

CUSTOMER SUCCESS STORY

How NGHS Protects 10K Caregivers and 1M Annual Patients with Kontakt.io

Top 3 Key Results:

10,000

Medical staff members and nurses protected with smart badges

\$10.2M

Estimated annual ROI of initial use case

Not including soft savings and productivity gains

6.91 billion

Location events created each day



Summary

Northeast Georgia Health System (NGHS) is dedicated to improving the health and quality of life of the residents of Northeast Georgia.

Anchored by Northeast Georgia Medical Center’s five hospital campuses, NGHS includes more than **950 beds** and more than **10,000 nurses** and medical staff members representing more than **60 specialties**.

Problem

More than half (56%) of emergency nurses said they were attacked or threatened with violence in the past 30 days.

On average, 57 American nurses face assaults every day. There is an epidemic of workplace violence in healthcare.

To ensure the safety and wellbeing of their patients and staff – and also to show their staff and the larger community that NGHS is committed to providing a safe and secure environment – NGHS came to Kontakt.io to create a safer environment for patients and clinical staff across emergency, inpatient, ICU, procedural areas, and more.

Solution

Using Kontakt.io, North Georgia Health System deployed a wearable, location-aware staff duress solution.

Now, when staff members encounter what they believe to be a dangerous situation, they simply press a discreet button on the smart badge to send a silent alert and instantly communicate their identity and location to security and other caregivers for help.

Today, Kontakt.io has equipped 10,000 NGHS staff members with BLE smart badges that provide real-time location information to mitigate and prevent dangerous situations, protect their staff, and ultimately improve patient outcomes.

NGHS Results

20x ROI

At \$10.2M, estimated ROI in first year of initial use case

Not including soft savings and productivity gains

24/7

Staff safety monitoring

10,000

Medical staff members and nurses protected with smart badges

950

Patient Beds served

NGHS Staff Feedback

“I truly love this idea! Thankful for our organization.”

“I love this! Great initiative!”

“Such great work! I am so grateful our organization invests in innovations to keep us safe!”

“Innovation and technology and digital adoption is a differentiator in our market. We believe that we can impact the lives of our patients, families, our clinicians, and our providers in a distinct way.”



Chris Paravate

Executive VP and CIO at NGHS

[Watch the video interview](#)