Solution Overview:

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 year1;

• 12.1% of ED nurses report physical violence and 42.5% report verbal abuse within the previous week2;

• Psychiatric aides have a workplace violence rate 69 times higher than the national average3.

The human and financial costs of this violence are considerable. Between 40% and 70% of victims report significant post-traumatic stress disorder (PTSD) symptoms4, 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 $100,0005 while the cost for the healthcare industry overall has been estimated to be billions of dollars annually6.

Yet protecting against workplace violence is not straightforward. The risk is inherent in delivering care to sick and traumatized people who may be under immense stress or suffering from addiction or mental health issues.

The threat cannot be kept on the outside. Violence can occur 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 does not interfere with the delivery of 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


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


4 Source: http://www.who.int/violence_injury_prevention/violence/activities/workplaceWVsynthesisreport.pdf?ua=1&ua=1


Solution

The AeroScout® Staff Protection solution 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 Real-Time Location System (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 AeroScout solution helps create an atmosphere of safety for workers while enabling hospitals to reduce risk and financial exposure associated with workplace violence.

How It Works

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

PORTABLE, PERSONAL PROTECTION

Each staff member carries a Wi-Fi tag, typically worn attached to their hospital ID badge. This way, the individual can discretely call for help without attracting attention from the aggressor, which could escalate the situation. Once the button is pressed, the tag immediately sends a signal indicating the staff member’s current location and that they need help.

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 AeroScout solution. Complete alarm details are presented in clear visual fashion, including a map showing the staff member’s current location that is updated in real time if they move.

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

The AeroScout solution 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%

AeroScout... 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 AeroScout 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 located in real-time, both to monitor the movements of an individual in distress, and 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 AeroScout solution. The MobileView software also provides an at-a-glance view of tags, including battery status.

DESIGNED FOR MISSION-CRITICAL APPLICATIONS
The solution supports High Availability (HA), clustering capabilities, and enterprise databases. Hospitals rely on the AeroScout solution for critical patient safety applications such as Infant Protection and Environmental Monitoring.

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 without attracting attention
- **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 Tags
STANLEY Healthcare offers a choice of Wi-Fi staff tags to suit different use cases and preferences. Options include battery-replaceable or rechargeable models, support for room-level location accuracy, IP-67 rating for protection against dust and moisture, and cradles to attach the tag to a staff badge.

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 tag 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.

AEROSCOUT 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 tags 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 tags. Only task-critical information is provided in an intuitive, visual format that includes detailed facility maps. A variety of reports of system activity can be viewed on screen and printed.

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.