

SMART BADGE KEEPS HEALTHCARE STAFF SAFE

Juniper and Kwema add protections so staff can call for help discreetly and provide location information automatically

Challenge

Workplace violence against healthcare workers has increased three-fold. According to the U.S. Bureau of Labor Statistics, healthcare workers are five times more likely to experience workplace violence than the overall workforce.

Solution

The Kwema Smart Badge Reel paired with Juniper Indoor Location Services, driven by Mist AI and enabled with Wi-Fi and BLE, delivers an extra layer of safety to your workforce. With the simple push of a button on the ID badge reel, employees can notify security that they are in danger without alerting the attacker.

Benefits

- Accurate, real-time location
- Plug-and-play technology; no change in behavior
- Discreet design and silent alert activation
- Complete privacy with no tracking of employees unless the device is activated
- Zero-blind spots within the facility, as well as stairwells and parking lots
- Integrated reporting system

The Challenge

With a projected shortfall of **18 million** healthcare staff by 2030, investing in the wellbeing of front-line workers has never been more important. Healthcare systems are seeking innovative and cost-effective solutions to reduce workplace violence, boost employee morale, and ultimately lower retention rates.

Portable duress buttons are not a new concept. Easy-to-activate buttons on badges or reels can make healthcare workers feel safer. Arming staff with a silent duress button buys time for security to intervene on potential acts of violence. The most effective solutions are easily adoptable by front-line staff and don't disrupt the environment of care.

The Kwema and Juniper® Mist™ solution enhances hospital security through customizable, scalable, and discreet wearables that don't require employees to change their daily behaviors. The integrated solution of smart badge reels and a wireless network, powered by Mist AI, helps employees feel safe and cared for while on the job.

The Juniper Mist—Kwema Solution

When the Kwema Smart Badge Reel is integrated with solutions from the Juniper AI-driven portfolio, healthcare organizations gain an extra layer of safety for the workforce while using their existing infrastructure.

Juniper Networks® High-Performance Access Points with virtual Bluetooth LE (vBLE) and Kwema enable a digital floor plan of your facility that provides pinpoint accuracy in the moments where every second counts.

Kwema Smart Badge Reels are easily adoptable and scalable to your workforce. You simply replace an employee's old badge reel for a smart one. The new badge reel communicates seamlessly with Juniper vBLE technology to provide reliable information during an incident, emergency, or evacuation. The strategic placement of Juniper wireless access points allows for pinpoint accuracy of locating an alert on any floor, stairwell, or parking lot of any given facility.



Features and Benefits

- Real-time location: Using Juniper Access Points and Juniper Mist cloud, Kwema renders a 3D digital floor plan of your healthcare facility that provides accurate location on where the high-risk situation occurs, allowing the security department to reduce incident response time.
- User-controlled tracking: Only the users have the power to turn on their device and share their location. With Kwema you maintain a culture of trust between leadership and workers.
- Easy to adopt and scale: The Kwema Smart Badge Reel is a plug-and-play solution that requires no training, no charging, no fuss. The Kwema API allows for users to be added and subtracted with a click of a button.
- Discreet design and silent activation: Kwema badge reels are sleek and the duress button is hiding in plain sight, allowing employees to notify security without escalating the situation.
- Zero blind spots: Junipers high-performance access points are located strategically throughout buildings to ensure full range and coverage of the signal.

The Kwema Smart Badge is an innovative tool managed by a best-in-class Juniper Mist Indoor Location Services to ensure fast and reliable alert notifications. In addition, a Juniper trusted wireless network gives badge reel users confidence in their day-to-day activities and a sense of safety while at work.

Solution Components

The Kwema Smart Badge Reel is worn by every employee within the healthcare system and provides an all-inclusive emergency response protocol. Juniper Indoor Location solutions, driven by

Mist AI, offer market-leading wireless services, automation, and AI. They are part of the Juniper AI-Driven Enterprise portfolio and deliver network intelligence and automation across wired, wireless, and wide area networks.

In this joint solution, the following Juniper Mist components are included:

Juniper Mist cloud: All wireless deployment, operational, and management functions are handled via the Juniper Mist cloud, which delivers the following virtual Bluetooth LE services:

- Juniper Mist Wi-Fi Assurance includes user service levels, anomaly detection, automated event correlation for troubleshooting, dynamic packet capture, policy configuration, guest WLAN access, and more.
- Marvis™ Virtual Network Assistant provides natural language queries with integrated help desk functionality for rapid and simple root cause determination and problem resolution while realizing the Self-driving Network™ with its Marvis Actions framework.
- Juniper Mist User Engagement pushes location-based information to mobile users, such as turn-by-turn directions and proximity notifications.
- Juniper Mist Asset Visibility finds high-value resources such as shipping pallets, wheelchairs, security personnel, etc.

Juniper Access Points work in conjunction with Juniper Mist Cloud and Mist AI to deliver premium wireless access capabilities. With patented vBLE technology integrated in the same Juniper access points delivering Wi-Fi, the infrastructure can be used for personnel and asset visibility. Machine learning and vBLE in the Juniper Mist cloud architecture deliver in-room and zone-level accuracy for Kwema Smart Badge Reel Wearables with BLE.

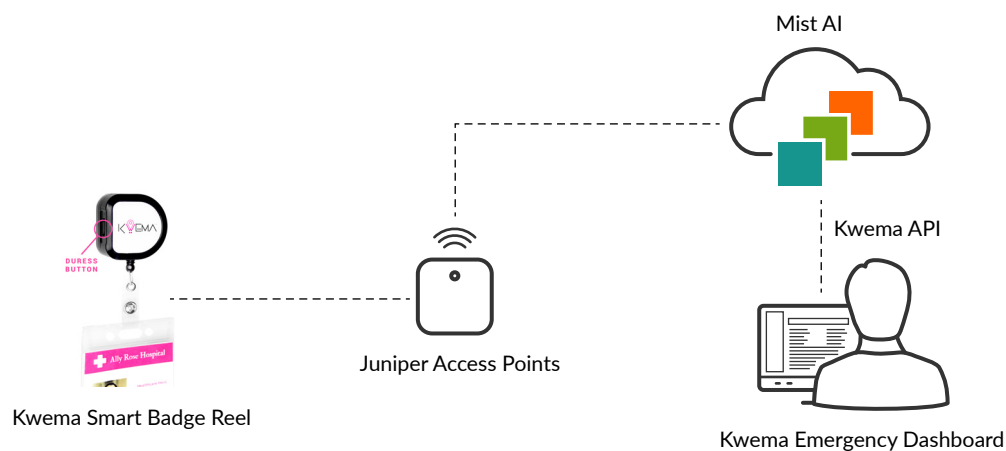


Figure 1: When medical personnel activate the Kwema Smart Badge Reel, data is sent over BLE to the Juniper Access Point and delivered to the Kwema dashboard via API integration with the Juniper Mist cloud.

The Kwema solution includes the following components:

- Kwema Smart Badge Reel Wearables with BLE
- Kwema Integration API
 - Kwema Response Dashboard
 - Alert notification system (SMS and email)
 - Help center for 24-hour support

Summary

Preventing workplace violence and maintaining a safe environment for healthcare staff is becoming increasingly difficult. Kwema and Juniper want you to have piece of mind when it comes to your staff. The combined solution enhances hospital security and aims to reduce the impact of violence against healthcare workers through customizable, scalable, and discreet wearables. The integrated solution enables an improved experience for employees where they can feel safe and cared for while on the job, allowing each caregiver to perform at their best.

Next Steps

To learn more about this joint solution, please contact your Kwema or Juniper representative, or visit www.kwema.co and www.juniper.net.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

About Kwema

Kwema is committed to keep your people safe. Not only did we create the first Smart Badge Reel but Kwema's technology is also able to generate data on workplace safety, reduce incident response time, and provide a sense of security to employees. Kwema devices were originally designed to prevent gender-based violence. Now Kwema is bringing safety to healthcare by using safety wearables as a way to address workplace violence. Kwema is a Swahili word that means "I'm safe", "I'm fine", "I'm in a good place". That's exactly the feeling Kwema wants to spread to every workplace around the world. For more information, visit www.kwema.co.



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