



HEALTHCARE CASE STUDY

# Improving Workforce Safety and Wellbeing with a Scalable Solution

Vail Health Behavioral Health's Journey with  
CENTEGIX CrisisAlert™ Wearable Duress Solution

In today's fast-paced healthcare environment, ensuring workforce safety while maintaining excellent patient care is more challenging than ever. Vail Health, a leading healthcare provider, recognized this need within its new and growing Behavioral Health facilities. An expanding patient population and scope of treatments resulted in heightened safety concerns for staff.

Vail Health needed a comprehensive solution to address these concerns. However, they also required scalability as their facility continued to grow. Their answer came in the form of CrisisAlert™, a wearable duress badge from CENTEGIX. This technology provides immediate safety alerts and peace of mind for their employees.

## Challenges

In 2023, Vail Health's Behavioral Health facility began to experience increased incidents where staff felt unsafe, particularly at the front desk. The integration of specialized care, including substance use and comprehensive medication management, led to more agitated and frustrated visitors. According to team members, when the front desk encountered these scenarios, they felt unequipped to handle the situations quickly or effectively. Concerns ranged from verbal altercations to the fear of potential physical threats, exacerbated by patient and family member frustrations.

"People become upset at the front desk multiple times a day. And it's not because of the wait time or because of a billing issue; it's because they're experiencing significant stress. For example, a woman came in today because her daughter had been placed on a M1 hold and was en route to a hospital in Denver. She was upset. We needed to get support quickly," shared one front desk coordinator.

Staff voicing the need for enhanced safety measures initiated a series of internal assessments and consultations with local law enforcement and security experts. Project leaders were assigned to find a safety solution that was wearable, discreet, and allowed staff to immediately summon help when traditional protocols were not effective or appropriate.

But, one big caveat the project team faced was the organization's plans for growth. "At this point, we knew we would be expanding into other spaces, and we were already building out the inpatient facility. We wanted to be mindful of how this solution could grow into those plans," said Kim Goodrich, Community Mental Health Center Program Improvement Director.



**"Our staff didn't really feel like we were set up well for anything that could happen. So we wanted to make an investment so they could feel supported in that way."**

Kim Goodrich, Community Mental Health Center Program Improvement Director

## The Solution

After evaluating several options, Vail Health chose CENTEGIX's CrisisAlert™ wearable duress badge for its ease of use, scalability, and discreet alert capabilities. The badge allows employees to silently trigger an alert, notifying the internal response team and, if needed, law enforcement. "We chose CrisisAlert because it's wearable, has precise locating capabilities, and works everywhere on our campus, inside or out", said Goodrich. "It was great for our future plans that it could integrate into our overhead system and allow us to create zones for responders by floor level."

Vail Health implemented the platform in its Behavioral Health facility and plans to extend its use across the growing campus, including its future inpatient expansion.

## Results

Since implementing CrisisAlert™, Vail Health has seen significant improvements in staff confidence and their feelings around workplace safety. The team welcomed the new system, feeling empowered by the instant, silent communication it provided.

- **Accelerated Response Time:** The CrisisAlert™ system enables responders to act quickly in critical situations. If a rapid response is needed, staff can confidently start de-escalation while summoning help.
- **Enhanced Staff Wellbeing:** Staff noted feeling safer and more supported in their roles. As one practitioner mentioned, "Having the badge makes a huge difference, especially for our students. It's like a safety net, knowing they can get help with just three presses on their badge."
- **Scalability for Growth:** Vail Health is now integrating CrisisAlert™ into their expanding facility, including the upcoming inpatient build-out. The platform's scalability enables them to easily add new users and locations without disrupting existing operations. It also helps them comply with new regulatory requirements associated with inpatient care guidelines.



## Conclusion

By adopting CENTEGIX CrisisAlert™, Vail Health improved workplace safety and created a more supportive environment for their employees. The discreet solution has enabled them to address safety concerns proactively, contributing to strong staff retention and morale. Its scalability allowed them to implement safety enhancements while supporting their plans to evolve and grow.

As Vail Health continues to grow, the CrisisAlert™ system remains a key component of its commitment to workplace safety and excellent patient care.




**"This is something we can provide so our people have an extra layer of comfort at work every day. The team's reaction has been overwhelmingly grateful."**

Dr. Paige Baker Braxton, Director of Outpatient Behavioral Health



**Like Vail Health, you can create a safety culture for your organization. See how.**



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