

## Solution Overview:

# MyCall® Staff Protection

Personal Protection for  
Healthcare Workers from the Leader  
in Patient and Staff Security

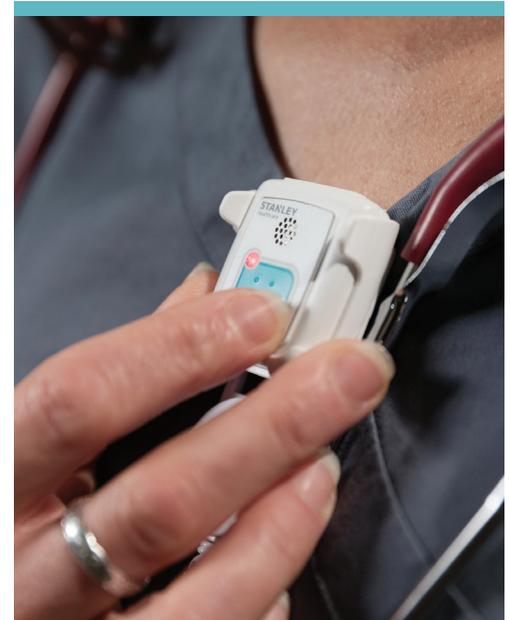
## Challenges

Workplace violence touches almost every healthcare professional, and for many it's a common occurrence. The statistics are sobering:

- 76% of all nurses report experiencing verbal and/or physical violence in the previous year<sup>1</sup>;
- 12.1% of ED nurses report physical violence and 42.5% report verbal abuse within the previous week<sup>2</sup>;
- Psychiatric aides have a workplace violence rate 69 times higher than the national average<sup>3</sup>.

The human and financial costs of this violence are considerable. Between 40% and 70% of victims report significant post-traumatic stress disorder (PTSD) symptoms<sup>4</sup>, while hospitals must bear a wide range of costs: injuries due to an incident, lost productivity, higher turnover and damaged reputation. The average cost to healthcare employers of an incident leading to injury is close to \$100,000<sup>5</sup> while the cost for the healthcare industry overall has been estimated to be billions of dollars annually<sup>6</sup>.

Yet protecting against workplace violence is not easy. Violence occurs in many areas of the hospital—from the ED to mental health and even maternal/child services—and staff members are frequently on the move within and beyond their specific unit. Hospitals require a hospital-wide and flexible solution for staff safety that supports the efficient delivery of patient care.



## Benefits

- 24x7 protection for staff hospital-wide using existing infrastructure
- Reduced exposure to adverse events and better staff relations
- Peace of mind and increased job satisfaction for staff

**MyCall**®

<sup>1</sup> Source: <http://www.sciencedirect.com/science/article/pii/S009917671300216X>

<sup>2</sup> Source: <https://www.ena.org/practice-research/research/Pages/WorkplaceViolence.aspx>

<sup>3</sup> Source: <http://www.medscape.com/viewarticle/862562>

<sup>4</sup> Source: [http://who.int/violence\\_injury\\_prevention/violence/activities/workplace/WVsynthesisreport.pdf?ua=1&ua=1](http://who.int/violence_injury_prevention/violence/activities/workplace/WVsynthesisreport.pdf?ua=1&ua=1)

<sup>5</sup> Source: <http://www.sciencedirect.com/science/article/pii/S009917671300216X>

<sup>6</sup> Source: [http://www.willis.com/documents/publications/industries/healthcare/violence\\_in\\_the\\_workplace\\_webinar\\_slides.pdf](http://www.willis.com/documents/publications/industries/healthcare/violence_in_the_workplace_webinar_slides.pdf)

## Solution

The MyCall® Staff Protection solution—part of the AeroScout® Real-Time Location System (RTLS) platform—provides healthcare workers with a portable means to call for help for themselves, colleagues or patients from anywhere in the hospital. STANLEY Healthcare is the leader in RTLS technology, with more than 1,500 hospitals worldwide relying on its solutions to protect patients and staff in healthcare environments. Designed as a mission-critical enterprise system, the MyCall solution helps increase safety for workers and reduces risk and financial exposure for hospitals.

## How It Works

The MyCall solution uses Wi-Fi based wireless technology to protect staff members in high-risk areas, with the ability to locate staff anywhere in the hospital.

### PORTABLE, PERSONAL PROTECTION

Each staff member carries a Wi-Fi badge, typically worn attached to their hospital ID badge. This way, the individual can discretely call for help from any location and without having to reach a fixed call station. Once the button is pressed, the badge immediately sends a signal indicating the staff member's current location and that they need help. Badges can be programmed to buzz when successfully pressed. In addition, staff members can call for assistance with patient care using a different button press sequence.

### ACCURATE, HOSPITAL-WIDE LOCATION

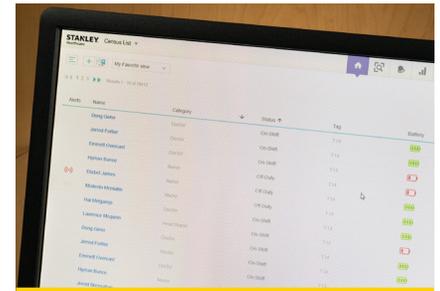
By leveraging the hospital's Wi-Fi network, the AeroScout solution is able to locate staff members anywhere with Wi-Fi coverage, even the parking garage. Use of exciter devices brings resolution down to the room level for even greater location accuracy in areas of particular risk, such as the ED, mental health or rehabilitation. The result is a high level of safety while making as much use as possible of the existing infrastructure.

### COMPREHENSIVE ALARM INFORMATION

Alerts are displayed in the Instant Notifier application, part of the MobileView® software platform used by the MyCall solution. Complete alarm details are presented in clear visual fashion, including a map showing the staff member's current location.

### MULTIPLE MOBILE OPTIONS

Mobile Instant Notifier makes alarm information available on Apple iPad®, iPhone® and iPod Touch® mobile digital devices. The solution can also push notifications to e-mail, text messages and IP-based staff communication tools.



## CASE STUDY: The Valley Hospital

Portable staff protection has had a dramatic impact on staff satisfaction and perception of safety among ED staff:

- Those who feel safe at work increased from 42% to 75%
- Those who stated they can easily contact security increased from 50% to 89%

*“ [The solution] enables us to be highly accurate in responding to an incident, and it gives our staff an improved sense of safety and protection.*

*- Daniel Coss  
Director of Security & Public Safety  
The Valley Hospital*

### REAL-TIME SITUATIONAL AWARENESS

The MyCall solution gives managers a real-time view of the security situation and tools to help maintain a high level of safety. All staff members can be quickly located to coordinate the security response based on proximity. For day-to-day management, LDAP integration to the central staff directory automates creation of and update to user accounts in the MyCall solution.

### DESIGNED AS A LIFE SAFETY SYSTEM

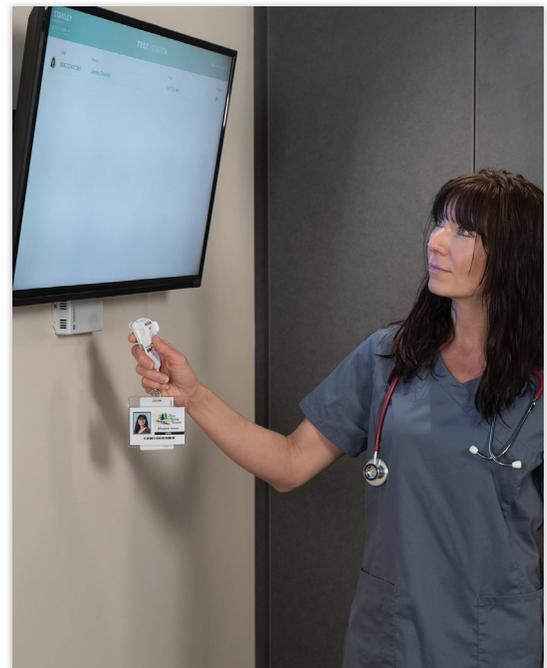
The MyCall solution is designed for high reliability. A Test Station enables staff member to confirm that badges are working properly before going on shift. In addition, a census view in the MobileView software gives managers an at-a-glance view of current status, including alerts, low battery badges and badges that have not been tested recently. Finally, MyCall benefits from the enterprise features of the AeroScout platform, including support for High Availability and clustering.

### By Your Side™ Lifetime Customer Care

At STANLEY Healthcare, we measure our success by yours. The By Your Side program provides you with a wide array of support services to help you plan, implement and use the MyCall solution. Starting even before a purchase and structured to span the entire lifecycle of the solution, the By Your Side program combines a range of services at each stage of the customer voyage to ensure that every customer is successful with the MyCall solution.

## Solution Highlights

- **Hospital-wide protection from the leader in patient and staff protection:** Protect and locate staff anywhere in the hospital covered by Wi-Fi
- **Discreet and easy to use:** Staff members can quickly call for help or assistance without attracting attention
- **Reliable:** A Test Station enables staff to double-check their badge before going on shift, while the Staff Visibility screen gives managers a complete view of all badges
- **Alerts at your fingertips:** Push events to smart phones, IP phones or badges, email and more
- **Enterprise solution:** Designed as a mission-critical application supporting High Availability, clustering, enterprise databases and more



### Staff Badges

STANLEY Healthcare offers a choice of Wi-Fi staff badges to suit different use cases and preferences. All badges support room-level accuracy and offer a cradle to attach the badge to a staff badge. Key features of the staff badge options:

Badge	Button Press Buzzer	Large Call Button	Test Station Compatible	Secondary Button Press	Ingress Protection (IP) Rating	Battery Type
T14 	•	•	•	•	IP-67	Rechargeable
T3s 	•	•	•	•	IP-65	Replaceable
T2s 			•	•	IP-67	Replaceable

### MyCall Test Station

The Test Station consists of an EX3210 Exciter set up as a Staff Protection Test Station, combined with a standard browser-enabled device with network access that runs the Test Station software. Installed in a location offering easy access, the Test Station enables staff members to test their badge before going on shift.

### Location Exciters (optional)

These optional devices enable room-level location accuracy, a valuable benefit within a busy and crowded environment such as an ED.

### Facility Wi-Fi Network

The solution uses standard Wi-Fi access points to receive the badge transmissions, time stamp them, and relay them to the AeroScout location engine. The solution is compatible with multiple WLAN architectures, including Independent Basic Service Set (IBSS), Cisco Compatible Extensions (CCX) and Wireless Distribution System (WDS).

### MobileView Platform

The MobileView platform includes the AeroScout Location Engine, the browser-based MobileView user interface for day-to-day procedures, and Instant Notifier for displaying alerts.

#### AEROSCOOT LOCATION ENGINE

This server software provides a simple, yet powerful means of tracking the location, status and condition of

people and assets. It is capable of supporting tens of thousands of badges through a modular and scalable architecture with high availability and clustering capabilities. MobileView can centrally manage dozens of distributed sites and supports enterprise databases.

#### MOBILEVIEW

MobileView is a browser-based application for viewing and managing badges. Only task-critical information is provide in an intuitive, visual format that includes detailed facility maps. A variety of reports of system activity can be viewed on screen and printed. The Staff Visibility application for MyCall includes a census view that shows the status of all badges, including battery level and test history. It also enables managers to replace a staff member's badge; simply scan the bar code on the old and new badges.

#### INSTANT NOTIFIER AND MOBILE INSTANT NOTIFIER

Instant Notifier provides an effective way to immediately notify users when an alarm occurs. Instant Notifier automatically pops-up a window that displays important information about the event, including the staff member's current location on a map, status and an identifying image (such as an icon or photo). Instant Notifier also includes configurable message outputs, rules-based processing and optional audible alarms. This functionality is also available in the Mobile Instant Notifier app for Apple iOS devices.