**Visit:** [**pshsa.ca/workplace-violence**](http://www.pshsa.ca/workplace-violence/)

PSRS Device Strengths, Weaknessess, Oppertunities and Threats (SWOT) Analysis Tool

# Appendix F: PSRS Device Strengths, Weaknesses, Oppertunities and Threats (SWOT) Analysis Tool

## How to use this tool

1. The purpose of this tool is to evaluate selected devices to determine their strengths and weaknesses, and any opportunities and threats. Strengths and opportunities are considered advantages while weaknesses and threats are considered disadvantages. See the legend below for definitions.
2. The PSRS committee (if established)/JHSC/HSR or working group should complete this tool.
3. Ensure that the organization has completed the WPVRA, PSRS Needs Assessment and Needs Assessment Summary prior to selecting the devices.
4. Identify the device locations the tool will be used for e.g., department, entire workplace
5. Review the sample criteria provided in the PSRS Device SWOT tool. Additional criteria may be added by the assessment team.
6. Discuss the criteria as it relates to the device, workplace activities and situations.
7. Evaluate the PSRS device and determine the strengths, weakness, opportunity and threats (SWOT).
8. Place criteria into the relevant SWOT analysis sections below based on the team decisions and consensus. See the completed Sample SWOT provided.
9. Add any adjectives to further describe the criteria as the team believes to be proper e.g. for response time now becomes “enhanced response time”
10. Review and summarize the overall advantages and disadvantages.
11. The team discusses the findings and makes a decision on the devices that best protects workers, meets legislative compliance to summon assistance when violence occurs or is likely to occur and meets the organization’s needs and reduces the risks related to workplace violence.
12. If possible trial devices before purchasing.

### Legend:

**Strengths**: positive characteristics or attributes that contribute to an advantage internal to the organization

*Example*: PSRS device reduces response time and allows two way voice communication which can best prevent worker injury

**Weaknesses**: critical characteristics or attributes that contribute to a disadvantage internal to the organization

*Example*: PSRS device may not be heard by staff at the location and therefore not ensure that immediate assistance will be summoned

**Opportunities**: a set of external factors or circumstances that can be used to an advantage to achieve goal or outcome

*Example*: satellite coverage allows all lone workers in remote areas to use the device

**Threats**: a set of external factors or circumstances that could jeopardize the situation or have a negative influence on the desired goal or outcome

*Example*: poor cell phone coverage in remote areas limits the usefulness of a cell phone panic button application

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| **PSRS Device SWOT Analysis** | | |
| **Name of Device to be Evaluated:**  Click here to enter text. | **Date:**  Click here to enter text. | **Assessment Team:**  Click here to enter text. |
| **What locations will the device be used?**  Click here to enter text. | | |
| **Needs Assessment: Complete Appendix C prior to completing this form and add any additional comments here.** | | |
| **Sample Criteria Considerations**   * Ease of use * Ease of implementation * Multi-purpose e.g., alert, worker and/or patient communications * Best protects workers * Meets OHSA requirement to immediate summon assistance when violence occurs or is likely to occur * Infrastructure requirements e.g., WiFi, cellular, satellite, internet * Capital Cost / Feasibility including interim measures until Capital cost funds allocated * Operating Cost / Feasibility * IT start up and support * IT software and hardware * Human resources needs * Maintenance * Training requirements * Vendor service and reliability * Internal use – onsite * External use – offsite * Response Time * Two way communication * One way communication * GPS capabilities * Visual alert and quality * Sound alert and quality * Voice alert and quality * Scalability * Reflects best practice / evidence * Administrative efficiency * Measurability of impact/metrics * Good fit for need * Additional safety features * Other | **Strengths**  Click here to enter text. | **Weaknesses**  Click here to enter text. |
| **Opportunities**  Click here to enter text. | **Threats**  Click here to enter text. |
| **Summary**  Click here to enter text. | **Overall Advantages**  Click here to enter text. | **Overall Disadvantages**  Click here to enter text. |

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| **SAMPLE: PSRS Device SWOT Analysis** | | |
| **Name of Device to be Evaluated:**  Vocera | **Date:**  September 8, 2018 | **Assessment Team:** Workplace Violence PSRS Subcommittee |
| **What locations will device be used?** Hospital Employees, all locations | | |
| **Needs Assessment:** Organizations would complete Appendix C and add any additional information here | | |
| **Sample Criteria Considerations**   * Ease of use * Ease of implementation * Multi-purpose e.g. alert, worker and /or patient communications * Best protects workers * Meets OHSA requirement to immediately summon assistance when violence occurs or is likely to occur * Infrastructure requirements e.g. WiFi, cellular, satellite, internet * Capital Cost / Feasibility * Operating Cost / Feasibility * IT start up and support * IT software and hardware * Human resources needs * Maintenance * Training requirements * Vendor service and reliability * Internal use – onsite * External use – offsite * Response Time * Two way communication * One way communication * GPS capabilities * Visual alert and quality * Sound alert and quality * Voice alert and quality * Scalability * Reflects best practice / evidence * Administrative efficiency * Measurability of impact/metrics * Good fit for need * Additional safety features * Other | **Strengths**   * Meets legislative requirements * System operates 24/7 * Infrastructure customized for healthcare hospitals * Implementation can be phased in and integrated * Owned and operated by hospital * Provides various options for two way communication e.g. tap badges, cell phone, computer and other integrations possible e.g. security alerts * Good sound quality and functionality * Multi-purpose e.g. summons immediate help, use for patient and workplace communication * Can reduce alarm fatigue * Enhances response time * Good administrative efficiency * System can provide data on usage metrics * Ideal for onsite workers * Provides GPS locating for workers working alone * Scalable for all onsite workers * Reputable vendor * Reflects best practice * Good fit for our needs | **Weaknesses**   * Higher capital and operating cost however benefits out way the cost e.g. legislative compliance, improved worker safety, decreased workplace injuries and improved patient satisfaction * Relies on WiFi and does not work for offsite employees so alternative devices must be explored for this group. * Areas without good internet coverage will not ensure workers can summon assistance where violence occurs or is likely to occur * Workers may not be able to access tap badge if being attacked so additional solutions may be required. |
| **Opportunities**   * Potential to partner with other onsite services to reduce cost | **Threats**   * None noted |
| **Summary**  Overall technology is good fit for the need. Disadvantages can be mitigated with alternative devices for offsite worker and with planning and contingency procedures. | **Overall Advantages**  Device provides extensive versatility and can summon immediate assistance where WPV occurs or is likely to occur.  Can improve response times and can be integrated into responses with security. Data collection for metric evaluation is available. Good administrative efficiencies, very scalable, reflects best practices and offers exceptional features. Enhances patient care communications.  Overall good fit for the need. | **Overall Disadvantages**  Potential dead zones could be an issue however these could be dealt with via administrative controls such as policy and procedures e.g., testing connectivity, ensuring battery power, and ensuring contingency plans with training. |