was sent to check on the man. Night shift supervisor Jesse Garcia, Jr. and security officer Israel Huerta soon arrived and attempted to wake the man, who was at first cold and rigid to the touch. Rolling him to the recovery position, they soon noticed some signs of life, but also labored breathing. Thinking quickly, they called for an ambulance and then administered naloxone, a nasal spray that can treat potential overdoses in emergencies, and continued to care for the man until first responders from both the fire department and emergency medical services (EMS) arrived. All the while, the security team worked to keep him safe and spoke with him, encouraging him that help was on the way. After arriving, EMS quickly intubated the man to keep his airway clear and gave him a second dose of naloxone before rushing him to the emergency room at Confluence Health Hospital Central Campus. After receiving care and being transferred to the intensive care unit (ICU) for further treatment, he was soon well enough to be discharged a couple of days later.

"We often deal with individuals who suffer from addiction, mental health issues, or other kind of crises," reflected Jesse Garcia, Jr., Confluence Health security services supervisor and one of the team that responded that evening. "The night of the incident, we took action and as a result saved a man's life. Words can't describe how incredibly proud I am of my team that night. We take pride in our roles and do our best to represent our department to the highest of standards."

From the vigilance of Mendoza in the security monitoring station immediately alerting the right people about his concerns to the quick actions and training of Garcia and Huerta when they responded to recognize the situation and respond appropriately, the Confluence Health security team ensured that no one, whether a patient, staff member, or even someone merely near the building experiencing a health crisis, was left without the support and thoughtful care that was needed.

"I'm incredibly proud, not only of their initiative, but of the compassion the team showed towards this individual," commented John Urdahl, security and emergency preparedness director for Confluence Health. "Not only did they provide the right, appropriate action to the situation, but they gave him the same compassion and care that they would

have to a member of their own family. This is the right thing to do and what we strive for each day, but this instance is still worthy of admiration and commendation. I am so proud of the team for the support given to this person in crisis and also thankful for their teamwork with the first responders to get the care needed to save a life."

About Confluence Health
Confluence Health serves the largest geographic region of any healthcare system in Washington State, covering over 12,000 square miles of Okanogan, Grant, Douglas, and Chelan counties. Confluence Health is one of only two locally-lead healthcare systems in the state with the purpose of maintaining availability and access to high-quality, cost-effective healthcare services for North Central Washington. The Confluence Health Board of Directors provides governance for Confluence Health and includes nine community board members and six physician board members.

For More Information

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