

✦ **Protect Your People.**



WHITE PAPER:

Effectiveness of Strategos International's **The S.A.F.E. Approach** System and Training for Healthcare Facilities

Case Study: Implementation and Outcomes



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Effectiveness of Strategos International's **The S.A.F.E. Approach** System and Training for Healthcare Facilities

Introduction:

Ensuring the safety and security of healthcare facilities is paramount to providing high-quality care and maintaining a supportive environment for staff and patients. This white paper explores the case study of an extensive hospital system that implemented Strategos International's The S.A.F.E. Approach system. Through comprehensive training and strategic implementation, the hospital system significantly reduced calls to its safety and security departments. This paper details the components of The S.A.F.E. Approach system, the outcomes achieved, and the feedback from healthcare professionals who participated in the training.

Overview of The S.A.F.E. Approach System

The S.A.F.E. Approach system by Strategos International is designed to equip healthcare professionals with the skills necessary to manage and mitigate workplace violence effectively. The training focuses on six key areas:

1. **Interpersonal Communication**
2. **Recognizing and Diffusing Conflict and Aggression**
3. **Safety Awareness**
4. **Legal/Policy Concerns**
5. **Protecting Staff from Physical Assault**
6. **Stabilizing and Controlling Violent Behavior**



Interpersonal Communication

Effective communication is crucial in de-escalating potentially violent situations. The training emphasizes respectful communication, empathy, non-verbal skills, and proactive listening. This foundation helps healthcare workers manage conflicts more effectively.

Recognizing and Diffusing Conflict and Aggression

Participants learn to identify early signs of conflict and employ techniques to defuse aggression before it escalates. Role-playing common scenarios helps reinforce these skills.

Safety Awareness

Staff are trained to maintain proper distances from agitated individuals, avoid entrapment, and recognize physiological responses to fear. This awareness helps them navigate high-risk situations more safely.

Legal/Policy Concerns

Understanding legal rights, limitations and organizational policies is essential for staff to protect themselves without fear of repercussions. The training covers laws and legal concepts related to self-defense and the appropriate use of restraint.

Protecting Staff from Physical Assault

Participants are taught escape techniques and defensive maneuvers to protect themselves during physical confrontations. The goal is to empower staff with the confidence and skills to handle violent situations.

Stabilizing and Controlling Violent Behavior

Techniques for safely restraining violent individuals are covered, emphasizing teamwork and communication. Training includes understanding the causes of violent behavior and the medical risks associated with restraints.



Case Study: Implementation and Outcomes

Hospital System Overview

The hospital system includes multiple facilities across several states and employs thousands of healthcare professionals. This large and diverse system required a comprehensive approach to address safety and security challenges effectively.



Demographics:

- Number of facilities: 45
- States: Missouri, Arkansas, Kansas, and Oklahoma
- Total employees: Approximately 40,000

45
FACILITIES

40k
EMPLOYEES

Training Implementation

The hospital system implemented The S.A.F.E. Approach training across all facilities. The training sessions included in-person workshops, e-learning modules, and hands-on practicals. The comprehensive approach ensured that all staff members, from administrative personnel to front-line healthcare workers, were equipped with the necessary skills.

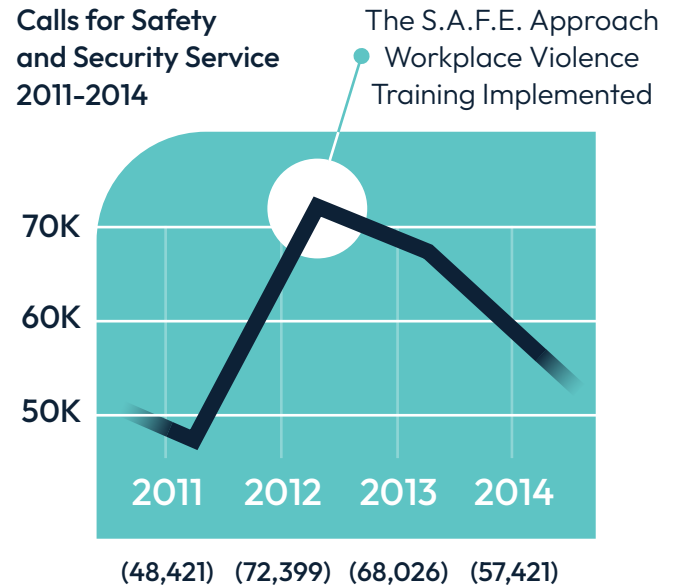


Outcomes

Implementing The S.A.F.E. Approach system led to a significant reduction in calls to the safety and security department. The following chart, which was provided by the organization, illustrates the decrease in total calls over two years:

Key Metrics:

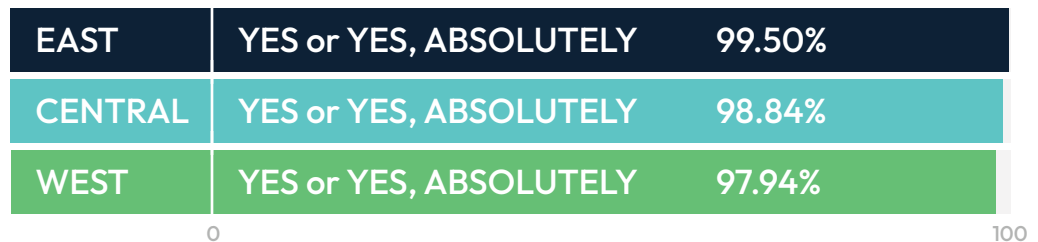
- Total calls reduction: **40%**
- Reduction in violent incidents: **35%**
- Employee confidence in handling violent situations: **Increased by 50%**



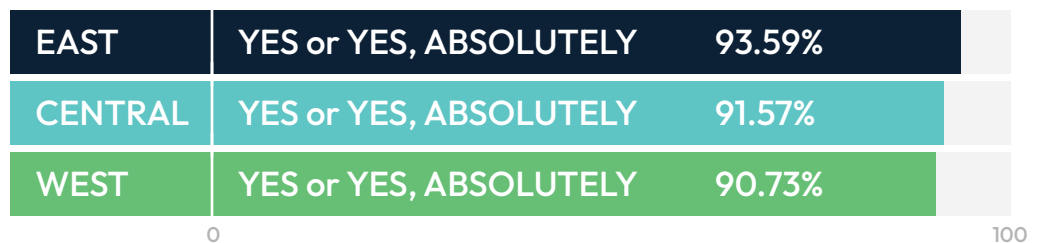
Evaluation Responses

The training program received overwhelmingly positive feedback from participants in three regions, East, Central and West. Key evaluation responses include:

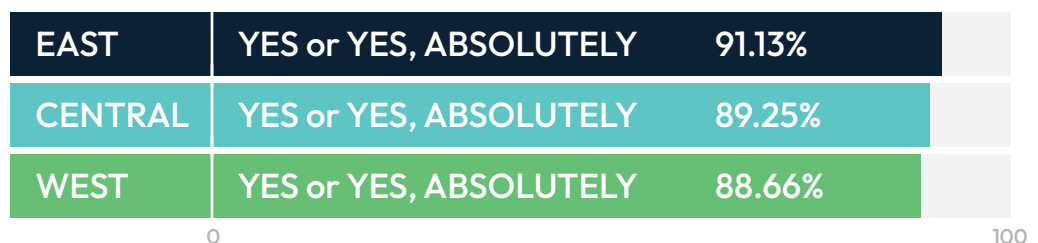
As a result of this course, I am able to apply proper interpersonal communication skills when dealing with others.



As a result of this course, I feel more confident in my ability to deal with a potentially violent situation.

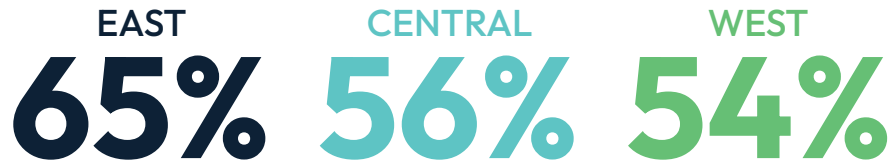


As a result of this course, I will feel safer at work.



Evaluation Responses

**Recommendation of
The S.A.F.E. Approach
Training to Coworkers:**
(o 9-10 on a Scale 1-10):



Conclusion

The extensive hospital system case study demonstrates the effectiveness of Strategos International's The S.A.F.E. Approach system in reducing workplace violence and enhancing the safety and security of healthcare facilities. The comprehensive training provided staff with the skills and confidence to handle potentially violent situations, resulting in a safer work environment and improved morale.

This white paper outlines the significant impact of Strategos International's The S.A.F.E. Approach system on reducing workplace violence in a large healthcare setting, supported by detailed evaluation responses and statistical outcomes.



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SINTL 000316-450 REV. JAN 2025

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