



## Napa State Hospital Improves Caregiver Safety with Location-Aware Panic Buttons

Serving California's psychiatric patients for over 130 years, Napa State Hospital (NSH) began seeking technology solutions to improve safety on campus following a staff fatality in 2010. Napa State Hospital provides a variety of treatment services for the up to 1,362 psychiatric in-patients it serves annually, however responding quickly to staff duress incidents on the sprawling 138-acre campus was challenging. NSH needed a proactive way to monitor staff movements during emergencies and communicate with staff and visitors anywhere on campus for improving emergency response times to ensure a safer workplace for employees.

In the past, it was impossible for staff and police to pinpoint the location of an emergency caller without the caller volunteering their location over the phone, which impacted emergency response times and ultimately emergency outcomes. Since every minute counts during an emergency, NSH needed an instant safety alert system that indicated staff locations on the large campus. Their chosen solution needed to go beyond conventional phones and panic buttons, which lack location visibility or require map look-ups.



### Solution

Napa State Hospital administrators wanted to make staff, visitors, and patients comfortable while meeting the state's safety requirements. To fulfill these needs, Napa State Hospital chose AiRISTA Flow featuring Ekahau's Real-Time Location System (RTLS) with geo-messaging. Implemented by AT&T and NetXperts, 2,000 wearable AiRISTA Flow Wi-Fi badges and Ekahau Vision™ location analytics software provide 24/7 emergency visibility and communications from anywhere on campus.

Hospital protocol simply requires that caregivers wear their AiRISTA Flow Wi-Fi based badges (using radio frequency identification (RFID) technology) when they begin their shifts. Visitors are also given badges upon check-in at the main security gate. If an emergency occurs, employees and visitors pull down on their badge's patent-pending safety switch, which instantly alerts campus police of the emergency and their location, without any dialing, voice prompts or map look-ups on the part of the police. AiRISTA Flow's RTLS safety alert solution uses the hospital's Wi-Fi network to wirelessly communicate between Ekahau Wi-Fi badge-holders, using RFID-over-Wi-Fi™ technology. In addition, AiRISTA Flow badges feature a 3-point break-away lanyard which opens if pulled on too tightly, therefore no strangulation hazard is posed by wearing AiRISTA Flow badges.

When an AiRISTA Flow badge is pulled down, signaling an emergency, all hospital badge-holders nearby receive a notification through on their badge LED, indicating the emergency's location which is also sent to security monitors managed by first responders. A receipt confirmation can also be programmed to let the badge-holder know that help is on the way or



allow the badge-holder to cancel the request. NSH security can also receive AiRISTA Flow badge alerts if a guest or patient enters a restricted “geo-fenced”

area of the hospital. The AiRISTA Flow RTLS solution also comes with a Forensics Replay™ feature, allowing police and managers to view a playback of badge-holder movements during an emergency response. With the AiRISTA Flow safety and security solution, NHS can reduce emergency response times,

prevent injuries and ensure that staff and guests feel safe.

## Results with AiRISTA Flow for Staff Safety

AiRISTA Flow's staff safety solution uses the hospital's existing Cisco Wi-Fi network; therefore no additional, wired infrastructure was required. Police, security and staff can accurately locate and respond to visitors and staff wearing AiRISTA Flow badges and view badge-holders in real-time using web-based virtual maps of the hospital. Plus, AiRISTA Flow is the only RTLS provider that offers 2-way messaging between badge-holders and law enforcement, so that those in danger can be informed that help is on the way.

In June of 2013, several months after the AiRISTA Flow RTLS solution was activated, a caregiver was attacked and the shorter emergency response time afforded by the AiRISTA Flow solution saved her life. The caregiver used her AiRISTA Flow badge to signal for help and nearby staff members came immediately to her rescue.

AiRISTA Flow's safety solution not only makes staff and visitors feel safer but it also helps prevent tragedies by reducing emergency response times on campus. With AiRISTA Flow's location-aware safety alert solution, Napa State Hospital is safer for everyone and caregivers know that they are visible and protected no matter where they go on campus.

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Our employees wanted a device that not only sent out an alarm, but also helped them find their way and respond to an alarm.”

- Jamie Mangrum, Napa State Hospital's IT Director and Deputy CIO said in AT&T's “Thought Leadership Profile: Committing to Safety”

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