

ROAR

Incredible Reduction in Workplace Violence and Improved Profitability for Behavioral Health Center



BeWell Case Study

BeWell, a behavioral wellness center in Philadelphia, was seeking a way to alleviate dangerous situations for their staff and turned to ROAR for a more efficient and comprehensive solution to the failing traditional safety methods and saw an amazing reduction in workplace violence as a result.

Learn how ROAR's solution changed the narrative for BeWell with its panic button solution that made the facility a safer and more appealing place to work while reducing workers' compensation claims, thereby creating more profitability for BeWell.





About BeWell

BeWell is at the forefront of innovation in the provision of treatment services for individuals with substance use and mental health challenges. BeWell works closely with the City of Philadelphia to serve its citizens and, alongside a range of other programs and facilities, delivers clinical support and treatment for those experiencing addiction and mental health challenges associated with substance abuse and dependence.

× The Problem

75%

of healthcare workers do not feel safe at work

\$37-\$58K

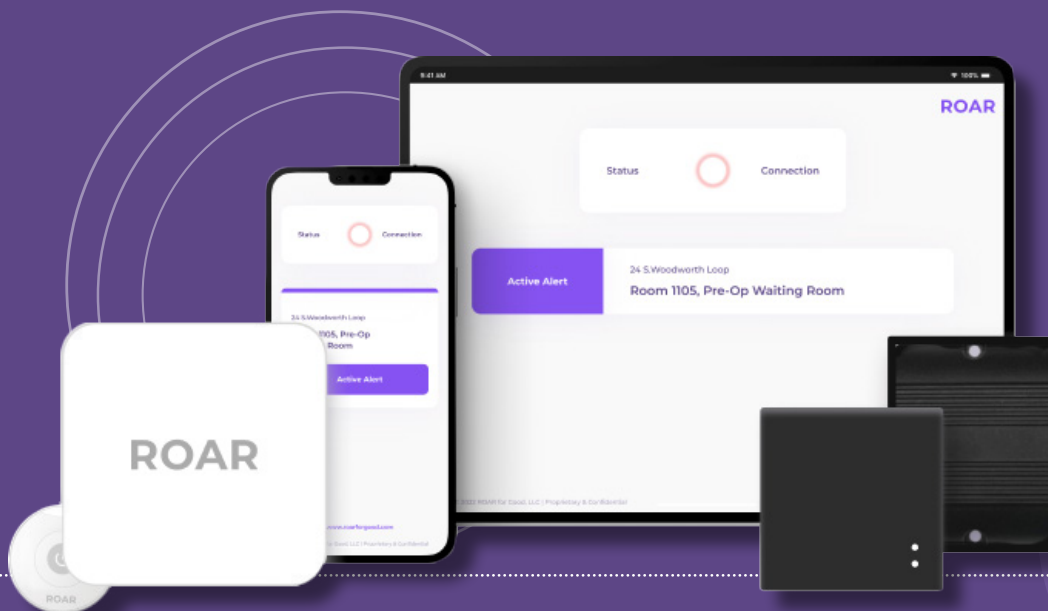
Facilities lose an average of \$37,000 to \$58,400 per turnover

4X

Healthcare workers are 4X more likely to be assaulted on the job

25%

of nurses experience workplace violence each year



Objectives

BeWell was in need of a more robust solution that improved staff well-being by reducing violent incidents and that ensured a safe workplace for nurses and technicians. BeWell approached ROAR with data indicating a concerning rise in workplace violence, which presented an ideal opportunity to put the ROAR panic button solution into action. ROAR was tasked with rolling out its silent safety panic button to help de-escalate confrontations and make the facility a safer and more appealing place to work.



Challenges

BeWell relied on traditional CCTV to maintain constant, real-time monitoring but discovered that patients were exploiting blind spots. These architectural challenges led to unexpected aggression against staff occurring out of sight of both CCTV and staff. Further, there was an old-fashioned incident response process that took too long and even alerted patients to the staff member reporting the incident, escalating situations further. Already overworked and understaffed due in part to the pandemic and recruiting challenges, the well-being of the staff was suffering, especially coupled with their own safety being endangered. It was all leading to a perfect storm for BeWell and they needed a cost-effective solution to solve it.



The Solution

Rising to the challenge, ROAR integrated the silent, wearable panic button system that stays with the staff wherever they go within the BeWell Center, in addition to providing training to staff. ROAR also placed in-room equipment out of sight of patients, securing unique, patented, battery-powered BLE transceivers (“beacons”) to ceilings and installing domes around them to prevent removal or weaponization, as well as installing signs throughout the facility informing patients that the staff was fitted with portable safety devices.



↘ Results

39%

Beginning with a three-month pilot, there was a 39% reduction in incidents between patients and staff and a significant upswing in staff peace of mind

24%

Workers' compensation claims decreased by 24% — using their historic claims rate, this represented a less than 6-month ROI for the project's implementation

73%

Staff satisfaction increased from 57% to 73% once rollout was complete

-50%

A reduction in their overall MOD score by nearly 50%*

ROI

The staff was safer and took fewer days off work as a result of violent incidents

MOD score decreased by almost 50%

(*Based on the last three years of claims, Pennsylvania Compensation Rating Bureau)



ROAR's Impact on BeWell

The team at ROAR carefully examined BeWell's very specific challenges, both across existing security protocols and within the physical facility itself and delivered a solution that not only met BeWell's challenges head-on but revealed the practicality of their solution could be implemented in any type of organization that had safety concerns. The results were so compelling, in fact, that within 90 days of the completion of the pilot, BeWell ordered implementation across the remainder of their clinical spaces.

Want to discover how ROAR can improve the safety of your employees, increase job satisfaction and reduce workers' comp claims?

Let's Talk



ROAR

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