

A GUIDE TO 2023 TRENDS

IN HEALTHCARE SAFETY AND SECURITY

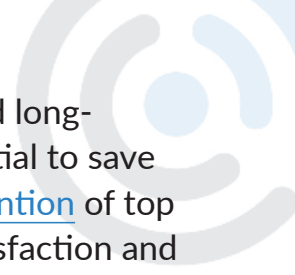




As we enter 2023, healthcare organizations around the world are reflecting on the past year. 2022 saw a difficult year picking up where the year before left off in the pandemic response. Only this time, concerning trends that some may have thought would fade away on their own have left healthcare leaders with new decisions to make. Though staffing shortages, monitoring, and proper resource allocation are hot topics in healthcare, workplace violence continues to be one significant trend that remains on every healthcare professional's radar.

Trends in violence against healthcare workers have made safety and security a top concern for healthcare facilities across the country. Though incidents of workplace violence are rising in all industries, healthcare workers face a higher risk of experiencing an attack than any other. In total, healthcare workers make up 50 percent of workplace violence victims. Yet nurses and emergency physicians confront a disproportionate threat of violence: 70 percent of nurses have been assaulted at work, and 47 percent of emergency doctors have experienced violence on the job.

While a variety of factors contribute to the rise of workplace violence in healthcare, *Business Insider* reports tense politics around vaccines and other healthcare services as the leading cause of a 30 percent increase in violence against nurses.



Fostering a safe and secure environment for your employees offers short-term and long-term benefits for your organization. Workplace violence prevention has the potential to save healthcare organizations millions of dollars, but it also aids in [recruitment and retention](#) of top talent. Lack of meaningful safety measures, however, decreases employee job satisfaction and loyalty—factors that directly impact a worker’s decision to stay at a job.

In anticipating [trends for the new year](#), healthcare leaders can expect to see continuity from 2022, with a specific emphasis on safety:

- ① [Re-emphasis on safety](#) – After regulatory agencies eased patient safety reporting requirements to ease the strain on healthcare providers during the Covid-19 pandemic, healthcare-associated infection rose in 2020-21.
- ② [Staffing challenges](#) – Medical practices confirm that staffing will be the greatest challenge in the new year.
- ③ [Push toward technology](#) – From telehealth to room cleaning robots to AI-powered security systems, investment in new technologies is here to stay.

2023 is shaping up to be a year focused on safety and security in healthcare, meaning industry leaders will need thoughtfully [considered solutions that best fit staff needs](#).

Current Technological Trends in Safety and Security

Throughout 2022, [technological innovations](#) changed the way healthcare is delivered to communities around the nation. From extended reality to machine learning to artificial intelligence, the patient experience is a top priority for healthcare leaders in an increasingly competitive, consumer-oriented market. Unsurprisingly, technology is the main factor driving [2023’s predicted trends](#) in healthcare safety and security measures:

- Telemedicine
- Monitoring remote patients
- Improved patient engagement with online services
- Use of big data
- Role of AI in healthcare
- Accounting for security and technology costs

Included in the burgeoning role of AI in healthcare is the [Internet of Medical Things \(IoMT\)](#) sector. The IoMT functions as a network of automated systems that bridges the gap between crucial medical services and less accessible communities by connecting medical devices, applications, and infrastructure.

Together, these systems comprise an inter-network of healthcare information technology. Wearable emergency devices, mobile apps, and smart autonomous devices are all included in the IoMT. As an innovative component of the IoMT, CrisisAlert by [CENTEGIX](#) is powered by a private security network. CrisisAlert helps to reduce response time for a range of safety and security incidents. Also an enterprise SaaS, it is equipped with the ability to capture incident data. CrisisAlert provides the information needed to identify and track trends and identify other measures to increase your facility's safety and security.



Moreover, hospitals and healthcare facilities have an influx of sensitive data to manage and desperately need the integration of healthcare systems with big data and data silos. A secure, multi-faceted solution, like [CrisisAlert](#), should be a critical component of your organization's overall plan for safety and security. CrisisAlert's instantaneous communication capability affords healthcare personnel the peace of mind to focus on delivering top-notch patient care with confidence. With a robust reporting dashboard that equips leaders with actionable data to understand how to best support their teams and facilities, solutions like CrisisAlert allow your facility to tackle managing, storing, and mining useful data for your business priorities.

The CrisisAlert badge does more than help your facility handle data. Wearable devices [amplify existing safety and security initiatives](#) that integrate with rising technology trends in healthcare. Wearable panic devices were already popular in 2022 and will continue to grow in the new year. CrisisAlert, currently protecting over 5 million people across the country, empowers healthcare personnel to properly respond to an emergency [every time, anywhere in their facility](#). With the push of a button, CrisisAlert simplifies the emergency reaction process, providing a direct, discreet, immediate call for help to first responders with your exact location.

- [Ease of installation](#) – no alterations to physical structures or cybersecurity systems necessary
- [Audio and visual notification](#) – colored strobe lights, desktop alerts, and intercom integration
- [Total facility coverage](#) – every square foot of your property is covered; zero dead zones
- [100% user adoption](#) – no app to download or personal device required

Keeping up to date on security and safety [trends for 2023](#), such as the role AI and big data play in boosting cloud technology and ensuring data privacy and security, is necessary to prevent instances of workplace violence and improve the overall patient experience.

Improving Safety

The importance of feeling safe at your job cannot be overstated. Your employees should trust their employer to put their safety first. 2022 saw the continuation of a years-long disturbing rise in violence against healthcare workers, putting millions of lives at risk in facilities across the nation. Increased workplace violence redefines how employers prepare staff for potential threats. Healthcare leaders face 2023 knowing that, in a crisis, every second matters.

[Healthcare safety plans](#) prepare staff for any type of emergency, empowering employees to trust the tools they've been given to respond. Effective workplace safety plans are a necessity in the new year.

Safety will shape other parts of the healthcare landscape in 2023 as well. [Worker and patient safety trends](#) that employers should plan to improve upon in the new year include:

→ Musculoskeletal disorder and remote injuries prevention

- As healthcare elements become increasingly digitized, more healthcare jobs become remote positions. Expect an increase in musculoskeletal disorders and other remote work injuries due to generally poor ergonomics in home office settings.

→ High-quality physical protection

- The 2022 pandemic response highlighted the importance of PPE and cleaning and hygiene strategies to safeguard healthcare personnel. Quality PPE now includes protection from workplace violence. 2023 could see wearable emergency buttons become part of the standard healthcare uniform.

→ Mental health protection

- Many employers view mental health as equally important as physical health. Caregivers suffering from poorly managed mental disorders are increasingly prone to medical errors. The Covid-19 pandemic underscored the importance of workplace mental health. [Half of all nurses](#) report burnout. Turnover rates hover between 20 and 30 percent. 2023 will see increased emphasis on mental health benefits and how coverage will affect employee retention.



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Improving Security

[Protecting data](#) will be a significant part of improving security for hospitals and healthcare facilities in 2023. The issue has already made its way to the desks of US Senators. In 2021, the House of Representatives passed the Workplace Violence Prevention for Health Care and Social Service Workers Act, which in May 2022 they [introduced](#) for a vote in the Senate.

The bill would allow OSHA to require healthcare and social service employers to establish workplace violence prevention plans that protect physicians, social workers, nurses, and emergency responders according to set standards. To do so, the legislation focuses on data protection as a central part of healthcare security solutions. It cites monitoring systems, barrier protection, and systems to identify and flag clients with a history of violence.

The Workplace Violence Prevention for Health Care and Social Workers Act takes a step in the right direction to improve healthcare security. As healthcare leaders work to protect staff and patients from threats of violence, technological innovations in security—from mobile duress systems to patrolling security robots—will only grow in 2023.

Impending Recession and Your Healthcare Organization's Financial Health

Alongside safety and security protections, hospitals and healthcare facilities also have to consider protections from a different threat: a likely economic recession. While inflation impacts patients daily, hospitals also face unique financial burdens as the probability of a recession by 2023—hovering at about [40 percent](#)—looms.

For decades, many considered the healthcare industry “recession-proof.” When the industry emerged from the Great Depression relatively unscathed, the theory was all but confirmed. Yet, as more consumer elements are incorporated into healthcare, the recession-proof industry no longer lives up to its name.

“Maybe the way we would think about healthcare is it’s moving along a continuum from having low sensitivity to recession to high sensitivity to recession,” Eric Jordahl, managing director with Kaufman Hall, told [Becker's](#).

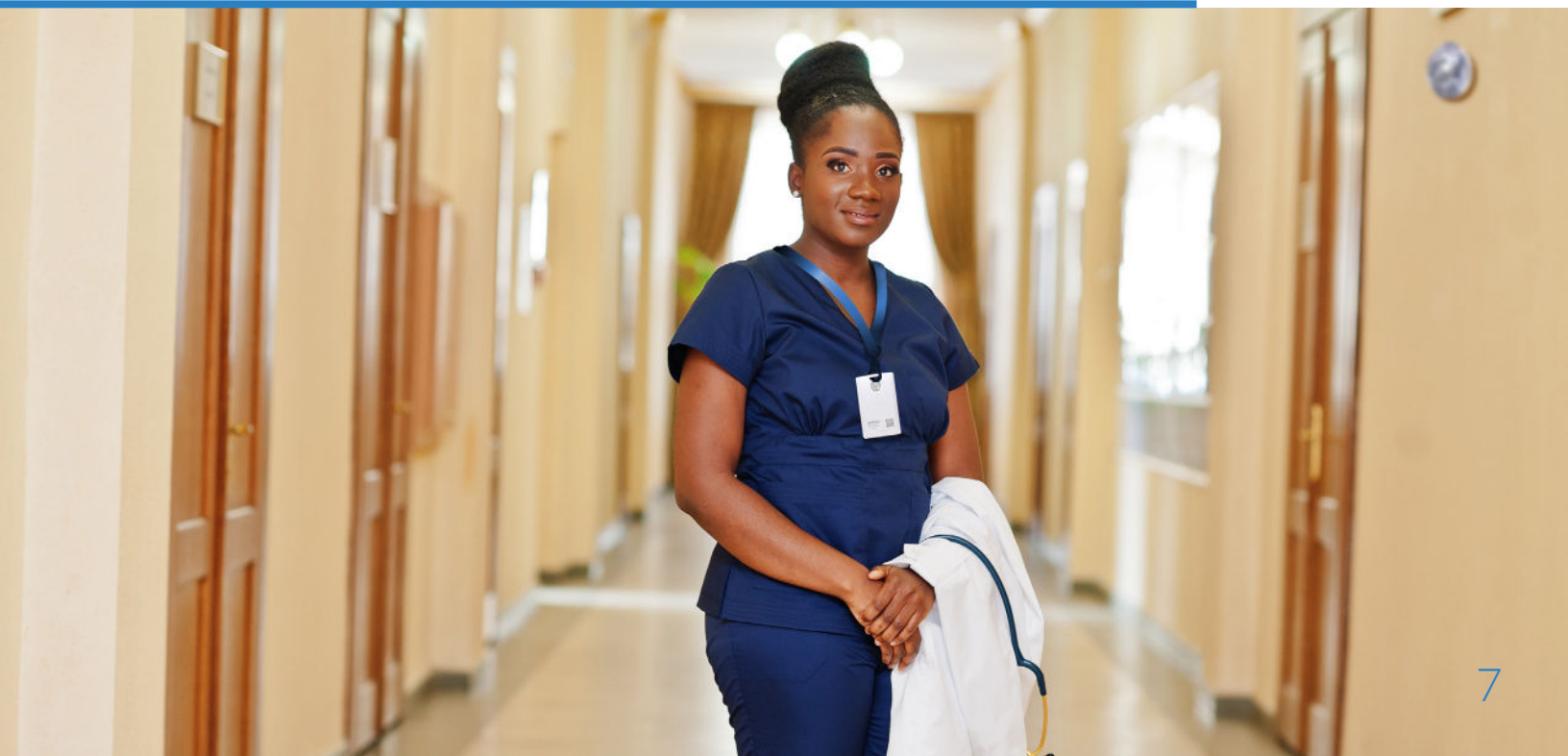
An obvious way recessions impact the healthcare system is through high unemployment, which leads to more uninsured people. But what changed the industry’s dynamic amid economic uncertainty was the introduction of high-deductible insurance plans. These health plans elicit a hyper-cautious consumer mentality from patients reluctant to seek care if they expect a \$10,000 deductible.

The resulting deferred or delayed care affects your organization's bottom line through shifting supply and demand for care. This can manifest in the form of recruitment and retention problems. During the first two years of the pandemic, [20 percent](#) of employees (including 30 percent of nurses) left the healthcare workforce. Considering the average turnover cost of a bedside RN totals over [\\$40,000](#), addressing any contributing factors that increase turnover rates could not be more important for healthcare leaders in 2023.

Healthcare facilities can protect their financial health in the new year by investing in an effective safety plan and workplace violence prevention strategies. Workplace violence brings costly short-term and long-term financial burdens to your hospital or healthcare facility. Incidents of workplace violence against healthcare workers can result in immediate expenses such as workers' compensation or repairing building damage. But repeated workplace violence can also lead to long-term labor shortages. For example, due to job-related brutality, paramedics take nearly [112.8](#) hours of sick, disability, and leave time every year. This places additional stress on staff to cover shifts and care for patients. In the end, hospitals lose an estimated [\\$53.7 million](#) annually due to employee burnout, depression, and job dissatisfaction.

With a recession likely in the new year, healthcare leaders can use new developments in safety and security to prevent workplace violence, protect employee health and safety, and shore up their organization's bottom line.

As 2023 unfolds, every healthcare leader's top concern is the safety and security of their dedicated personnel. Analyzing current technology trends in safety and security guides the improvement of your organization's workplace violence prevention and response procedures so that your healthcare staff can focus on providing high-quality care to people who need it the most. [Learn more](#) about how CrisisAlert can help protect your organization from workplace violence.





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