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Innovating Workplace Safety with Wearables

Tuesday, October 15, 2019

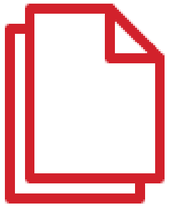
2 pm EST/11 am PST

Agenda

1. Housekeeping items
2. Meet our speakers
3. Workplace Violence in Healthcare
4. Demo: Safety and Security Wearables
5. Live Q&A

Housekeeping

Recording of the video



A copy of the slides

Resources

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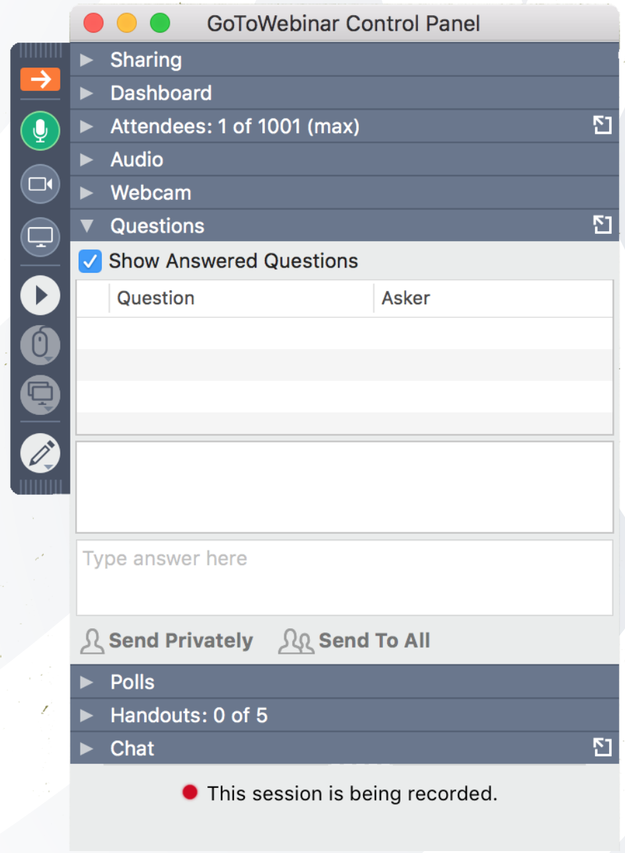
Housekeeping



Type questions here

- Ask questions throughout the webinar
- We'll hold a Q&A session at the end

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Our Speakers

Eric Chetwynd
General Manager, Healthcare
Eric oversees Everbridge's global portfolio of healthcare solutions. He brings more than 20 years of experience creating and leading innovative software solutions to market.

Annie Asrari
Director, Product Management
Annie is responsible for the strategy, roadmap, and feature definition for Safety Connection, Everbridge's new product designed to keep your hospital staff safe, anywhere, anytime.

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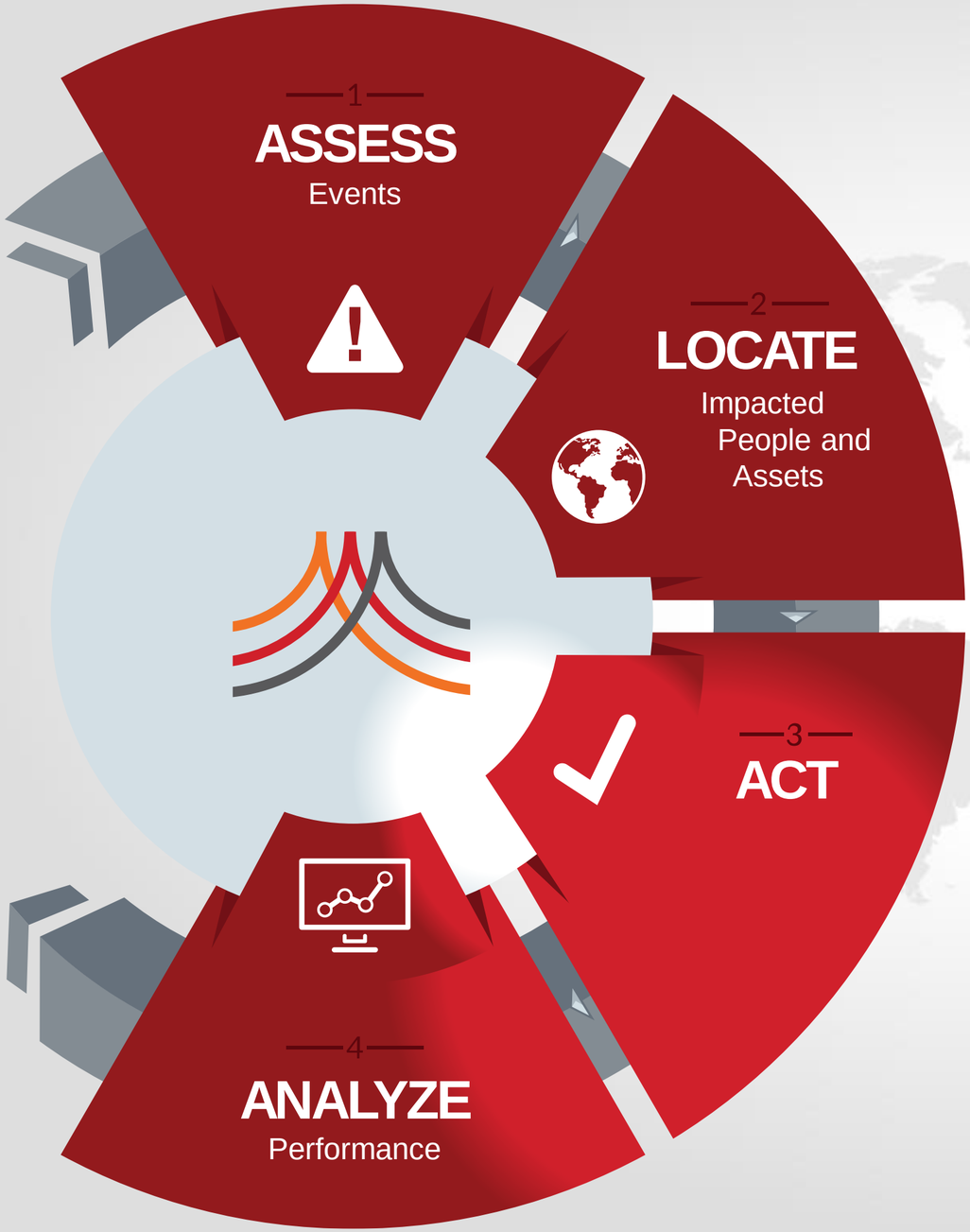


	Natural Disaster	Public Health/Man-Made
ASSESS	• Hurricane • Tornado • Wildfire • Flood	• Epidemic/ pandemic • Biological • Chemical • Nuclear/ Radiology • Explosive/ Incendiary • Infant Abduction • Active Shooter • Utility Failure
LOCATE	• EOC Staff • Impacted facilities/patients • Impacted Employees, Contractors, Volunteers • Mission Critical Personnel • Available facilities (for evacuation) • Available Transport (for evacuation)	• Isolation Teams • Security Teams • Response Teams • Impacted Employees, Contractors, Volunteers
ACT	• Multi-layered response • Call in Staff • Evacuate/ Shelter-in-Place • Re-route	• Lockdown • Response Teams • Backup Systems
ANALYZE	• Real-time Dashboards • Response Analytics • Regulatory Reporting	• Real-time Dashboards • Response Analytics • Regulatory Reporting

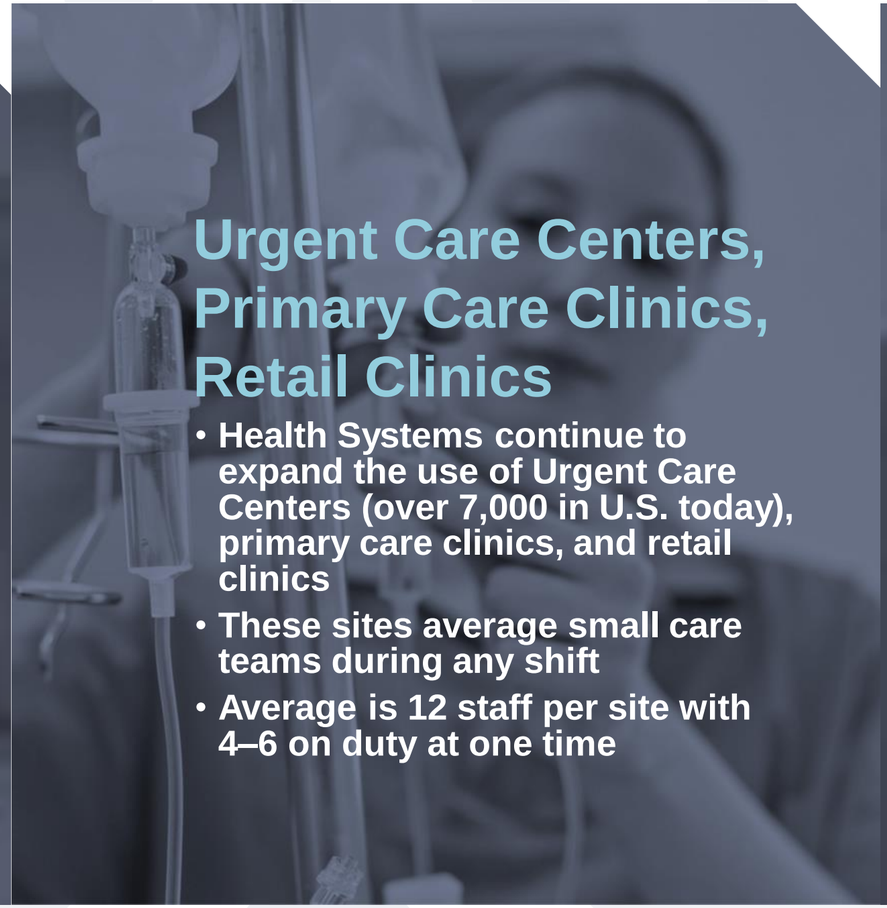
Healthcare Worker Safety and Security

Home Health Workers

60% of community nurses have been verbally abused on the job in the last 2 years

20% of health workers weren't sure that their employer would take action if they were assaulted on the job.

80% said they did not report abusive or dangerous incidents to their supervisors[1]



Urgent Care Centers, Primary Care Clinics, Retail Clinics

- Health Systems continue to expand the use of Urgent Care Centers (over 7,000 in U.S. today), primary care clinics, and retail clinics
- These sites average small care teams during any shift
- Average is 12 staff per site with 4–6 on duty at one time

In-Hospital

1 in 5 nurses will be physically assaulted this year

1 in 2 nurses will be verbally assaulted this year.

32% of nurses who are assaulted will quit their job

The average cost to replace a nurse is **$65,000**

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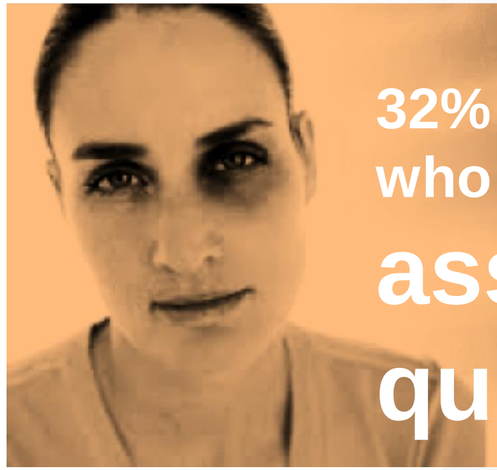
Impact on Staff Safety and Security



32% of Nurses who are physically **assaulted will quit their job**

Physical Assaults:	216
Voluntary Terminations:	69

$4,491K Est. Replacement Costs/Yr

The average cost to replace a nurse is **$65K**

Sick Days:	1,630
Long Term Care Days:	1,403
Short Term Care Days:	2,742

$1,209K Est. Medical, Indemnity, Sick & Disability Costs/Yr

$5.7 M/yr *Estimated impact for a mid-size hospital*

(350 beds with over 1,000 nursing staff)

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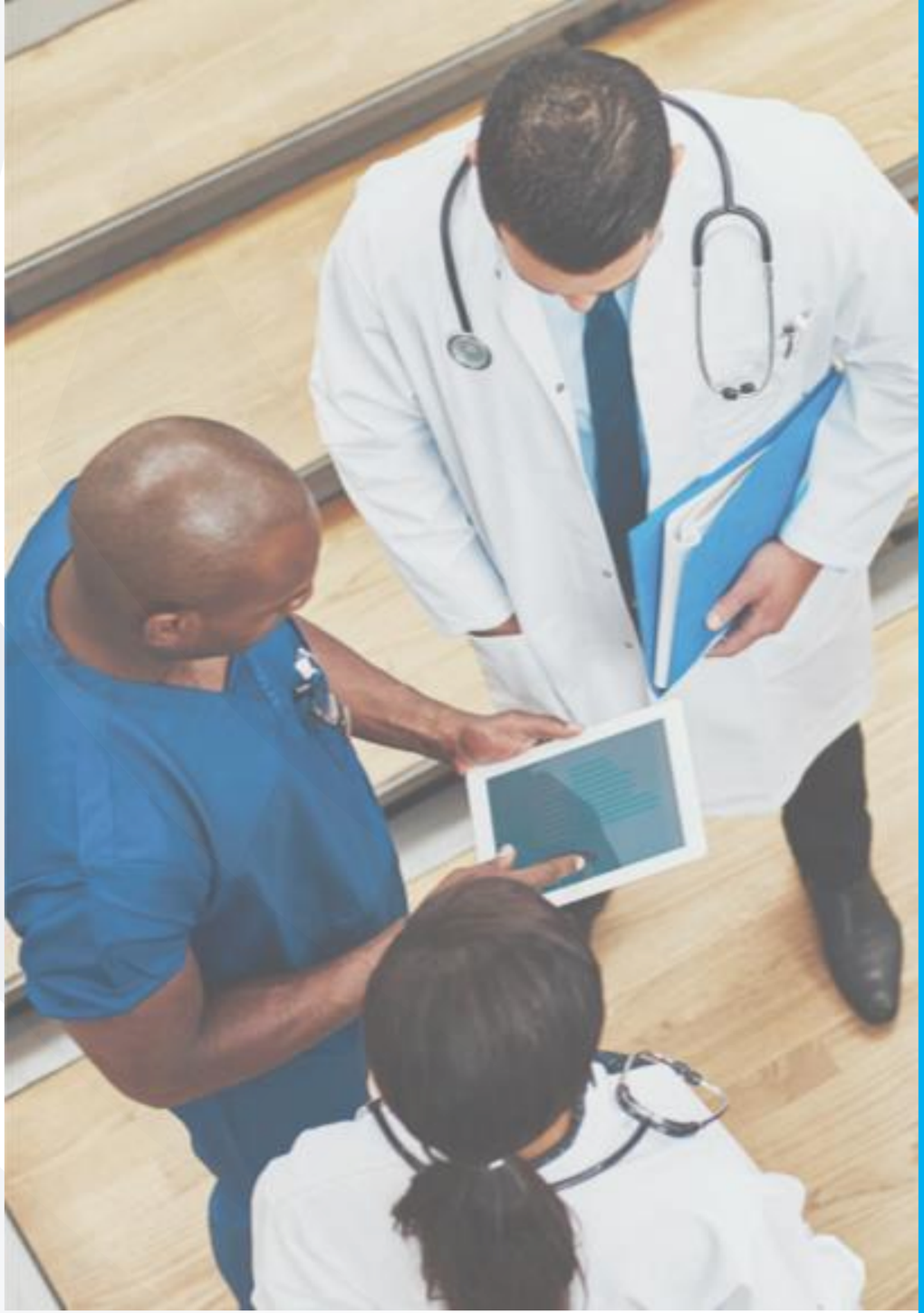
OSHA Guidance

Currently

The Occupational Safety and Health Act's general duty clause, states that "employers have a 'general duty' to provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harms."

- Provides guidance to address the impact of workplace violence in health care, risk factors and the importance of prevention programs
- Guidelines aren't mandated



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New Framework for Prevention

The Workplace Violence Prevention for Health Care and Social Service Workers Act, introduced in the House in Nov., would require health care and social service employers to implement a workplace violence prevention plan under the direction of OSHA.

- Clarifies and regulates employer obligations and necessary measures that should be taken to protect employees
- Presents points of vulnerability health care organizations should consider when establishing a workplace violence prevention program
- The bill's introduction follows previous legislation in nine states (California, Connecticut, Illinois, Maine, Maryland, New York, New Jersey, Oregon, and Washington)
- Sets a quick timeline on implementation to ensure timely protection for healthcare workers.

Safety and Security

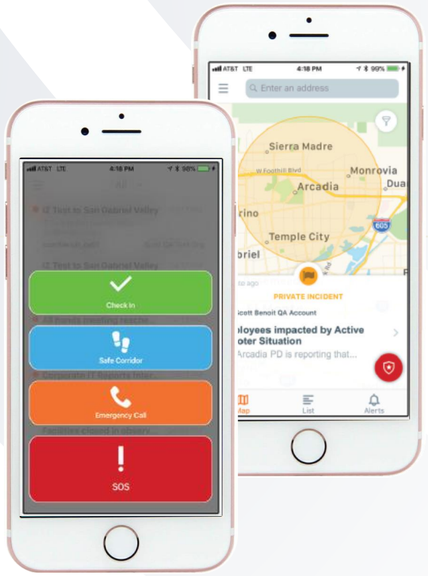
“See Something, Say Something

- **Individuals report anonymously or identified**
- **Response team is activated**
- **Protect other individuals with Incident Zones & Notifications**

- **Who** or **what** you saw;
- **When** you saw it;
- **Where** it occurred; and
- **Why** it's suspicious.

Escort Travelers

- **Timeout – individuals can set check-in**
- **Automated send for help**
- **Activate Responders**



Mobile Panic Button

- **Automatically notifies first responders, with the geo-coded location of an employee, while transmitting live audio and streaming video.**

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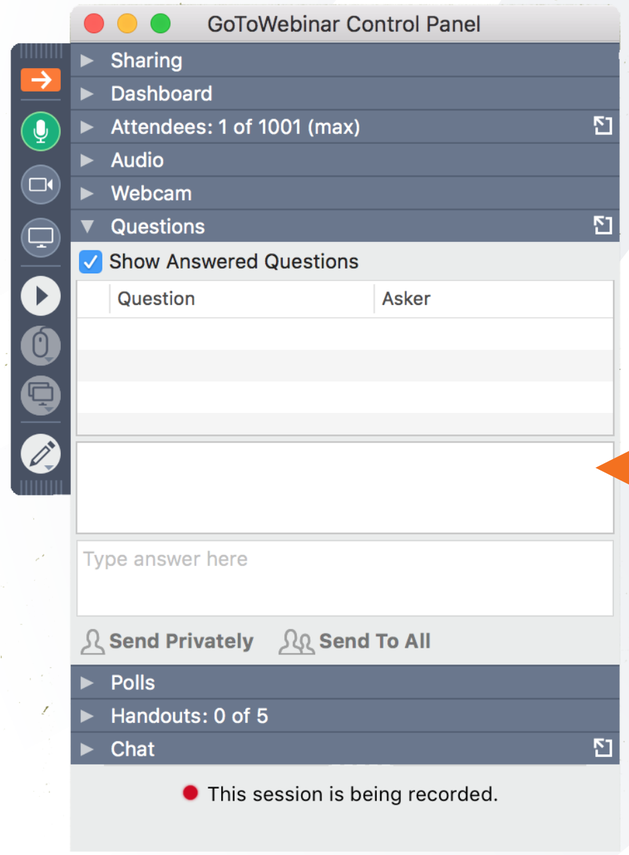
Questions & Resources

Questions



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Download Workplace Violence Prevention Resources

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Questions

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