

CONFIDENTIAL CASE STUDY

Building a culture of safety at University of Michigan Health Sparrow



Canopy performance results

95%+

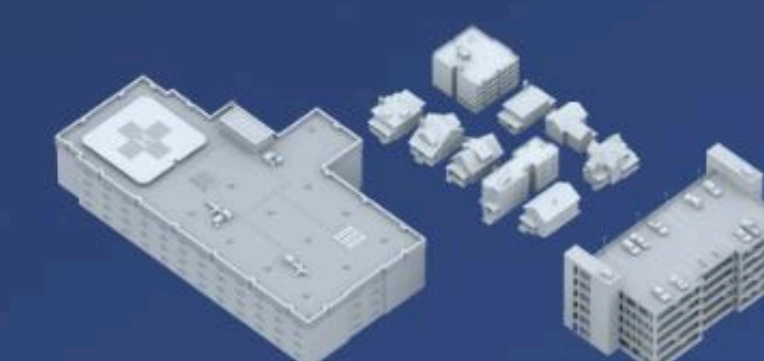
of staff voluntarily adopted the buttons (over 1,400)

<45 sec

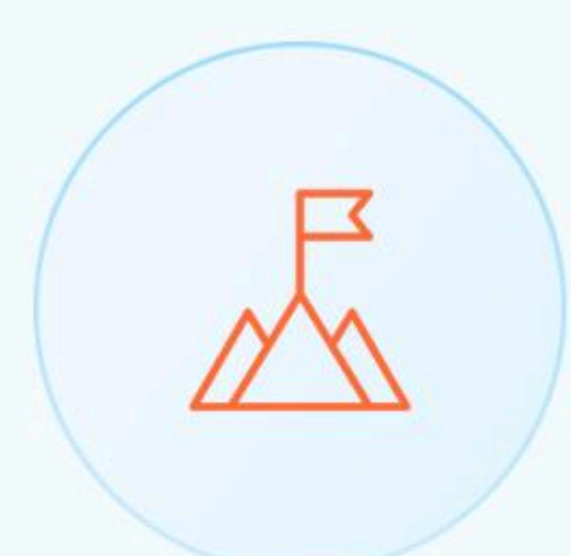
Response time for first live incident within 90 minutes if deployment



Recognized by Joint Commission as best practice



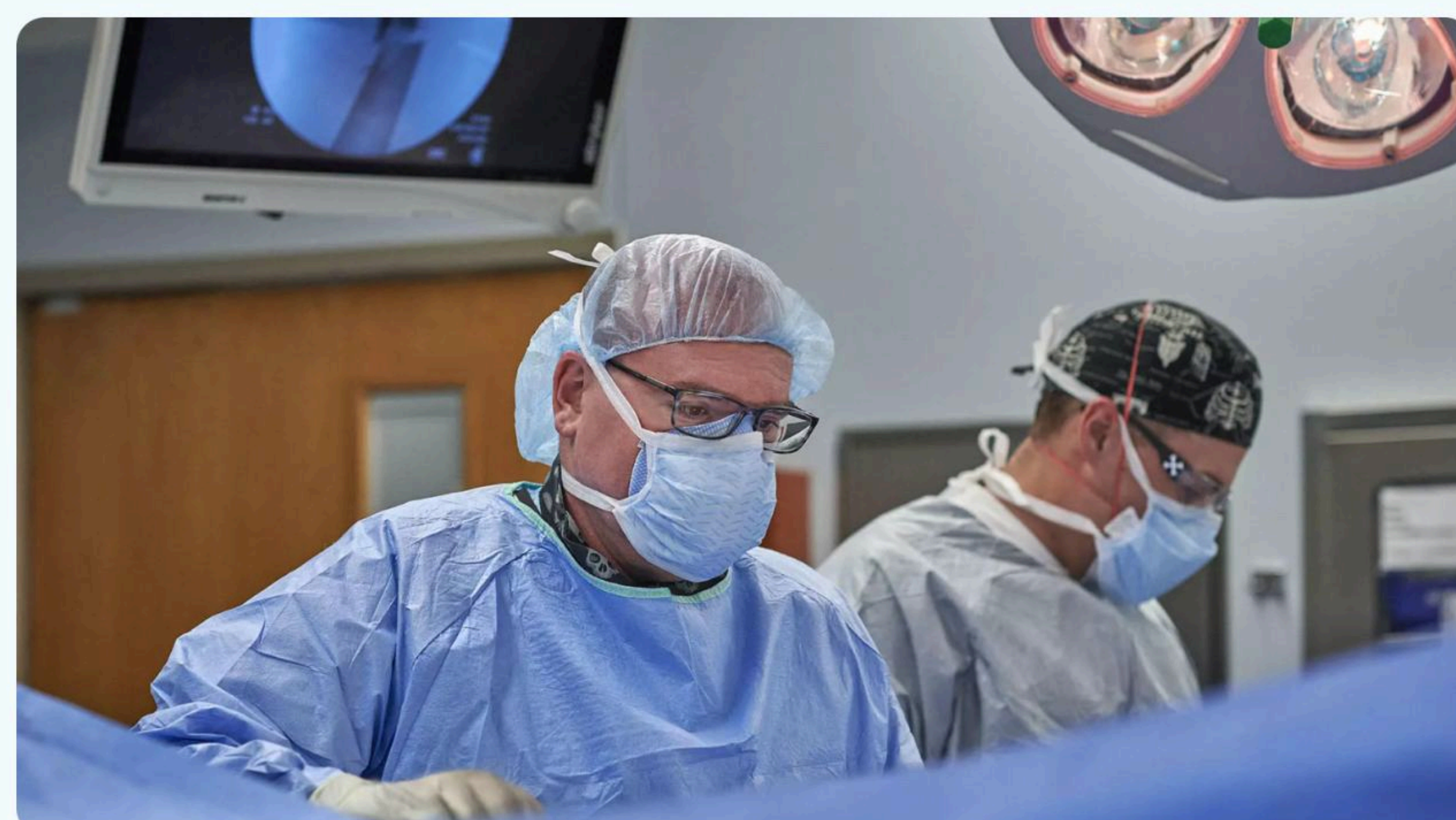
Coverage for hospital floors, garages, and home health



The challenge

Addressing the silent weight of workplace safety in healthcare

At University of Michigan Health-Sparrow (UMHS), a premier Level 1 Trauma Center, providing high-quality care is a point of pride. However, leadership recognized safety-related issues.



1 A troubling trend

The growing frequency of workplace violence was beginning to weigh heavily on the frontline staff.

2 Emotional burden

Many clinicians felt isolated during patient interactions, particularly in high-pressure environments.

3 Impractical safety tools

Existing safety tools, such as fixed panic buttons or phone-based protocols, have often proven impractical during crises because they require staff to step away from the situation to seek help.

4 Delicate cultural landscape

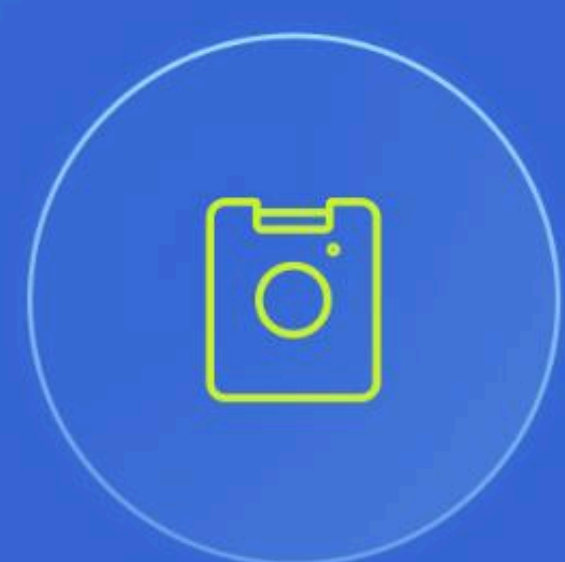
Staff were understandably protective of their privacy and wary of any technology perceived as "tracking," making it essential that any new safety measure prioritize trust as much as protection.

"Even though we had put a lot of those other things in place, when it came time for contract negotiations, they were still feeling that [they didn't feel safe]... they were telling the administration that loudly."

Chris Nemets

Regional CNIO, University of Michigan Health Regional HITS





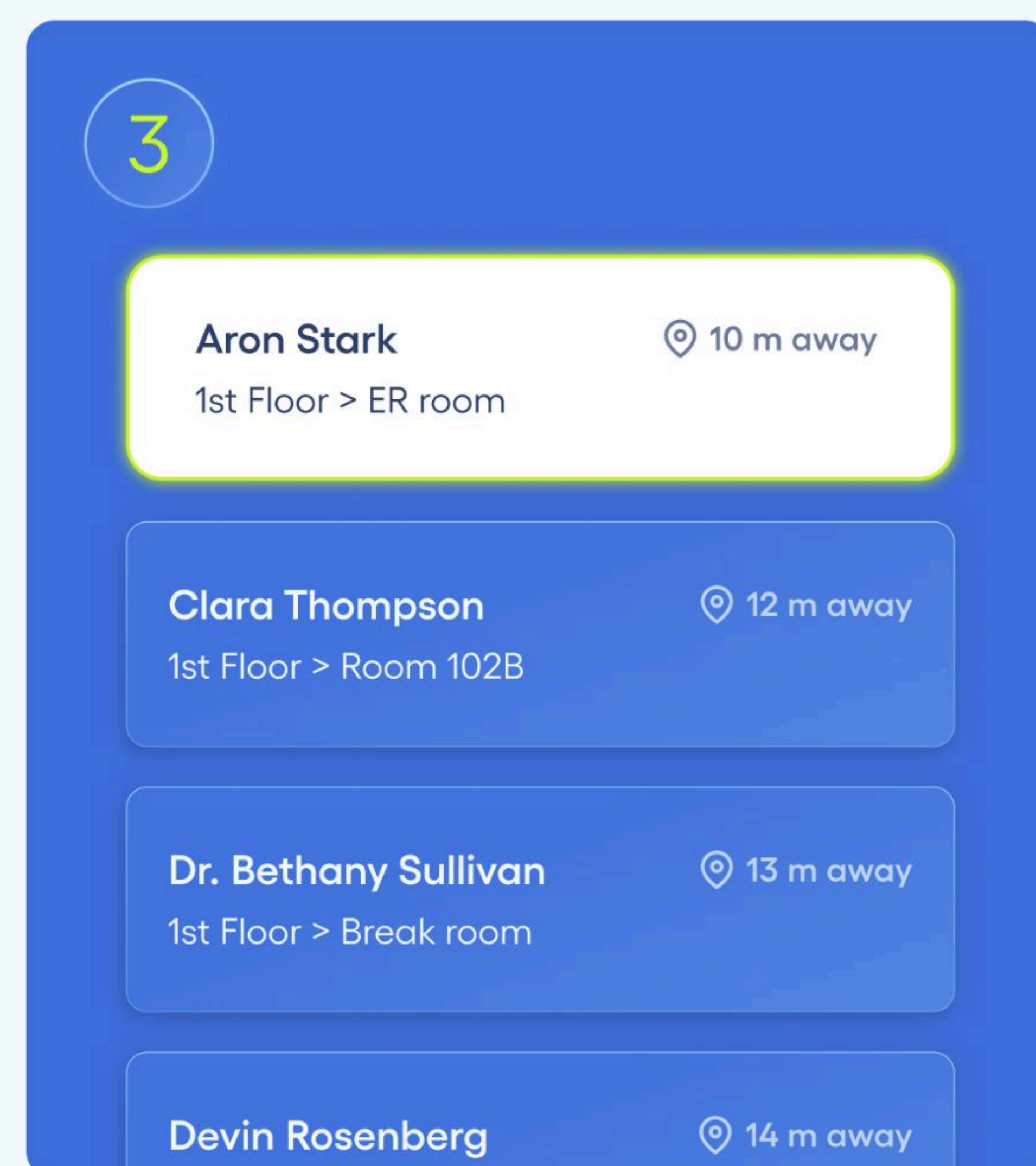
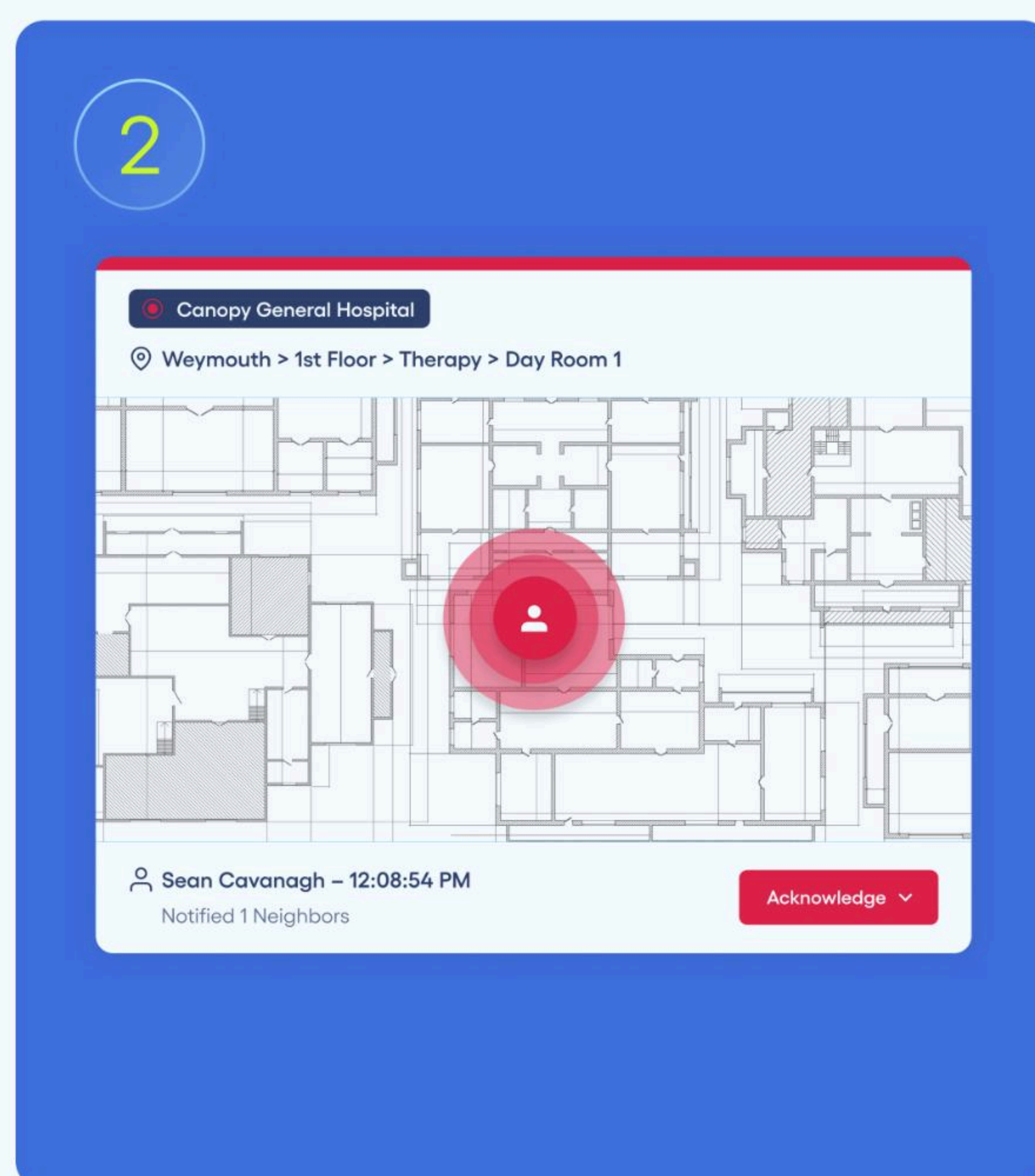
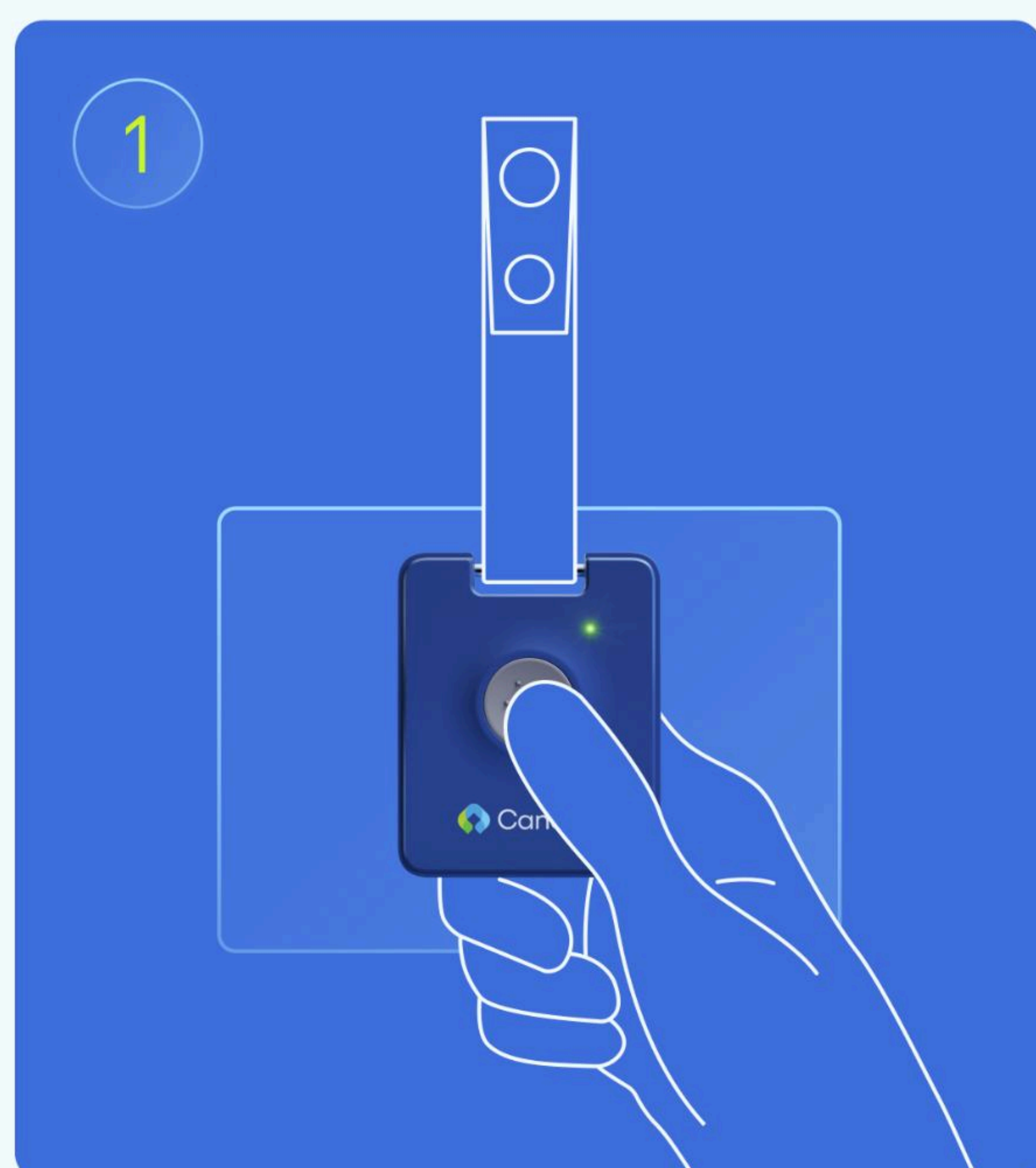
The solution

A discreet, peer-driven safety net



To address these concerns, UMH-Sparrow partnered with Canopy to implement a wearable duress system tailored to the realities of modern healthcare. The solution centered on a slim, unobtrusive button that rests behind a staff member's existing ID badge, ensuring help is always within reach without drawing unnecessary attention. Rather than a monitoring tool, the system functions as a silent partner until a staff member double-presses when in duress.

Once activated, the system provides the staff member's precise location and immediately notifies security and nearby colleagues of their colleague's exact position. This "proximate alert" feature is key to the system's empathetic design; it ensures that a clinician is never alone in a difficult moment, enabling them to call on the immediate support of their peers while security is en route. The coverage extends beyond the hospital walls, providing a consistent safety net for parking structures and home health workers in the community.





Measurable Results and a Restored Sense of Security

The transition from a reactive to a proactive process yielded immediate results. Within the first 90 minutes of the program's launch at UMHS, the system was successfully used to de-escalate a violent encounter, with security arriving in under **45 seconds**. This real-world validation quickly dismantled initial skepticism; today, over **95%** of the staff (more than **1,400** individuals) have voluntarily adopted the badges. While the technical ROI is evident in rapid response times, the human ROI is reflected in improved staff morale and reduced anxiety associated with patient-facing roles.

By reducing the time to arrive on scene during an incident, the organization has strengthened its commitment to staff retention and well-being. This comprehensive approach was recently validated by The Joint Commission, which cited the program as an "industry best practice," underscoring what can be achieved when safety technology is implemented with a focus on empathy and professional respect.



of employees voluntarily
opted-in

<45 sec ↓

to the scene during the
first live use

"Anytime the Joint Commission is at your facility, and then they tell you you're an industry best practice... those are the words you want to hear as they're walking out the door."

Jerry Dumond

Director of Public Safety, UMH-Sparrow



"We knew we couldn't eliminate workplace violence entirely, but we could certainly prevent the harm coming to our team members. We wanted them to feel empowered, not monitored. Once we rolled it out, you could feel the shift—they finally felt safer."

Chris Nemets

Regional CNIO, University of Michigan Health Regional HITS



● METRIC

Adoption rate

95%+ (1,400+ employees) voluntarily opted-in

● METRIC

Response time

Under 45 seconds to the scene during the first live use

● METRIC

External audit

Named "Industry Best Practice" by The Joint Commission

● METRIC

Reach

Hospital floors, parking structures, and home health/hospice



About Canopy

Canopy is the category leader in connected safety solutions, dedicated to ensuring healthcare workers feel safe, appreciated, and empowered every day. Through its proprietary Location ID network, Canopy provides real-time protection and operational intelligence to more than 60 major health systems and over 350,000 workers nationwide. From preventing workplace violence to optimizing hospital operations and improving patient outcomes, Canopy is building the infrastructure that enables healthcare staff to deliver their best work.

To learn more, visit www.canopyworks.com

Wearable Safety



The Connected Safety Platform

Software



Services

