



Case Study

Burrell Behavioral Health

Industry:

Healthcare

Needs Expressed:

- Easy to use emergency response button (SOS) for Burrell field staff
- Support for employees concerned about their personal safety
- Immediate response and dispatch of emergency services (Police/EMT/Fire services) for Burrell field staff
- Organizational awareness of security events in real time

Benefits Realized:

- Employees feel safer and more secure on the job and are able to focus on providing quality care
- Easy and quick access to a 24/7 Response Center
- Real-time alerting of security events
- Organizational risk mitigation

About Burrell Behavioral Health

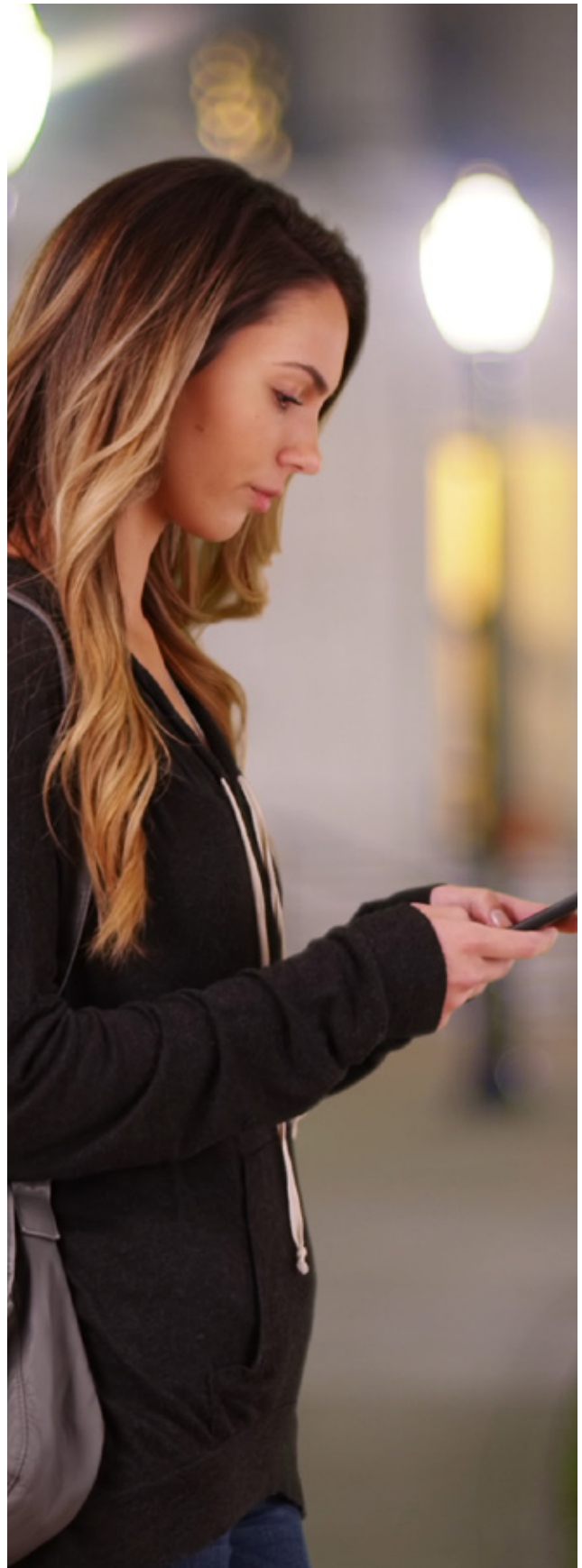
Burrell Behavioral Health is a growing Community Mental Health Center that connects with more than 40,000 clients across 18 counties in Missouri. Their provider base of 400 clinicians offers a full continuum of care through their integrated network. They create individualized care plans, and staff collaborates with families, schools, healthcare systems, and other networks to provide the appropriate care for each situation.

Burrell Behavioral Health works in partnership with the communities they serve to address behavioral health needs beyond the walls of their buildings. Whether through hosting educational events, integration with area health systems, or providing service access within area schools, Burrell believes connection is key to getting their friends and neighbors the help they need. They are committed to serving all people that need help the most. Burrell believes in comprehensive services that are collaborative with their communities and partners.

The Challenge

Home healthcare workers face unique risks associated with working in uncontrolled environments, in unfamiliar neighborhoods, and in isolated situations frequently with patients or family members who are in difficult circumstances and sometimes pose a threat. 75% of all the workplace assaults reported annually in the U.S. occurred in healthcare and social services sectors, resulting in stress, burnout and high turnover rates across the entire healthcare industry.

Burrell has a large team of healthcare professionals who travel throughout Missouri to provide behavioral care. Outreach workers visit areas where there is a high underserved population in need of medical and social services, including homeless encampments. They often face cultural and/or linguistic barriers. Finding and retaining workers to service these areas can be extremely difficult.



Burrell's primary challenge was to find a way to provide support for employees who feel threatened or unsafe on-the-job, to protect them when they find themselves in vulnerable situations, and provide immediate real-time response.

Prior to implementing the AlertGPS safety solution, if a Burrell employee felt uneasy or threatened, Burrell's employee safety staff would stay on the line with clinicians, case workers, and outreach workers as they performed their duties in the field. In some cases, staff enlisted personal security to accompany employees. This approach was inefficient and made it difficult to effectively serve some communities.

The AlertGPS Safety Solution

Burrell chose to deploy the AlertGPS' ActiveHalo® safety wearable device to support its clinicians and case workers in the field. With an easy one-touch SOS button, employees connect via 2-way voice with the AlertGPS 24/7 Response Center. Trained agents respond immediately and dispatch emergency services to the worker's exact location, if needed. With features such as Companion mode, Burrell employees can initiate a call anytime they feel uneasy, for any reason, and the agent will stay on the line until they feel safe. Workers can also press the Check-In button to automatically report their location to their manager throughout the workday.

AlertGPS's cloud-based alerting platform ensures that Burrell's Crisis Team has full situational awareness during emergency events, including automated text and email alerting that allows the Burrell Crisis Team to be informed every step of the way. The secure platform also gives the Burrell Crisis Team the ability to visualize the current location and status of their workforce, define escalation plans, set alerts, identify threat zones and generate reports that support the organization's compliance requirements.

The Results

The AlertGPS integrated safety solution connects Burrell with its healthcare workforce, helping protect and mitigate risks associated with working in uncontrolled environments. Adam, Burrell Behavioral Health's AlertGPS Coordinator, stated that "outreach and case workers sometimes travel to dangerous locations that even I, as a former law enforcement officer, would be concerned about visiting. We needed a safety solution that was easy to use, reliable, and helped us build a proactive safety culture within our organization." AlertGPS has been providing services to Burrell for over three years and the outcome has been very positive. According to Adam, "AlertGPS delivered a solution that meets our needs... and provides our employees with a heightened sense of security and protection when they are going into the field".

"We have hundreds of home health professionals working in uncertain environments every day and we depend on the AlertGPS safety system to get help to our field workers if the need arises. Recently, one of our employees was assisting an individual who was involved in a domestic dispute at a homeless encampment. Our provider pressed her AlertGPS SOS button and the agent came online, addressed our employee by name, knew exactly where she was located and was ready to dispatch emergency assistance in just moments. The AlertGPS agent stayed on the call with our provider and gathered situational intelligence, including the location of the assailant and whether the individual was armed. When our provider confirmed that she and the victim had made it to the car and were on the road far enough away from the encampment to feel safe, the agent checked the GPS location to ensure they were out of harms way before she signed off the call. AlertGPS is an important part of our company's safety regime, and we are grateful for the 24/7 emergency support and the confidence it gives our field workers. We have also been impressed by AlertGPS's highly responsive and professional team."

System Director IT, Burrell Behavioral Health.

About AlertGPS

AlertGPS is a leading innovator in connected enterprise safety technology. Our solution offers the quickest way to locate, communicate and get emergency help to your mobile workforce. Our safety wearable devices and mobile apps, available for smartphones and tablets, combined with our cloud-based alerting platform, proactively monitor and enable rapid communications and emergency response to workers who are injured or threatened. At the simple touch of a button, a worker can quickly trigger a two-way emergency call to our 24/7 Safety Monitoring Center, with trained agents ready to dispatch help anywhere in the US or Canada. Our products and services are deployed and used nationwide by organizations in the healthcare, utilities, energy, delivery services and social services industries, as well as by the U.S. Military.

