kontakt.io ✕ Holyoke Medical Center

Scalable Solutions from Staff Safety to Patient Elopement

461
Medical staff members and nurses protected with smart badges
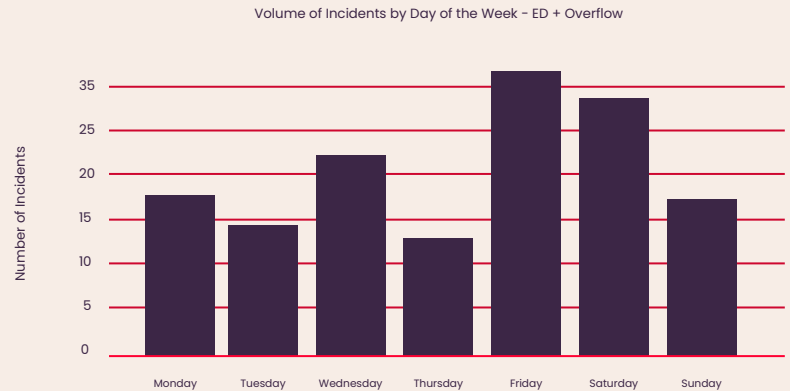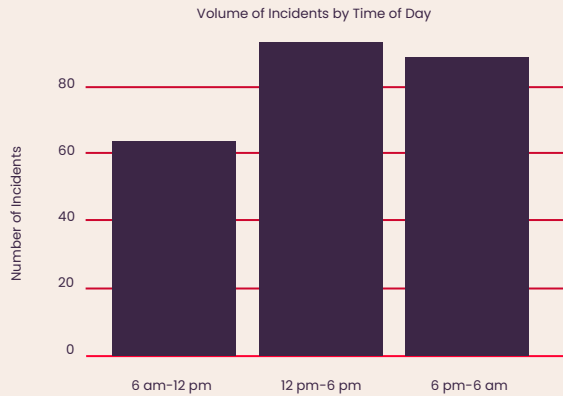
24/7
Protection 365 days/year, with data-driven insights

3 seconds
Or less from badge button press to security alert

The Challenge

Like many hospitals today, Holyoke Medical Center — a 198-bed facility in western Massachusetts — recognized the need for a staff safety solution. Incidents of workplace violence (WPV) are rising nationwide, and leadership wanted a fast and reliable way to protect their nurses and clinicians. Of course, implementing a new technology across an entire facility can feel like a heavy lift between budgeting and resourcing, so the team at Holyoke Medical Center wanted a solution that was easily scalable from a vendor who could add value as a long-term technology partner.

Volume of Incidents by Time of Day

Volume of Incidents by Day of the Week - ED + Overflow

The Solution

Holyoke Medical Center first deployed Kontakt.io's Staff Safety solution in the Emergency Department where they were seeing the most incidents and subsequently would see the most ROI for a safety solution. Giving each caregiver a wearable duress badge with a panic button that sends a real-time location alert to security delivered immediate results: nurses and staff felt safer and the rapid response from security can de-escalate situations where every second counts. Following the 2023 deployment in the ED, Holyoke

Medical Center has scaled Staff Safety to three additional departments and the ED overflow unit, and has also rolled out Kontakt.io's Patient Elopement solution in the ED. Successfully implementing Staff Safety in other departments, leadership is now considering expanding to other use cases including patient elopement prevention in the behavioral health department as well as Asset Management. Now that the Kontakt.io RTLS and BLE infrastructure is installed, adding additional use cases is quick and easy.

In fact, scalability was one of the value-added benefits Holyoke Medical Center was looking for in a Staff Safety solution. And Kontakt.io's AI-powered RTLS platform is built to help health systems keep staff safe, cut costs, and better orchestrate care operations. Whether a hospital is starting with Staff Safety and expanding into other use cases like Asset Management, or vice versa, once the Kontakt.io infrastructure is installed, adding use cases or expanding to additional departments is easy, fast, and fully integrated.

Lynn Garreffi
Director of Emergency Services

"Kontakt.io elopement badges have allowed us the ability to ensure our high risk patients were safe. The badge alerts the staff so we can ensure the patient is safely returned to their treatment space quickly. In addition, the staff duress badges bring staff a sense of security. Having a solution that is on your person allows you to push for help discreetly and to ensure help is on the way."

Keith Pratt
Director of Information Systems

"The system allows for accurate reporting of staff and patient location, ensuring help is sent to the right area. Kontakt.io's easy roll out ensured we could get the system into the hands of our staff quickly. Their support team has been excellent in helping us integrate the system into our network and workflows. We are exploring options to leverage this existing system into other use cases like equipment tracking"