

## Atrium Health – Preventative Safety Measures Implemented Since 2017

As the healthcare industry continues to increase its attention on security, Atrium Health is furthering its goal of ensuring the safety of each patient, teammate and visitor by implementing enhanced security measures across its system.

In 2017, Atrium Health established a multi-disciplinary Workplace Violence Committee, tasked with studying and making recommendations to enhance security processes and procedures at Atrium Health facilities. Since that time, these are some of the added measures taken at its facilities:

- Installation of “No Harm” signage informing patients and visitors that assaulting a healthcare worker is a felony
- Providing training to 9,000 teammates in de-escalation techniques, personal safety, security awareness behaviors and active assailant awareness
- Educating all teammates on Human Resources and Emergency Management policies regarding workplace violence
- Installation of metal detectors in emergency departments
- Arming additional security guards with firearms and/or tasers; many have prior law enforcement or military background
- Standardizing a system-wide visitor management platform, requiring check-in before entering patient areas
- Providing personal panic devices

The changes are working. One year after implementation, OSHA-recordable injury frequency in our emergency departments decreased by 72%. Security response times to high-priority situations was cut in half.

*“Ensuring the safety and security of everyone who walks through our doors is a responsibility we take very seriously. We are continuously analyzing healthcare security trends and listening to feedback from our patients and teammates with the goal of making our facilities a leader in security and one of the safest places in our communities.”*

- Maureen Swick, SVP and System Nurse Executive Atrium Health