



# Staff Duress Planning Your Project Key Questions To Ask



### Key questions to ask when considering a staff duress real time locating system at your organization.

Every successful RTLS project begins with early customer discovery. This starts with engaging your team to understand how RTLS technology can meet your needs and expectations, then translating these needs into a comprehensive RTLS design that captures these requirements to reach the desired outcome for all hospital stakeholders.

Ultimately, the focus is on project definition, detail, and transparency to deliver a staff duress project that is on time, on budget and within scope.

The statistics regarding staff attacks are alarming. [Nurses Say Violent Assaults Against Healthcare Workers Are a Silent Epidemic](#) according to Nurse.org:

- 1 out of 4 nurses is assaulted on the job. The prevalence of workplace violence in healthcare remains higher than in most professions.

- The Joint Commission found workers in health care settings are 4 times more likely to be assaulted than workers in private industry.
- According to the Occupational Safety and Health Administration (OSHA), approximately 75 percent of nearly 25,000 workplace assaults are reported annually in health care and social service settings.
- The American College of Emergency Physicians reported that 70 percent of emergency physicians have reported acts of violence against them, yet only 3 percent pressed charges. until the threat is discontinued by the system admin

These alarming stats reinforce the importance of having a system that protects the staff within your hospital or healthcare group. Developing a comprehensive staff duress solution can lead to the following benefits

- Decrease emergency response times
- Reduce lost work time and healthcare expenses from injured staff members
- Increase employee morale
- Retain staff
- Avoid Workers' Compensation claims and liability lawsuits
- Maintain the hospital's reputation for future patients and prospective employees
- Protect emergency patients and staff from violent acts

Planning a staff duress solution that sits on a proven platform might seem overwhelming at the beginning but asking the right questions upfront will position you for success. The following checklist will walk you through each step of the process.

### Initial Questions

What is the goal for the system?

Is the staff duress solution for a specific department, throughout the hospital, or is it an enterprise solution? (e.g., Behavioral Health Unit, Emergency Department)

*Keep in mind that what works for one facility, may not be applicable for another*

*You may need different members from different teams if this will be an enterprise solution*

### Analyze Your Current Workflow

What is your current security response workflow? Having a copy of your current workflow helps your integrator understand the existing process and how it will be impacted by a new system

How do you define a staff emergency? i.e., a "badge push" event

How is an alert spread throughout the hospital?

*Consider systems such as: radios, phones, overhead paging, alarms, strobes, etc.*

*What other vendors need to be involved to continue using these systems?*

*What information does the alert provide: code, name of staff, room location, etc.?*

*Who receives the alert?*

What staff responds to a duress event?

*Where are they located in the hospital?*

*Besides those responders, who else needs to receive a notification when an event is taking place?*

How does the hospital determine when a duress event is "closed"?

*What reporting system is this recorded in?*

Define the current process/system self-assessment:

*What is the staff's perception of the current process?*

*What is working well?*

*What could be improved?*

Are there any other procedures in place specifically for a staff duress situation?

### Identify A Team

What departments are actively involved with the current staff duress system?

Who defines an emergency situation and how will that information be communicated?

What staff needs to be involved with the new system?

*Pay attention to new departments who were not involved before, or significant shifts in responsibility*

*What staff is interested in the new system, and what is their role in the staff duress system?*

*Who will maintain the role of Clinical Admin? System Admin?*

*Who is responsible for communicating responsibilities and expectations of the new staff duress system?*

*Who will the vendor's training department work with to establish training and a training schedule?*

## Post Implementation

Where will the dedicated staff duress client workstations be located?

*Is there room at the workstation or in your budget for additional client workstations?*

Once the staff duress system is installed, how many staff badges will need to be issued?

*Also consider students you may have and “float” badges that can be used for staff that is covering from different locations or for staff that has forgotten their badge at home*

The following badge responsibilities need consideration:

*Assigning and configuring badges for new staff*

*Replacing lost badges*

*Replacing badge batteries*

Having a designated role be responsible for clearing the alarm will make sure that the event has been addressed and starts the appropriate documentation.

At Convergent, we've learned that every successful RTLS project begins with early customer discovery: engaging with you and your teams to understand how RTLS technology can meet your needs, expectations, and outcomes. We stand ready to help translate your needs into a proper, comprehensive RTLS design that captures the requirements of all your hospital stakeholders.

Ultimately, our focus on project definition, detail, transparency, and planning will deliver an RTLS project that is on time, on budget and within scope – all focused on building a long-term relationship with you to ensure your RTLS project is successful from the very beginning.

Let us know how we can help.