

HOSPITALS AGAINST VIOLENCE

From Defense to Offense: Leveraging Data to Drive Continuous Improvement



Addressing Workplace Violence
in Health Care in 2025



Introductions



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



Eddie Jones
*Director of Security
Operations*
Christus Health

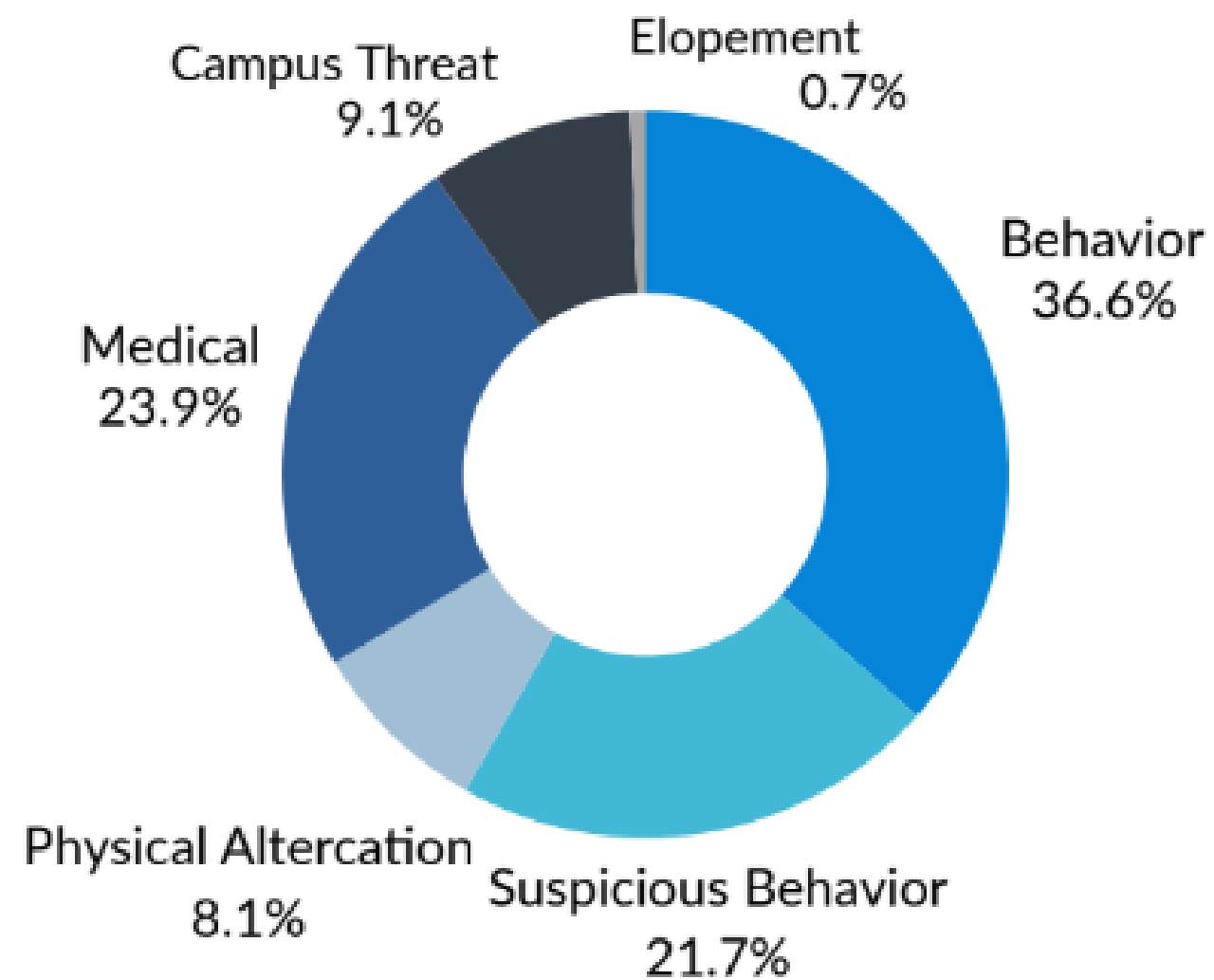


Andrea Greco
*Senior Vice President
Healthcare Safety*
CENTEGIX

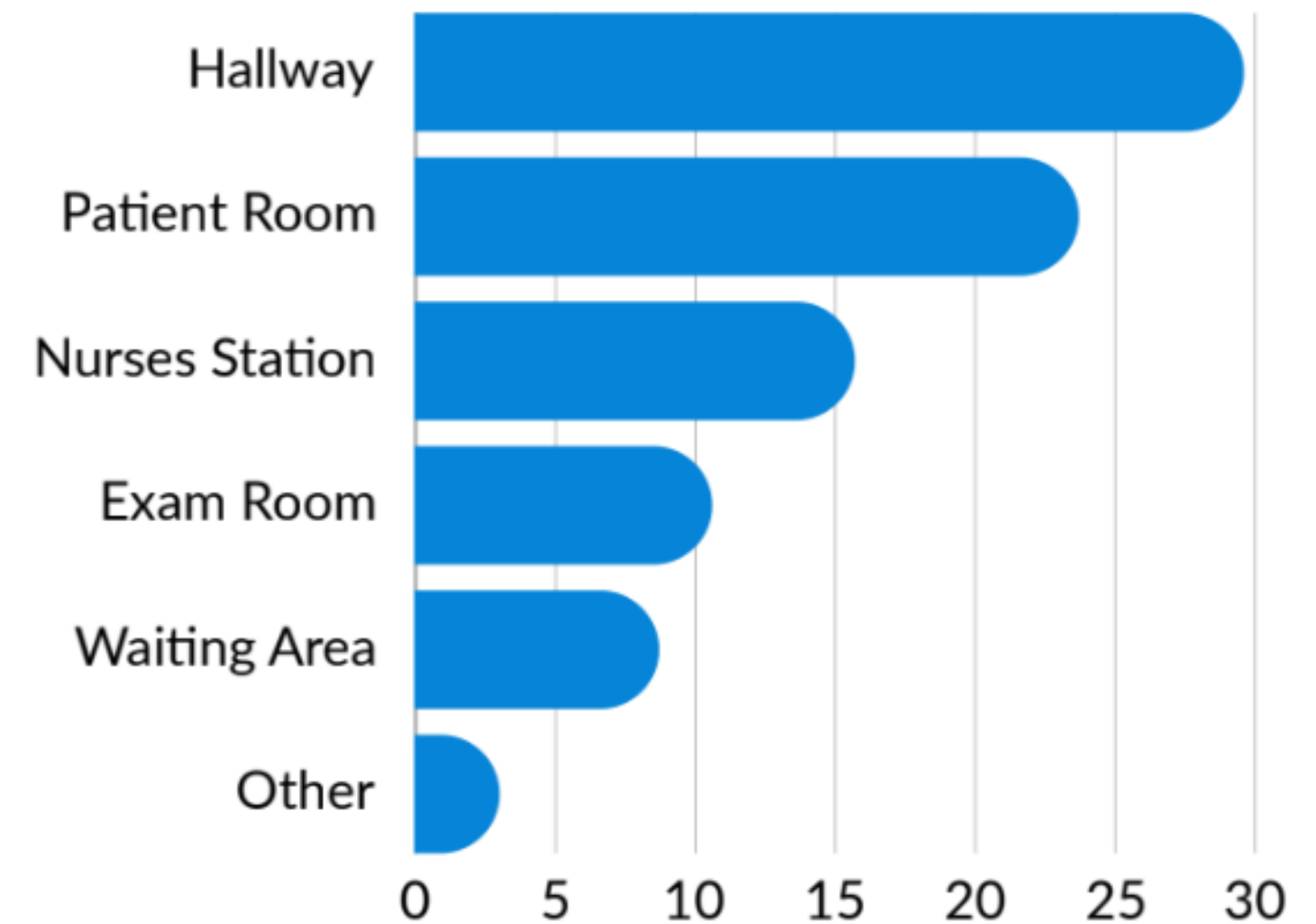
The Data on Duress Alerts



ALERTS BY TYPE



ALERTS BY LOCATION



Trends based on CENTEGIX data collected

The Data on Duress Alerts

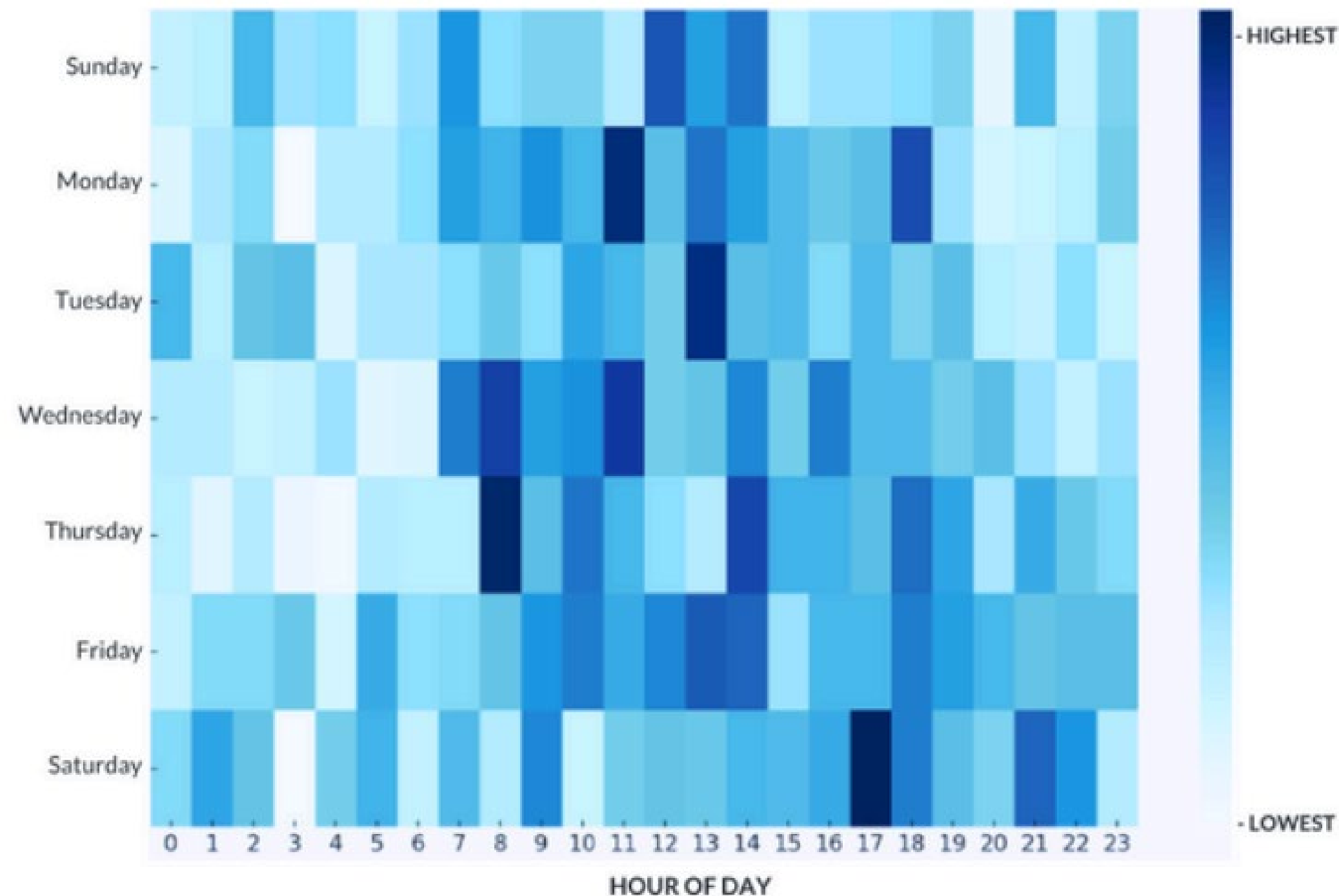


ALERTS BY TIME OF DAY

The highest number of **behavior-related incident** alerts occurred on:

- 1 Friday
- 2 Saturday
- 3 Wednesday

On average, the highest number of incident alerts occurred **between 1:00 PM and 3:00 PM.**



Connecting the Dots



To streamline reporting we must overcome:

- Multiple data collection systems
- Underreporting tendencies
- Technology gaps

Key Questions:

- Can you eliminate touch points related to incident reporting to improve accessibility and accuracy?
- Do you capture near-misses at your organization?
- Do your reporting platforms offer the customization you need?



Leveraging the Data



Best practices for utilizing the data and metrics collected

Monthly
Data
Review

Quarterly
Trend
Analysis

Data-
Driven
Refinement

Key Questions:

- How often do you analyze incident data?
- Who is involved and what metrics are tracked?
- How are processes adapted or resources allocated in response?



The Journey From Defense to Offense



Incorporating technology can strengthen safety protocols and drive continuous improvement.

- ✓ **Improve Accessibility to Information**
- ✓ **Accelerate Incident Response Times**
- ✓ **Automate Data Collection and Reporting**

Key Questions:

- Where can you get more proactive?
- How can you leverage technology to enhance existing protocols and empower your people?

Recap and Resources



Recordings for all sessions can be found using the link in chat or on [AHA.org](https://www.aha.org).



[Video Recordings,
Sessions 1-3](#)



[AHA Hospitals Against
Violence Page](#)



[Vail Health Behavioral
Health Case Study](#)



[CENTEGIX Workplace
Safety Checklist](#)



Thank You!



To learn more about CrisisAlert,
visit CENTEGIX.com/healthcare
or scan below.

