

Burrell Behavioral Health

About Burrell Behavioral Health

Burrell Behavioral Health is a growing community mental health center that connects more than 40,000 clients across 18 counties in Missouri. With a provider base of 400 clinicians, they offer a full continuum of care through their integrated network. By creating individualized care plans, its staff collaborates with families, schools, healthcare systems, and other networks to provide the appropriate care for each situation.

Burrell Behavioral Health works in partnership with the communities it serves to address behavioral health needs beyond the walls of its buildings. Whether it's hosting educational events, integration with area health systems, or providing accessibility within area schools, Burrell believes connection is key to getting friends and neighbors the help they need. Burrell is committed to serving all people that need help the most and live out their mission by providing comprehensive services that are collaborative with their communities and partners.

Industry

Healthcare

Needs expressed:

- Easy to use emergency response button (SOS) for Burrell field staff
- Support for employees concerned about their personal safety
- Almost immediate response and dispatch of emergency services (Police/EMT/Fire services) for Burrell field staff
- Organizational awareness of security events in near real-time

Benefits realized:

- Employees feel safer and more secure on the job allowing them to focus on providing quality care
- Easy and quick access to a 24/7 response center
- Near real-time alerting of security events
- Organizational risk mitigation

Challenge

Home healthcare workers face unique risks associated with working in uncontrolled environments, unfamiliar neighborhoods, and isolated situations frequently with patients or family members who can be in difficult circumstances---sometimes posing a threat.

75% of all the workplace assaults reported annually in the U.S. occurred in the healthcare and social services sectors. This potential risk causes stress, burnout and high turnover rates across the entire healthcare industry.

Burrell has a large team of healthcare professionals who travel throughout Missouri to provide behavioral care. Outreach workers visit underserved areas with large populations in need of medical and social services, including homeless encampments. They often face cultural and/or linguistic barriers. Finding and retaining workers to service these areas can be extremely difficult.

Burrell's primary challenge was to find a way to provide support for employees who feel threatened or unsafe on-the-job, to protect them when they find themselves in vulnerable situations, and provide near real time response.

Prior to implementing AlertGPS, if a Burrell employee felt uneasy or threatened, Burrell's employee safety staff would stay on the line with clinicians, case workers, and outreach workers as they performed their duties in the field. In some cases, staff enlisted personal security to accompany employees. This approach was inefficient and made it difficult to effectively serve some communities.

"We have hundreds of home health professionals working in uncertain environments every day and we depend on the AlertGPS safety system to get help to our field workers if the need arises.

Recently, one of our employees was assisting an individual who was involved in a domestic dispute at a homeless encampment. Our provider pressed her AlertGPS SOS button, and the agent came online, addressed our employee by name, knew exactly where she was located and was ready to dispatch emergency assistance in just moments. The AlertGPS agent stayed on the call with our provider and gathered situational intelligence, including the location of the assailant and whether the individual was armed. When our provider confirmed that she and the victim had made it to the car and were on the road far enough away from the encampment to feel safe, the agent checked the GPS location to ensure they were out of harms way before she signed off the call.

AlertGPS is an important part of our company's safety regime, and we are grateful for the 24/7 emergency support and the confidence it gives our field workers. We have also been impressed by AlertGPS's highly responsive and professional team."

- System Director IT, Home Healthcare



Solution

Burrell chose to deploy the AlertGPS's Active Halo® safety wearable device to support its clinicians and case workers in the field. With an easy one-touch SOS button, employees connect via 2-way voice with the 24/7 response center. Trained agents respond and dispatch emergency services to the worker's exact location, if needed. With features such as companion mode, Burrell employees can initiate a call anytime they feel uneasy, for any reason, and the agent will stay on the line until they feel safe. Workers can also press the check-in button to automatically report their location to their manager throughout the workday.

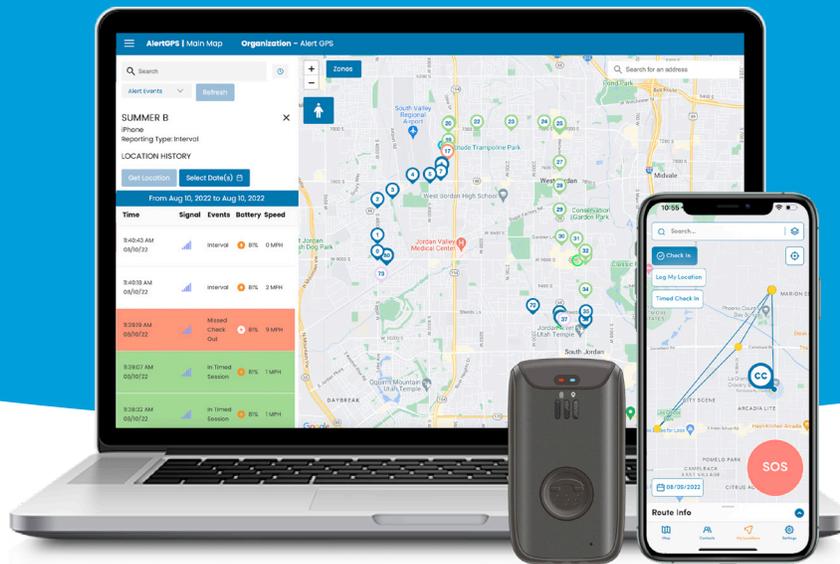
The AlertGPS cloud-based alerting platform ensures that Burrell's Crisis Team has full situational awareness during emergency events, including automated text and email alerting allowing them to be informed every step of the way. The secure platform also gives the Burrell Crisis Team the ability to visualize the current location and status of their workforce, define escalation plans, set alerts, identify threat zones and generate reports that support the organization's compliance requirements.

Results

The AlertGPS integrated safety solution connects Burrell with its healthcare workforce to help protect and mitigate risks associated with working in uncontrolled environments.

Adam, AlertGPS Coordinator for Burrell Behavioral Health, stated that "outreach and case workers sometimes travel to dangerous locations that even I, as a former law enforcement officer, would be concerned about visiting. We needed a safety solution that was easy to use, reliable, and helped us build a proactive safety culture within our organization."

AlertGPS has been providing services to Burrell for over three years and the outcome is very positive. According to Adam, **"AlertGPS delivered a solution that meets our needs... and provides our employees with a heightened sense of security and protection when they are going into the field"**.



AlertGPS + AT&T

AlertGPS is a leading innovator in connected enterprise safety technology with the connectivity of the AT&T network. Our solution offers the quickest way to locate, communicate and get emergency help to your mobile workforce. Our safety wearable device and mobile safety app, available for smartphones and tablets, combined with our cloud-based alerting platform, proactively monitors and enables rapid communications and emergency response to workers who are injured or threatened.

At the simple touch of a button, a worker can quickly trigger a two-way emergency call to our 24/7 response center, with trained agents ready to dispatch help anywhere in the U.S. or Canada. Our products and services are deployed and used nationwide by organizations in the healthcare, utilities, energy, delivery services and social services industries, as well as by the U.S. Military.

Features

-  **One-touch SOS with 2-way voice**
-  **24/7 Response Center with nationwide emergency dispatch**
-  **GPS, WiFi, cellular, and BLE**
-  **Advanced privacy options**
-  **Safety companion**
-  **Customizable smart zones and threats zones**
-  **OSHA compliance reporting**
-  **Registered sex offenders/predator alerts**
-  **Timed sessions with missed check-out alerts**
-  **Check in button to report time and location**
-  **Fall detection with automatic SOS call**
-  **AT&T Nationwide network**
-  **Secure IoT platform**

To learn more, contact your AT&T account manager.

© 2024 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T intellectual property and/or AT&T affiliated companies. All other marks are the property of their respective owners.