

# The Impact of Safety on Employee Well-Being and Patient Care

**An AHA and CENTEGIX Affinity Forum Summary Featuring:** 



Kim Goodrich | Community Mental Health Center Program Improvement Director | Vail Health Behavioral Health



Jay Martindale | Director of Organizational Development and Employee Engagement | Infirmary Health



Elisa Arespacochaga | Vice President of Clinical Affairs and Workforce American Hospital Association



Andrea Greco | Senior Vice President of Healthcare Safety CENTEGIX

# **Forum Summary**

Workplace violence compromises caregiver well-being, decreases job satisfaction, and fuels turnover. Panelists shared compelling data on how workplace safety correlates directly with the patient experience. Patients are more likely to receive high-quality care when their providers feel secure and supported.

Infirmary Health made workplace safety an organizational priority. "One of the first things we did was survey the employees specifically about workplace violence...from that, we formulated a plan," described Jay Martindale.

At Vail Health Behavioral Health, a focus on staff well-being has **significantly** 



impacted retention and morale. After implementing CrisisAlert™ duress badges, employees reported feeling safer and more confident.

Enhancing safety can also impact
the patient. Kim Goodrich shared an
unexpected benefit of implementing
CrisisAlert™, calling it a "useful tool" for
quickly getting assistance when someone
needs a higher level of clinical support.
Being able to discreetly use [CrisisAlert] and
call for assistance really helped make sure
patients and family members got the care
they needed."

The importance of **strong communication** after enhancing safety was also discussed. "We encourage communication from the beginning," explains Andrea Greco. "It pulls people in and invites them to become engaged in the adoption of solutions."

Panelists concluded that organizations can protect their employees, enhance patient care, and strengthen workforce resilience by investing in workplace safety.

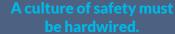
Unsafe environments contribute to burnout, turnover, and poor patient care.

Both organizations introduce de-escalation training and tools like CrisisAlert<sup>™</sup> during employee orientation. Calling for assistance is always supported.

Staff leverage wearable duress buttons not just during physical threats, but also when clinical assistance is urgently needed.



Leaders encourage regular story-sharing and transparency to normalize the use of safety solutions and maintain a high sense of connectedness.



Make duress badges part of everyday attire, policies, and culture to ensure long-term adoption.

"Employees want to feel safe at work. There are so many demands on healthcare workers now just from taking care of the patient and taking care of the families...the last thing they need to think about and worry about is their safety."



We know that [safety] translates to a happier, more engaged workforce...that allows them to perform at the highest level."





