Staff Safety

An Ascom Healthcare Platform solution for a safer workplace

Staff need protection

Protecting hospital staff and healthcare workers from violence is a challenge. With the Staff Safety solution from Ascom, you have a reliable solution to quickly raise alarms and respond to them with a mobile phone. This makes staff feel more secure and confident at work and helps hospitals protect their people and minimize the impact, cost and liability of attacks on staff.

A safer hospital is a better hospital for all

Hospital staff need protection and support not only to reduce the risk from attacks and feel more secure, but also to minimize the consequences and costs. In the US, as many as 32% of nurses who are physically assaulted will leave their healthcare organization[1] with each costing an average of $56K to replace[2]. While for a mid-sized hospital of 350 beds and 1,000 nursing staff, the estimated cost of lost work time due to workplace violence is $5.7 million per year[3].

As a result, minimizing risk and maximizing workplace safety is vital to:

- Reduce injuries, illness and deaths
- Make staff feel less threatened and more secure, especially in ED and psychiatric wards
- Attract and keep staff and reduce turnover
- Avoid operational consequences and costs from attacks
- Avoid breaches of health and safety legislation
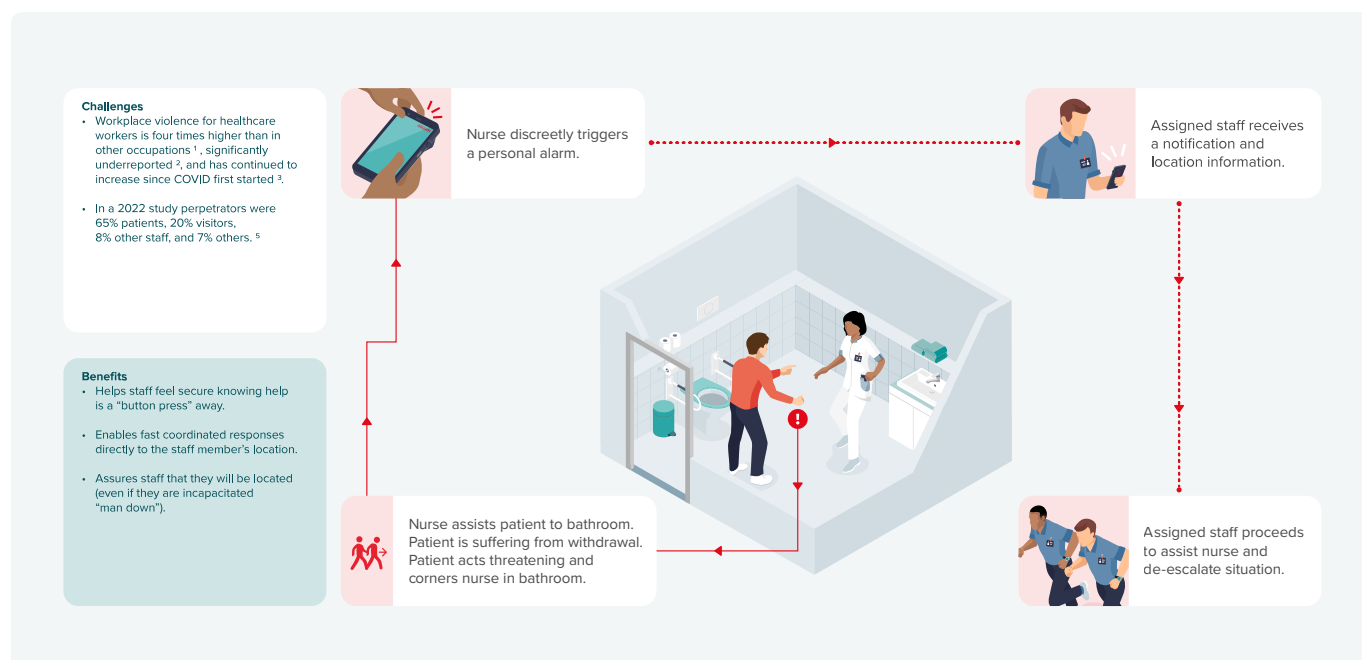
Staff Safety solution

When hospital workers are attacked or feel threatened, they can raise an alarm, manually or automatically, that quickly notifies responders to come to their location.

Either stopping an attack or preventing it from happening in the first place and giving at-risk hospital staff confidence that help is never far away.
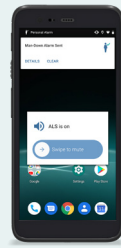
Key statistics

- According to the ANA, fear of workplace violence is the number 4 concern expressed by Nursing (behind inadequate staff, mental health concerns and lack of advancement opportunities)[4].
- Healthcare workers are five times more likely to sustain a workplace violence injury than other professions [5].
- OSHA estimates that nearly 75% of about 25,000 workplace assaults reported annually occur in healthcare settings[6].
- 25% of nurse respondents in a US study reported experiencing physical violence more than 20 times in a 2-year period[7].

Personal alarm due to aggressive patient

Challenges
- Workplace violence for healthcare workers is four times higher than in other occupations [1], significantly underreported [2], and has continued to increase since COVID first started [3].
- In a 2022 study perpetrators were 65% patients, 20% visitors, 8% other staff, and 7% others. [5]

Benefits
- Helps staff feel secure knowing help is a "button press" away.
- Enables fast coordinated responses directly to the staff member's location.
- Assures staff that they will be located (even if they are incapacitated "man down").

Nurse discreetly triggers a personal alarm.

Assigned staff receives a notification and location information.

Nurse assists patient to bathroom. Patient is suffering from withdrawal. Patient acts threatening and corners nurse in bathroom.

Assigned staff proceeds to assist nurse and de-escalate situation.
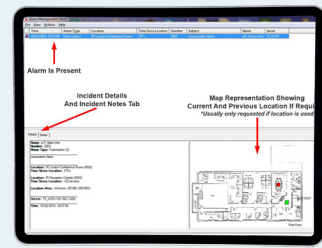
Key features

The Staff Safety solution within the Ascom Healthcare Platform is based on mobile devices with in-built staff safety features such as panic buttons, real-time location technologies, alarm dashboards, incident mapping and mobile response workflows. All to ensure responders can react to a staff attack situation as quickly as possible.

Mobile alerting   **List View of current alarms**

- Personal alarms to provide staff safety: a sent alarm is confirmed with sound, LED, vibrations and text
- Silent alarm, to be able to send alarms unnoticed
- Test Alarm for functionality tests
- Alarm activation by long press or multi-press on multifunctional buttons
- Alarms sent over DECT (for Ascom Myco 3) and WiFi (for both Ascom Myco 3 and 4)
- Location information via IR positioning, BLE (Bluetooth) positioning, WiFi Access Points, DECT Base Station, DECT Beacon and GPS positioning
- Man-Down/No-Movement alarms

- Ascom Myco 4 Pull-Cord support
- ALS (Acoustic Location Signal) after an alarm has been triggered
- Optional automatic call setup for alarms allows communication between responders and the sender – Support for listen-in mode
- Alarm Data Support allowing third-party applications
- Support for remote configuration of handset
- Configuration of settings per user/group of users

Software

The solution is based on Ascom Unite Personal Alarm and workflow management software. Ascom software enables you to integrate with third-party systems for features such as location services and external alarm presentation, while it is HTML5-enabled to allow user access from any PC or screen.

Technical specifications

Required components

Unite Platform Server (Unite PS)	For technical specifications, refer to Data Sheet, Ascom Unite Platform Server, TD 93266EN
Unite Axess Server	For technical specifications, refer to Data Sheet, Ascom Unite Platform Server, TD 93266EN
Ascom Login	For technical specifications, refer to Data Sheet, Ascom Login, TD 93317EN
Unite Personal Alarm mobile app	For use on 3rd party Android devices

Supported smart devices

Ascom Myco 3	Supports Android™ 10.x and 9.x Firmware 2.0.1 or later Ascom Experience 2.0.4 or later
Ascom Myco 4	Supports Android™ 13 and 12

Technical specifications

Feature-specific requirements

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Unite Axess Server	For technical specifications, refer to Data Sheet, Ascom Unite Platform Server, TD 93266EN
Ascom Login	For technical specifications, refer to Data Sheet, Ascom Login, TD 93317EN
GPS positioning	Unite Axess Server version 6.2 or later Ascom Login version 1.5 or later
Configuration of settings per user/ group of users	Unite Axess Server version 6.2 or later Unite PS version 4.7 or later
Man-Down & No-Movement alarm and Acoustic Location Signal (ALS)	Unite Axess Server version 6.3 or later Unite PS version 4.7 or later Ascom Myco 3 version 2.3.0 or later Ascom Myco 4
Pull-Cord/Auxiliary alarm	Unite Axess Server version 6.6 or later
BLE (Bluetooth) location support	Unite Axess Server version 6.7 or later Ascom Login version 1.8 or later Ascom Myco 3 version 3.2.2 (limited support, see Release Notes) Ascom Myco 4
Alarm Distribution over DECT	IP-DECT version 11.3.0 or later Ascom Myco 3 version 3.0.3 and later Unite Axess Server 6.8 or later Ascom Login 1.8 or later
DECT Beacon	IP-DECT version 11.4.0 or later Ascom Myco 3 version 3.3.0 and later Unite Axess Server 6.8 or later Ascom Login 1.10 or later
Call features monitoring and loudspeaker	Unite Axess Server 7.0 Unite Platform Server 4.21 Ascom Myco 3 version 3.5.5 or later

Languages

Supported languages	Chinese (simplified), Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Polish, Portuguese, Russian, Slovak, Spanish, Swedish

License specifications

Refer to Ascom License Configuration Guide, TD 93113EN, located on the Ascom Partner Portal, under
Products ➜ Software ➜ Ascom Unite.

Take the next step

Contact your local Ascom representative to start implementing Staff Safety in your workplace.

www.ascom.com

References:

1. US Bureau of Labor Statistics, 2013

2. https://www.beckershospitalreview.com/finance/the-cost-of-nurse-turnover-in-24-numbers-2024

3. Violence in the field – the dangers faced by home healthcare providers, Pam Albers, LCSW, BACS, New Orleans Family Justice Center

4. https://www.nursingworld.org/content-hub/resources/nursing-leadership/issues-in-nursing/

5. https://psnet.ahrq.gov/perspective/addressing-workplace-violence-and-creating-safer-workplace#:~:text= While%20violence%20in%20the%20workplace,violence%20injury%20than%20other%20professions

6. https://www.osha.gov/sites/default/files/publications/osha3148.pdf

7. https://journals.lww.com/jonajournal/abstract/2009/07000/violence_against_nurses_working_in_us_emergency.9.aspx

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About Ascom
Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.