

SOLUTION OVERVIEW

MyCall[®] Staff Protection

Personal protection for at-risk healthcare workers in the ED, Mental Health, OB and beyond



Solution Benefits

- **24/7, hospital-wide protection**
Protect and locate staff hospital-wide using existing infrastructure
- **Discreet and easy to use**
Staff members can quickly call for help or assistance without attracting attention
- **Use with confidence**
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
- **Faster response times**
Security and managers receive duress alerts to quickly see exactly who has called for help and where they are, with location updated in real-time
- **Designed for life safety**
Gives staff peace of mind and increased job satisfaction knowing that help is one button push away
- **Unified platform advantage**
MyCall is part of the STANLEY Healthcare enterprise-grade platform for real-time visibility solutions

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.

In addition, 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 \$100,000⁴.

Hospitals require a flexible, facility-wide solution for staff safety that supports the efficient delivery of patient care.

Solution

The MyCall Staff Protection solution provides caregivers with a portable means to call for help no matter where they are in the hospital. Designed as a mission-critical enterprise system, the MyCall solution helps increase safety for workers, and reduces the hospital's risk and financial exposure.

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

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

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

⁴ Source: <http://www.sciencedirect.com/science/article/pii/S009917671300216X>

How It Works

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.

ACCURATE, HOSPITAL-WIDE LOCATION

By leveraging the hospital's Wi-Fi network, the Staff Protection solution can locate staff members anywhere within Wi-Fi coverage, even the parking garage. Optional exciters bring resolution down to the room level for even greater location accuracy in areas of particular risk, such as the ED, mental health or rehabilitation.

COMPREHENSIVE ALARM INFORMATION

Real-time alerts are displayed at the hospital's security command center via Instant Notifier desktop application. Complete alarm details are clearly visible, including a map showing the staff member's current location. Mobile Instant Notifier makes alarm information available on iOS and Android devices. The solution can also send notifications to e-mail, text messages and other various staff communication tools.

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.

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 software gives managers an at-a-glance view of current status, including alerts, low battery badges and badges that have not been tested recently.



“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



About STANLEY Healthcare

Over 15,000 hospitals and senior living communities rely on STANLEY Healthcare solutions to empower caregivers to deliver better care. STANLEY Healthcare is a part of Stanley Black & Decker and a proud supporter of the Alzheimer's Association®. Learn more at stanleyhealthcare.com.