midmark®

REAL-TIME LOCATING SYSTEM

CareFlow™ Staff Duress

Prioritize safety, prioritize care

Workplace violence against caregivers has increased 115% since 2021, causing additional strain in an already strained healthcare system.[1]

Healthcare workers understand that it's not a matter of if violence will happen to them, it's a matter of when.

But the severity of workplace violence doesn't just concern nursing staff. Workplace violence affects everyone: staff, patients and the healthcare system at large.
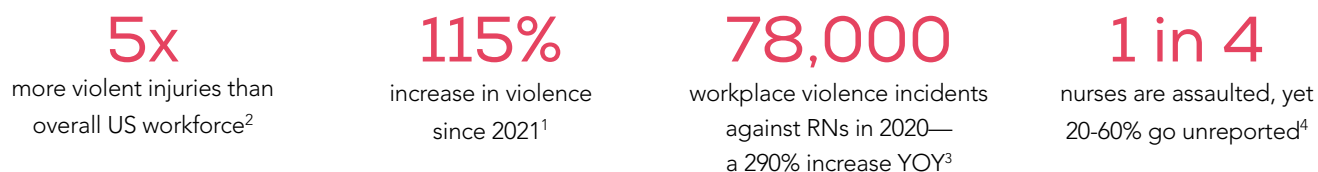
When staff are faced with threatening work environments, patient care is jeopardized, and the healthcare system faces an uphill battle in staff retention, patient satisfaction and operational success.
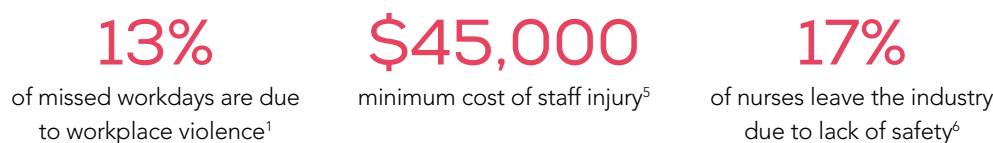
The risks of workplace
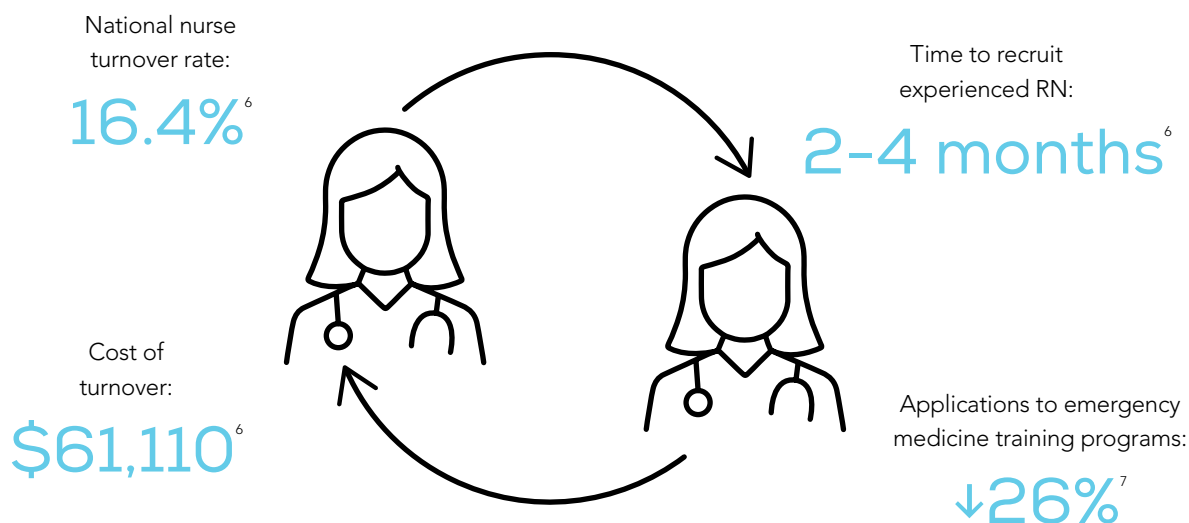# violence in healthcare

Alarming events

5x
more violent injuries than overall US workforce[2]

115%
increase in violence since 2021[1]

78,000
workplace violence incidents against RNs in 2020—a 290% increase YOY[3]

1 in 4
nurses are assaulted, yet 20-60% go unreported[4]

Impact on staff

13%
of missed workdays are due to workplace violence[1]

$45,000
minimum cost of staff injury[5]

17%
of nurses leave the industry due to lack of safety[6]

Can your healthcare system afford this?

National nurse turnover rate:
16.4%[6]

Time to recruit experienced RN:
2-4 months[6]

Cost of turnover:
$61,110[6]

Applications to emergency medicine training programs:
↓26%[7]

There is a clear call for change.

That's why Midmark offers CareFlow™ Staff Duress to help prioritize safety **and** care.

Send alerts quickly and discreetly
with a personal duress button

Staff members wear an RTLS badge that transmits a signal to the network. In real time, the network detects and displays the staff member's location information. Through the power of RTLS data, quickly responding to violence can be started with a single press of a button. Staff go from thinking, "I'm not sure what will happen next" to "we have a plan for this."
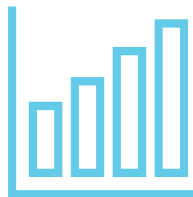
Delivered Value

ENHANCED ALERT DELIVERY
An RTLS staff badge sends a silent, real-time alert to let security teams and other staff members know who is in trouble and where. Clear visuals help responders act immediately and effectively without delaying communication.

INCREASED SAFETY MEASURES
Staff can feel safer, empowered and confident with badges that discreetly alert security teams when they need help. The staff duress solution encourages a safe environment and can have a positive impact on employee performance and patient satisfaction.

MODERNIZED ANALYTICS
Tableau®-based interactive reports transform location data into actionable insights. Robust analytics provide the visualization needed to help understand incident time and location, so you can gauge response efficiency, help determine staffing levels and assess security protocols.

CareFlow™ Staff Duress

CareFlow RTLS scales across your health system with multiple solutions beyond Staff Duress, including Nurse Call Automation, Asset Tracking and Patient Flow.

Simplify communication and time spent searching for staff with visibility to everyone wearing Midmark RTLS badges. Regardless of whether the button has been pressed, security teams can visualize the full scope of a duress event.

With the flexibility that CareFlow RTLS provides, you can expand location capabilities to other use cases, such as Nurse Call Automation or Asset Tracking, as part of your overall RTLS journey.

"Knowing that our hospital places priority on our safety, and gives us a way to call for help, really helps us ease our minds as we care for our patients."

Nurse Manager, Behavioral Health
Western Maryland Health System

What You Get

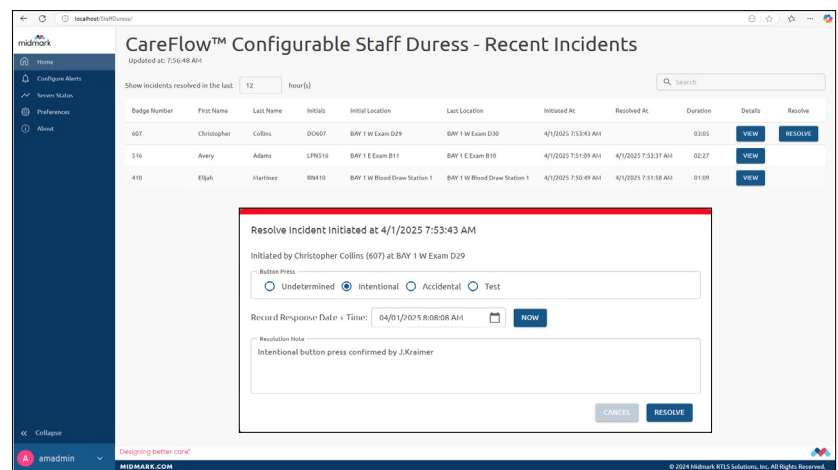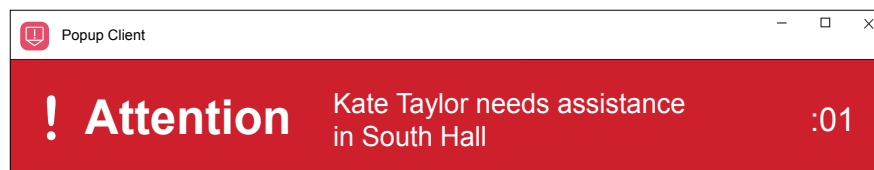| Type	Badge	Initials	Name	Assist Call Time	Current Location	Time Entered
➕	60007	AF	Annie Flynn		East Hall	01/08/2024 11:20:58 AM
🩺	60008	BC	Betsy Chilson		West Hall	01/08/2024 11:15:15 AM
🩺	60001	BS	Bobbie Spencer		Exam Rm 1106	01/08/2024 11:16:13 AM
➕	60002	CR	Carmen Roberts		Exam Rm 1104	01/08/2024 11:16:41 AM
➕	60010	CB	Catherine Barkley		Triage 1	01/08/2024 11:18:41 AM
⚠️	60011	KL	Kate Taylor	11:33:37 AM	South Hall	01/08/2024 11:18:51 AM
🩺	60009	LB	Larry Buxton		Clean Utility	01/08/2024 11:18:32 AM

VISUAL LOCATION CUES

Quickly and easily find staff when they are in need of help with distinct icons and color-coding. When the duress button is pressed, the staff member's icon changes to a red triangle and their name is highlighted in yellow.

CENTRALIZED INCIDENT MANAGEMENT

The CareFlow Staff Duress application provides a centralized location for security teams to view and resolve duress incidents.

Timestamps of every action logged during a duress incident, including any associated alerts sent to other CareFlow or third-party applications, are captured and viewable.
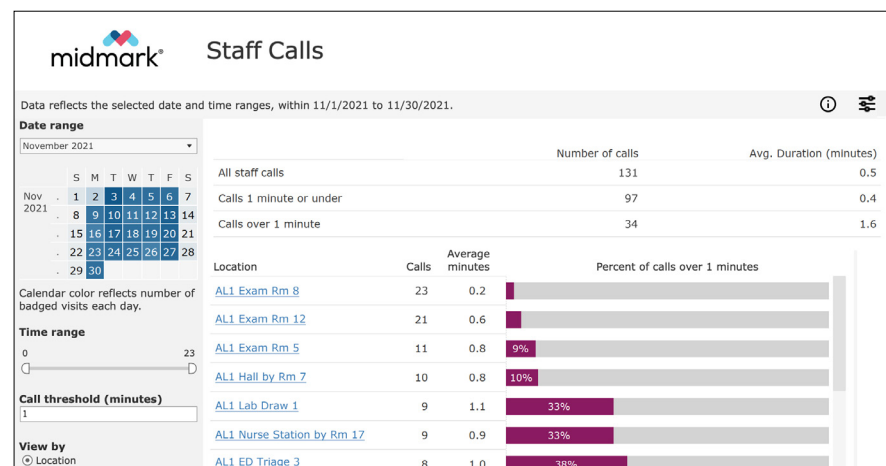

POP-UP ALERTS

Automated desktop alerts appear on top of open applications—so they're less likely to be overlooked.

ANALYTICS + BENCHMARKS

Better understand how to improve your incident procedures and make more informed decisions by benchmarking call response times with the Staff Calls report (purchased separately through the CareFlow Analytics suite), which reports on areas of the facility where calls are most frequent, who called for help, day/time of each call and how long each call remained open.

Wired and wireless network options to achieve your goals

Placed strategically throughout the facility, discreet wired or wireless sensors receive badge and tag location data and send it to the software.

What type of sensory network is best for you? Midmark RTLS provides two sensory network options with the necessary precision for staff locating.

WIRED SENSORY NETWORK

Highly precise, discreet infrared and radio frequency sensors. Once installed, little to no maintenance is required.

- Compact form factor
- Low cost sensor that offers highest location precision
- Our most widely deployed sensory network (in its seventh generation)
- Easily achieves room-, bed- and chair-level accuracy

WIRELESS SENSORY NETWORK

Easy to install, battery-powered infrared sensory network. No wiring necessary.

- Transmits location data without burdening Wi-Fi network
- Battery-operated sensors (uses three standard D Cell batteries; up to 3 years typical battery life)
- Simple sensor installation with no wiring required
- Easily achieves room-, bed- and chair-level accuracy

Badges that are simple, yet powerful by design

Designed to keep pace with healthcare's demands, our RTLS badges combine versatility and durability with accurate locating.

CLEARVIEW™

Classic simplicity and reliability combined with long-lasting battery life.

- Available in multiple colors or may be customized to your facility's brand
- Compact form factor (1.65"W x 0.55"D x 2.44"H)
- Lightweight (1.06 oz with battery)
- Superior battery life (up to 2 years when following recommended best practices)

CLEARVIEW™ MINI

One badge. Multiple wearable options.

- Compact form factor (1.937"W x 0.491"D x 1.227"H)
- Lightweight (0.6 oz with battery)
- Battery life: Up to 90 days
- Silicone accessories available in white, charcoal gray, pink or blue

4 wearable options
- On the lapel using included clothing clip
- On the wrist using hospital wristband (3/4" or less; not included)
- On the lapel using silicone accessory (sold separately)
- On the wrist using silicone accessory (sold separately)

Additional CareFlow™ Solutions

ALARM MANAGEMENT + MESSAGING

Interface your RTLS with mobile devices for enhanced communication. Send Staff Duress alerts via middleware to a wide variety of devices, or suppress alarms based on location data.

NURSE CALL AUTOMATION

Automate your nurse call system with location data. Nurses wearing RTLS badges can cancel a patient call automatically with their presence, allowing immediate focus on the patient and accurate metrics on response times.

ASSET TRACKING

Enable both nursing and biomedical teams to easily find equipment, improving workflow and patient care efficiency. Reduce expenses by fully utilizing your existing asset fleet.

INTERFACES

Create a complete healthcare ecosystem by integrating CareFlow RTLS with your EMR, CMMS and other systems. Midmark RTLS provides a seamless architecture for a connected healthcare ecosystem.

What you get
with Midmark

SUCCESS COACHING + EXPERT PROJECT MANAGEMENT

Our Success Coaches are with you every step of the way, pre-sale to post-go-live, helping you with decision making, change management and process improvement using RTLS data. They'll work together with our highly knowledgeable in-house clinical experts and regionally-certified System Integrators, using a proven methodology for successfully deploying CareFlow RTLS in the clinical environment.

COMPREHENSIVE EDUCATION, IN-PERSON + VIRTUAL

An experienced nurse educator from our Clinical Solutions team or your local System Integrator will conduct onsite training for super users on best practices for wearing badges, using software and running reports. For our Advanced Patient Flow customers, we also provide System Analyst education that enables your team to configure and support the system. In addition, on-demand virtual tutorials are available through our online knowledge base.

EXTENSIVE, TIME-TESTED WORKFLOW EXPERTISE

For more than three decades, we've helped health systems improve operations and create better experiences for patients, nurses, providers and staff. From simple asset tracking to complex patient flow solutions, which we pioneered more than 15 years ago, Midmark RTLS and our nationwide network of local support offers the proven expertise your health system needs to catalyze positive change using accurate, reliable technology.

SOURCES

1 "Managing the risk of violence against health care workers: Effective solutions needed." Medical Economics. July 2023.

2 "Fact Sheet | Workplace Violence in Healthcare, 2018 | April 2020." U.S. Bureau of Labor Statistics. April 2020

3 Bureau of Labor Statistics

4 "Protect Yourselves, Protect Your Patients." American Nursing Association. 2021.

5 "OSHA's $afety Pays Program." OSHA. 2022

6 "The cost of nurse turnover in 24 numbers." Becker's Hospital Review. April 2025.

7 National Resident Matching Program. 2023.

Designing better care.®

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