

CENTEGIX® Impact Story

Accelerating Response Times to Maximize De-Escalation



The Challenge

At Avita Health System, rising incidents of aggressive behavior were creating challenges for clinical staff—particularly when tensions escalated quickly.

Traditional response methods made those moments harder to manage. Staff relied on a computer-based panic system that required stepping away from the situation to access a workstation or a telephone. Overhead paging was also used, but often drew large groups of responders, sometimes escalating situations rather than calming them.

For a team focused on de-escalation, these gaps created risk for both staff and patients.

The Solution

As part of an ongoing effort to strengthen workplace violence prevention, Avita prioritized a more immediate and discreet way for staff to notify security that they needed support.

They implemented the CENTEGIX Safety Platform®, equipping employees with wearable duress badges that allowed them to signal for help when an incident was escalating, without leaving the situation or increasing tension.

Scalability was also key, as the organization sought a solution that could grow with multiple facilities over time.

The Results

The impact was felt quickly. During one incident, a patient's family member became increasingly agitated, directing aggressive behavior toward clinical staff. As the situation escalated, a nearby team member, with no access to a phone, pressed her duress badge.

Within seconds, responders received an alert identifying who needed help and exactly where they were. Security arrived in **just over one minute**, allowing the team to intervene quickly and de-escalate the situation before it intensified further.

Today, Avita continues to expand its use of the CENTEGIX platform — supporting a faster, more controlled response that prioritizes both safety and patient experience.



"First and foremost, we're trying to de-escalate the situation. If we page overhead, that may escalate the situation further."

Michael Armantrout
Security Manager



3 EDs
Across 3 Hospitals



450
Employees



2026
Became a
CENTEGIX customer

"We can't always prevent workplace violence, but we can mitigate its effects, and CENTEGIX will help us do that."

Chris Adler
Director of Emergency
Management,
Safety & Security

