



HEALTHCARE WORKPLACE SAFETY TREND REPORT

A Safe Workplace
Is Paramount to the
Healthcare Industry's
Role in Society

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Foreword



This research supports our belief that creating an ecosystem of care that nurtures and prioritizes patient and provider health, community health, and environmental health will define the future of healthcare.

Creating healthy and safe environments is key to Stericycle's mission and how we help protect our customers. Stericycle was founded in response to the syringe tide in the late '80s when sharps were washing up on beaches, establishing the need for an essential suite of services to manage regulated medical waste responsibly.

Since our inception, protecting health and well-being in a safe, responsible, and sustainable way has been our mission, and that's just as important today as it was then. Healthcare professionals – both direct providers and administrators – face challenges in ensuring needed levels of safety in their care environments. Improper disposal of medical and pharmaceutical waste can create risk in both clinical spaces and surrounding communities, while the growth of at-home care broadens that risk. Proper training and resources to handle these challenges are top-of-mind. We believe it's critically important to assess and explore the drivers of safety and health today to help us understand how to better manage the current – and future – environment of care.

Our 2022 Healthcare Workplace Safety Trend Report examines how providers and administrators in the U.S. view safety in their organizations and its impact on their peers, patients, and the communities around them. What we found is that creating a safe workplace is essential to the healthcare industry's role in society.

At Stericycle, our team supports healthcare organizations as they navigate current challenges, elevating care environments to help ensure the health and safety of providers, patients, and the communities they serve. We continuously enhance and innovate our services to help shape a healthier and safer world for everyone, everywhere, every day.

S. Cory White

Executive Vice President and Chief Commercial Officer | Stericycle

Key Takeaways from the Report:

- Healthcare Professionals Remain Stressed and Burnt-out
- Safety Is a Rising Concern
- At-Home Care Is Creating New Challenges
- Medical Waste Critically Impacts Communities
- The Future of Healthcare Lies in Home Care and Wearable Tech



Executive Summary

The changing landscape of infectious diseases driven by the COVID-19 pandemic has exposed a new urgency to address persistent issues facing healthcare organizations and providers. Testing and vaccination led to the establishment of temporary facilities requiring providers to adapt to alternative venues of care. The pandemic also accelerated the trend of provider burnout as workloads increased with staff shortages and departures from the profession. The existing healthcare workforce shortage, compounded by supply chain issues and an aging population needing increased care, has created further strain on healthcare systems across the country. The need for modernization and innovation, coupled with shifting expectations from patients, healthcare providers, and regulators have fueled the requirement for change throughout the healthcare sector to create healthier, safer environments of care.

Witnessing declines in patient utilization of healthcare services due to the pandemic, providers are adapting their areas of care in many ways, including evolving the use of new technologies such as telemedicine and wearables. In-home care is another area where the healthcare sector is expanding, both to meet demand and to reduce cost. Home healthcare is a cost-efficient alternative to an expensive hospital stay. However, new environments of care and new technologies require enhanced training of healthcare providers. Without the tools and resources needed to serve their patients and communities, committed providers run the risk of coming up short.

These changes require healthcare leaders and administrators to re-imagine and set ambitious goals focused on improving outcomes, making care more effective and efficient, and reducing the potential negative impacts of medical and pharmaceutical waste on the environment with more sustainable processes.

Recently, Stericycle conducted its second annual survey of healthcare providers and administrators in the U.S. to better understand how safety and standards in the environment of care can impact the quality of care delivered, as well as the effects of the changing footprint of the healthcare system on the environment.

The number of people over the age of 65 in the U.S. is projected to be

71 MILLION by 2030¹

124,000

PHYSICIANS

will be needed by 2034²





Key Insights

Based on in-depth 2022 survey data and analysis of approximately 500 U.S. healthcare providers, Stericycle's 2022 Healthcare Workplace Safety Trend Report reveals crucial insights into healthcare workers' perspectives on their working environment. This year the report delivers actionable steps for healthcare organizations to help create a healthier and safer environment for their patients and staff.

Key themes include:

Healthcare Professionals Remain Stressed and Burnt-out

Stressors on healthcare providers continue with the emergence of monkeypox and rise in new cases of polio adding to workloads already strained by COVID-19. Providers also feel a lack of appreciation in the workplace, which has decreased from already low levels in 2021. Only one-in-five providers and administrators feel "appreciated". Additionally, Healthcare workers are noticing a troubling trend in patient behavior, with more patients refusing recommended care, behaving poorly, and becoming combative.

Safety Is a Rising Concern

Proper medical and pharmaceutical waste management is critical to help give providers and administrations a safe and efficient work environment, in addition to promoting health and well-being. However, administrators may be overestimating the medical waste management training providers are receiving and how much they understand about the process. Overall, providers and administrators share their concern about the impact improper biohazardous waste disposal has on the health and safety of their patients, the environment, and their community.

Waste Challenges of At-Home Care

Most healthcare providers and administrators expect the rate of at-home care to increase over the next five years, which may increase the difficulty of proper pharmaceutical and medical waste disposal. Providers are also concerned about available resources, with less than half believing they have the tools and resources to properly dispose of regulated medical and pharmaceutical waste in at-home care settings.

Protecting Communities Requires Sustainable Medical Waste Disposal

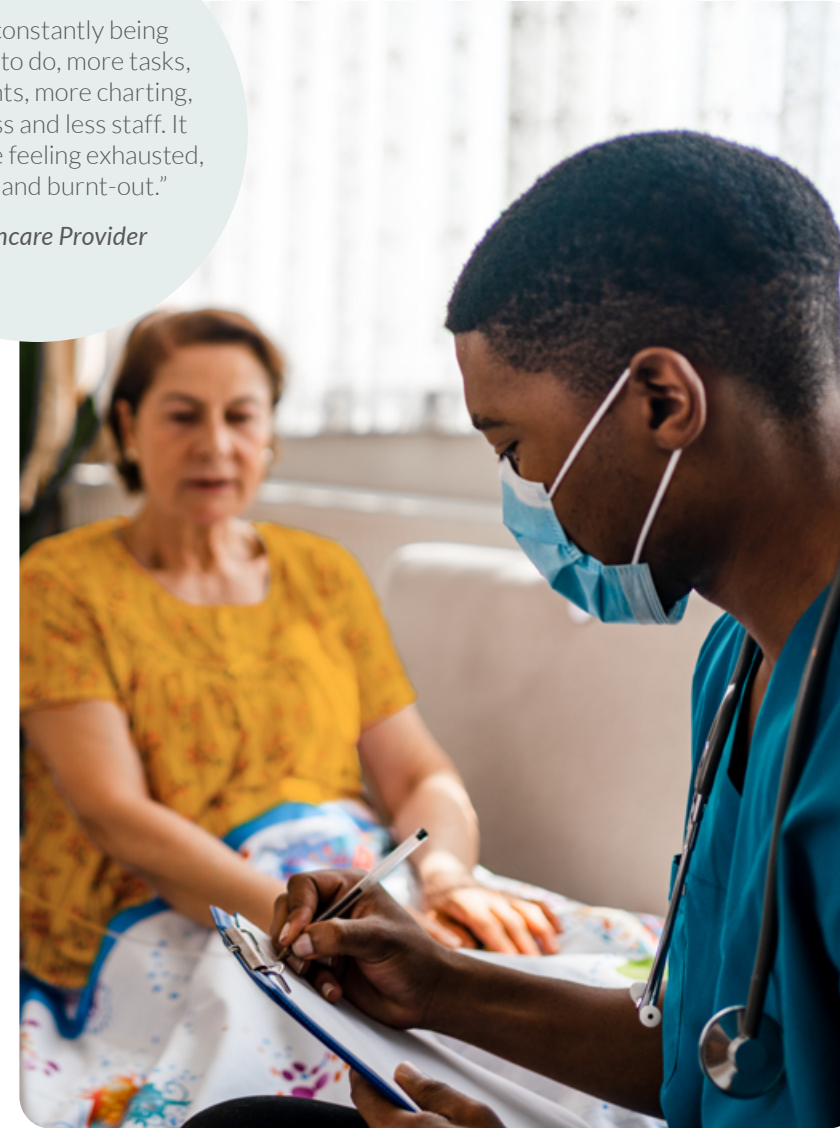
Improper disposal of medical and pharmaceutical waste has a substantial impact on the environment. If not disposed of properly, waste can leach into surrounding waterways and areas of land. Healthcare providers and administrators agree that sustainable environmental practices benefit the health of an overall community and can be linked to positive patient outcomes. Increased drug diversion and its impact on the opioid epidemic is a related concern, with providers and administrators agreeing that the rise in at-home care is making proper medical and pharmaceutical waste disposal more challenging.

The Future of Healthcare Lies in Home Care and Wearable Tech

Despite the potential challenges, at-home care is a rising trend that healthcare providers are addressing. Similarly, the majority of healthcare providers and administrators agree that wearable technology is an asset in providing effective care to patients. Yet, there is still some concern about the quality of these devices and their impact on the environment.

"We are constantly being given more to do, more tasks, more patients, more charting, but with less and less staff. It has led to me feeling exhausted, stressed, and burnt-out."

– Healthcare Provider





HEALTHCARE PROFESSIONALS REMAIN STRESSED AND BURNT-OUT

“The workload has increased tremendously due to the COVID-19 regulations. More meetings, sterility procedures, trainings, evaluations, and hiring additional staff to ensure the hospital is up to par. I work 55-to-65-hour weeks on a regular basis.”

-Healthcare Administrator



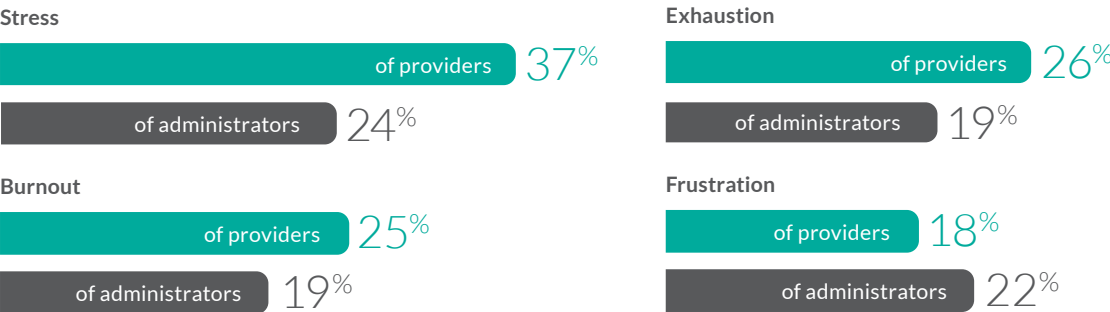


Contributing Factors to Stress and Burn out

After two and a half years of the COVID-19 pandemic and new health crises emerging– including monkeypox and new cases of polio– healthcare providers continue to feel stressed and less safe at work.

Nearly three in five providers (58%) and administrators (57%) surveyed say their level of stress day-to-day has gotten worse in the past year, citing increasing workloads, longer hours, and less staff as the largest stress contributors.

Providers and administrators report feeling a negative emotion at work:



“I feel proud to be a nurse...The last 2.5 years have been hard though. I feel like it is getting harder to feel like I am making a difference at work and that makes me frustrated. I’m frustrated that we are still having problems, whether it be staffing, patient compliance, supply issues, etc.”

– Healthcare Provider

Paired with high stress levels and burnout, providers also feel a lack of appreciation in the workplace, further decreasing from already low levels in 2021. Only one-in-five providers (17%) and administrators (22%) feel “appreciated”. In 2021 those numbers were 21% and 20%, respectively. In that same vein, only a quarter of providers (26%) feel “driven.” In addition to the lack of drive, at least a quarter of providers report feeling unmotivated, having trouble concentrating, and feeling concerned over their physical safety, significantly more than healthcare administrators.

Experiences in the workplace over the past year:



As retention and recruitment issues continue to plague the healthcare industry, this sentiment from providers and administrators will go unchanged.



Safety is a Rising Concern

In addition to staffing and workload challenges, all healthcare workers are noticing a troubling trend in patient behavior. The majority of respondents report noticing more patients refusing recommended care, behaving poorly, and becoming combative. As a result, nearly half of providers say they feel less safe at work compared to a year ago (45%). Half of providers (49%) also say they or a colleague have been assaulted or injured at work. Concerningly, three in four providers say they feel at least somewhat concerned about being assaulted or injured at work; with two in five saying they are extremely or very concerned (21%).

Troubling Patient Behavior Trends:

64%
OF
PROVIDERS

say they have experienced patients behaving poorly or inappropriately: **69% of administrators** reported experiencing the same.

53%
OF
PROVIDERS

say they have experienced patients becoming combative more frequently over the past year: **57% of administrators** reported experiencing the same.

67%
OF
PROVIDERS

have experienced patients refusing recommended care or demanding alternative care more frequently over the past year; **70% of administrators** reported experiencing the same.



What's more, most providers (80%) say patients' behaviors and attitudes influence their sense of safety in the workplace. The majority (70%) of administrators share this sentiment.

Healthcare organizations need to prioritize establishing a safe work environment for providers and administrators in order to attract and retain their valuable workforce. Without a safe and secure environment, workloads will continue to increase and staff will continue to decrease, while those remaining will be left feeling unmotivated and stressed.



EFFECTIVE HEALTHCARE ENVIRONMENTS REQUIRE MEDICAL WASTE MANAGEMENT

“My biggest concerns are for the safe disposal of biohazardous waste for the protection of my staff members and that they can differentiate between what is and is not considered biohazardous waste.”

-Healthcare Administrator





Medical and Biohazardous Waste Management is Essential for Patients and Providers

A key, yet often overlooked, component of quality healthcare is effective medical and biohazardous waste management. Medical waste management is critical to give providers and administrations a safe and efficient work environment, in addition to promoting health and well-being. Both surveyed providers (93%) and administrators (84%) agree that medical waste management is important to delivering the best possible care to patients, and, without it, they would not be able to do their jobs effectively (87% and 84%, respectively).

In addition to medical waste, providers also view proper pharmaceutical waste management as critical to patient care (91%) and workplace safety (93%), by ensuring medications are not being misused or mishandled. Most providers (75%) believe that COVID-19 has made managing pharmaceutical waste more challenging, a slight increase (72%) from 2021. The Centers for Disease Control and Prevention (CDC) attributed rising overdose deaths to the pandemic, as more than 81,000 Americans died from a drug overdose in the 12 months prior to May 2020—the highest number of overdose deaths ever recorded in a 12-month period.³

Providers and administrators believe proper medical and pharmaceutical waste disposal is an integral element to the day-to-day function of their medical practices and is foundational to maintain a safe and effective workplace (82% of providers and 83% of administrators). Improper waste disposal can create environments of risk and also distract providers from their focus on patient outcomes. Waste characterizations, staff training, and proper disposal are all important parts of keeping healthcare environments secure.

94%
OF
PROVIDERS

say improper regulated medical/biohazardous waste disposal puts the physical safety of healthcare workers at risk.

82%
OF
PROVIDERS

say medical and biohazardous waste management is very critical or the most critical factor in maintaining a safe workplace environment.

80%
OF
PROVIDERS

say improper regulated medical/biohazardous waste disposal negatively impacts the emotional well-being of healthcare workers.

Administrators Overestimate How Well Providers Understand Waste Management

While providers and administrators agree that regulated waste management is a priority for both their safety and the safety of their patients, administrators are overestimating the medical waste management training providers are receiving and how much they understand about the process. Most administrators (87%) believe that providers in their organization have a strong understanding of how their organization disposes of regulated medical waste, compared to 69% of providers. Furthermore, administrators (86%) believe providers receive sufficient training when it comes to effective medical waste disposal, but only 79% of providers agree.

One area healthcare providers and administrators agree on is their concern about the impact of improper medical and biohazardous waste disposal on their own health and safety, as well as that of their patients, the environment, and their communities.

“I think medical/ biohazardous waste is often disposed of improperly. Sometimes it is because it is difficult to remember which type of waste goes in which bin. Sometimes it’s because the waste bins are not in a convenient place. And sometimes it is because our biohazard containers are full.”

– Healthcare Provider

Level of Concern with Each of the Following when it Comes to Effective Regulated Medical or Biohazardous Waste



WASTE AND PHARMACEUTICAL CHALLENGES OF AT-HOME CARE

“I work in an infusion clinic, and we have patients who have their own sharps and biohazardous waste at their homes as well as what we see in the clinic. I worry about how well that is getting handled when healthcare providers are not there to witness it.”

– *Healthcare provider*





Creating a Safe Care Environment at Home

The COVID-19 pandemic expedited the growth of at-home care for all types of patients and that number is expected to continue to grow. In fact, most healthcare providers (90%) and administrators (83%) expect the rate of at-home care to increase over the next five years. While at-home care has several challenges, one that is least talked about is how to properly dispose of medical and pharmaceutical waste outside of a healthcare facility.

Healthcare workers agree that regulated medical and pharmaceutical waste management and disposal is a core challenge in at-home care settings. Moreover, most providers (69%) and administrators (78%) agree that there are not enough standards in place to safely remove medical waste from at-home care. While the same percentage of providers agreed with this statement in 2021, the percentage of administrators agreeing increased significantly, up from 70% in 2021.

93% OF PROVIDERS and
87% OF ADMINISTRATORS

agree that at-home care settings introduce new challenges to safely dispose of medical and pharmaceutical waste

59% OF PROVIDERS

say patients do not know how to dispose of medical waste in a safe manner in at-home care settings

58% OF PROVIDERS

say patients do not have adequate tools and resources available to properly dispose of medical waste in at-home care settings

42% OF PROVIDERS

say patients are not provided with a clear process for disposing of pharmaceutical waste in at-home care settings when the provider is absent



Patients and Providers Need More Education and Training

The dramatic shift to home care in recent years has made healthcare providers feel unprepared and unfamiliar with certain protocols, such as regulated medical waste disposal. Only half (53%) of providers say they know how to dispose of medical waste in a safe manner in at-home care settings. That concern is increasing; in 2021, 65% of providers agreed their knowledge of disposal in at-home settings was sufficient. Providers are also concerned about the resources available, with less than half (41%) believing they have the adequate tools and resources available to properly dispose of regulated medical and pharmaceutical waste in at-home care settings.



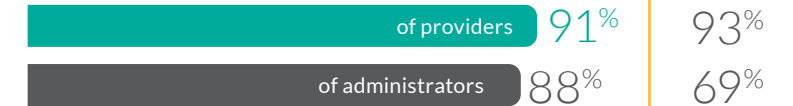
Almost all
PROVIDERS (91%) and
ADMINISTRATORS (93%)
surveyed agree that they need
additional training to uphold
safe working conditions in
at-home care settings

Administering At-Home Care

Healthcare providers need more logistical support to provide the best possible care in at-home care settings

2022

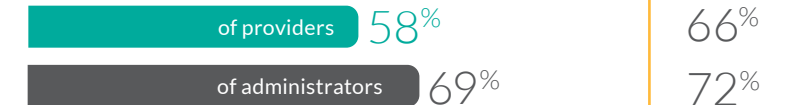
2021



There are not enough standards in place to safely remove regulated medical/biohazardous waste from at-home care settings



There are processes in place to switch patients over to at-home care settings



There are appropriate standards in place to administer at-home care



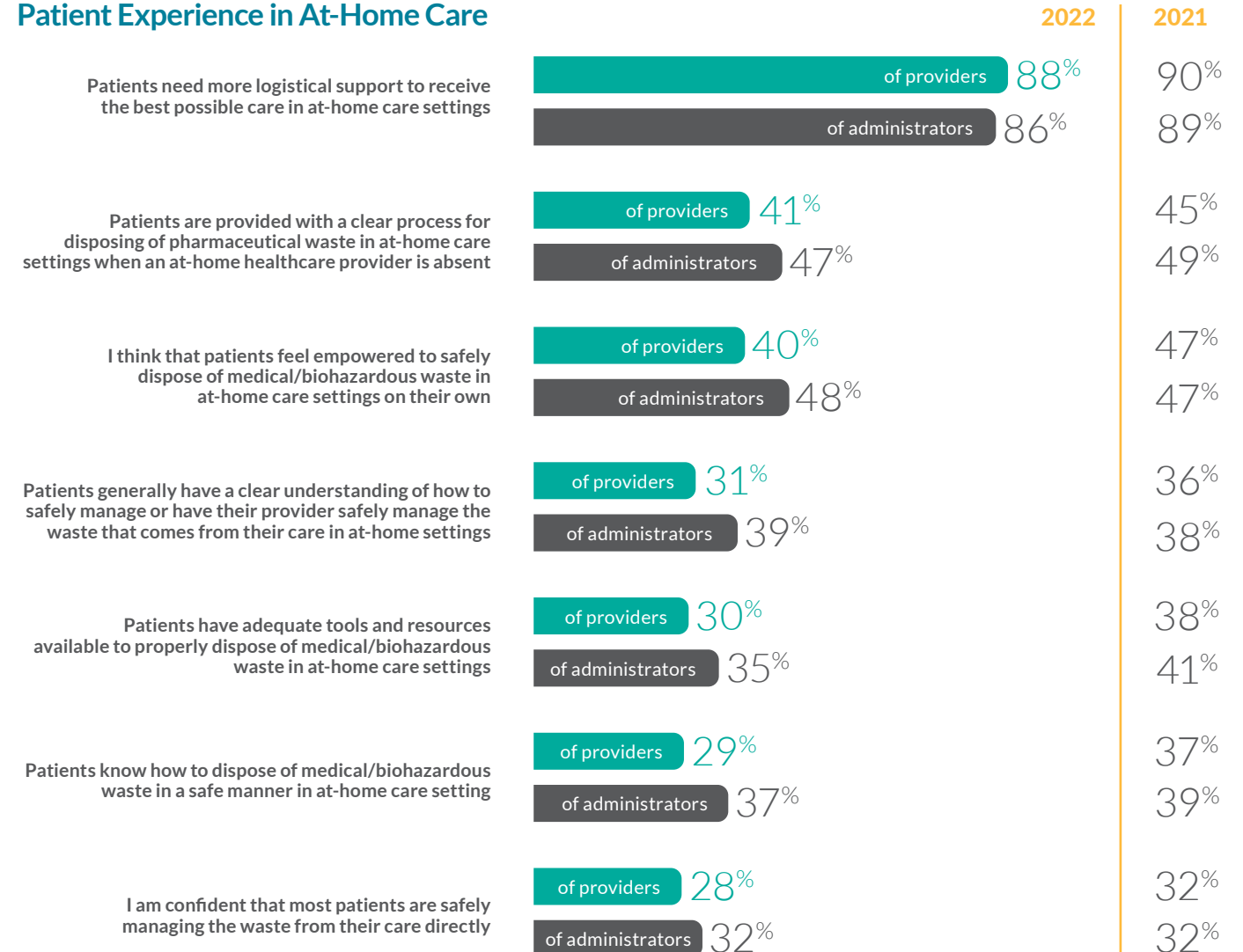


Patients and Providers Need More Education and Training

Most healthcare providers (91%) also agree that patients need more information and resources about disposal of pharmaceutical and medical waste for at-home care; a challenge that will likely increase along with the increasing rate of at-home care.



Patient Experience in At-Home Care



MEDICAL WASTE CRITICALLY IMPACTS COMMUNITIES

“My biggest concern is the consistency that comes with (medical waste) regulation from one municipality to another or state to state.”

– *Healthcare Administrator*





Reducing Environmental Impact Should Be a Priority

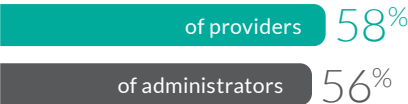
Improper disposal of medical and pharmaceutical waste substantially impacts the environment. The healthcare industry alone produces more than 5 million tons of waste each year,⁴ which, if not disposed of properly, can leech into surrounding waterways and areas of land.

Both healthcare professionals and administrators agree (95%) that improper medical and biohazardous waste management is harmful. Consistent with their responses in 2021, 94% of healthcare professionals and 95% of administrators agree. The issue is also top-of-mind, as more than half of providers (56%) and administrators (67%) state they think about the environmental impacts of regulated medical and biohazardous waste often. They also agree that sustainable environmental practices benefit the health of an overall community (96% of providers and 93% of administrators), which can also be linked to positive patient outcomes (88% of providers and 90% of administrators).

However, while most administrators (81%) believe their organization is doing enough to reduce its environmental impact through proper waste disposal, just half of providers (52%) feel the same. This disparity increased from 2021 when 75% of administrators and 54% of providers agreed.

Environmental Impact and Sustainability Goals

My organization needs to increase monetary resources for regulated medical/biohazardous waste disposal

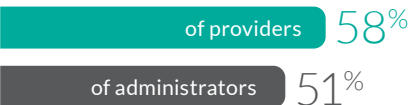


2022

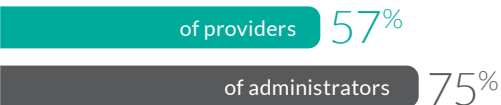
2021



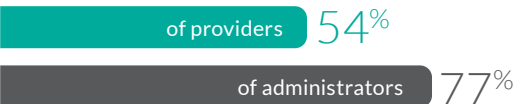
My organization needs to increase the number of people dedicated to regulated medical/biohazardous waste disposal



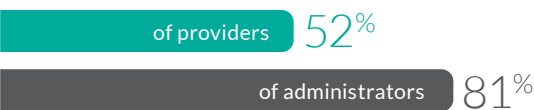
My organization has innovative practices in place to dispose of all regulated medical/biohazardous waste



My organization has stated sustainability goals



My organization is doing enough to reduce our environmental impacts through compliant regulated medical/biohazardous waste management



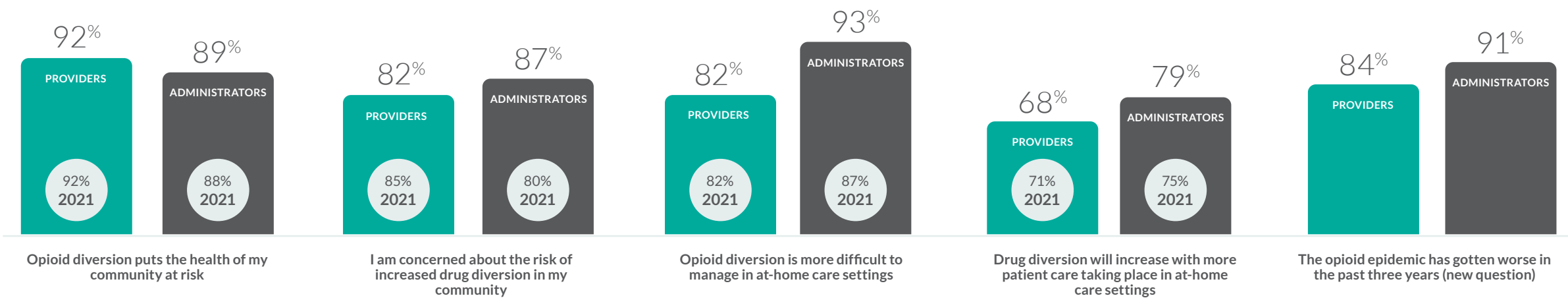
Limiting Drug Diversion is a Top Concern

Year over year, healthcare professionals agree that improper disposal of pharmaceutical waste is one of the most significant contributors to the opioid epidemic (53% of providers and 63% of administrators). In fact, the majority say the opioid epidemic has worsened in the past three years (91% of providers and 84% of administrators).

An increase in drug diversion is the top concern. Eight in ten providers and administrators are concerned about the increased drug diversion in their communities and agree drug diversion puts the health of their communities at risk. Providers and administrators also agree that the rise in at-home care creates further issues in managing drug diversion. This concern may be borne out by the year-over-year increase in overdoses due to opioids.⁵



Impact of Pharmaceutical Waste on the Opioid Crisis



THE FUTURE OF HEALTHCARE LIES IN HOME CARE AND WEARABLE TECH

“The healthcare industry is continuing to build on the successes of telemedicine, remote patient monitoring, and virtual care that was accelerated by the COVID-19 pandemic.”

–Healthcare Administrator



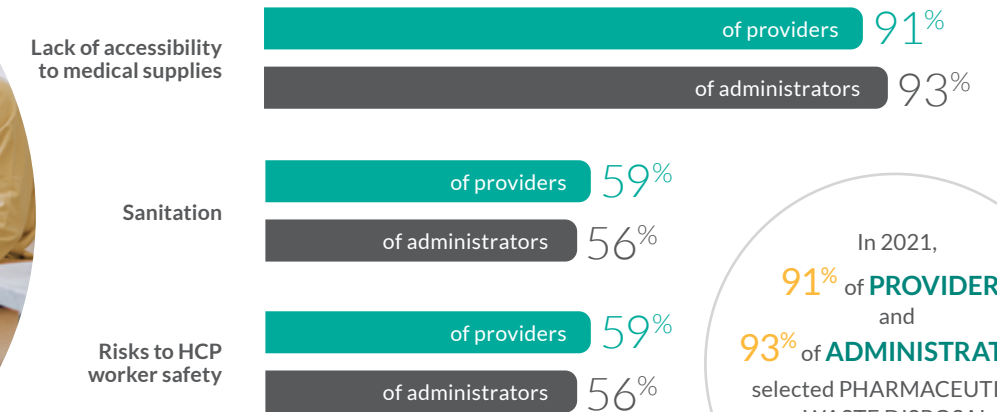
At-Home Care Rapidly Growing Despite Challenges and Risks

Most healthcare workers surveyed agree that at-home care is a growing trend that offers patients select and diversifying services in the comfort of their own home (88% of providers and 84% of administrators). Providers understand that at-home care can provide patients comfort (78%), convenience (71%), and personalized care (60%).

But it's not without its challenges. Eighty-eight percent of healthcare providers are still being asked to deliver top-quality care outside of traditional settings (down from 93% in 2021), leaving many providers (75%) concerned about the risks to their physical health and well-being – consistent with their responses in 2021. Those concerns include sanitation, availability of resources, and their own safety in at-home care.

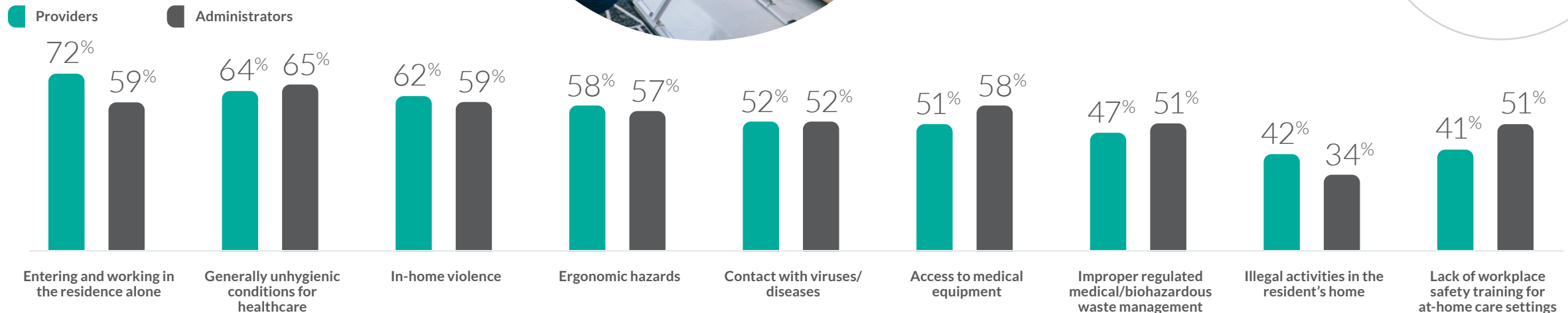


The Greatest Challenges of At-Home Care



In 2021,
91% of PROVIDERS
and
93% of ADMINISTRATORS
selected PHARMACEUTICAL
WASTE DISPOSAL
MANAGEMENT as the
greatest challenge

The Greatest Risks of At-Home Care





Wearable Technologies

Wearable technologies are another growing healthcare trend. Healthcare professionals are primarily interested in using wearable monitors for patients, such as glucose measuring devices or blood pressure monitors. The majority of providers and administrators agree that wearable technology aids in providing effective care to patients (86% of providers and 87% of administrators). But there is still some concern about the quality of these devices and their impact on the environment, as well as the safety to providers in their disposal. Proper disposal of decommissioned devices is necessary to help protect providers and their communities.

Statements about Wearable Technology

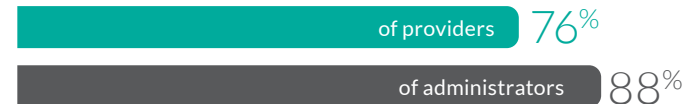
I believe wearable technology aids in providing effective care to patients



I am excited to introduce the latest wearable medical technology in my workplace



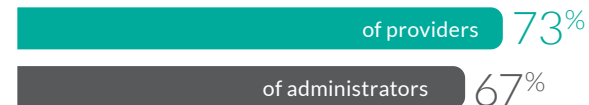
Smart PPE helps keep HCPs safer



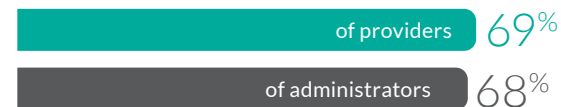
Smart PPE helps keep patients safer



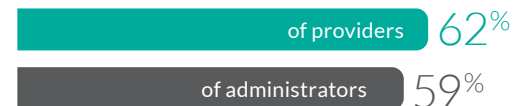
I question the quality and accuracy of many wearable medical devices



I am concerned about the environmental impact of disposing of wearable medical devices



I am concerned about the safety of disposing of wearable medical devices



Top 3 Wearable Technologies Healthcare Providers are Interested In Using in their Work



GLUCOSE MEASURING DEVICES

71% OF PROVIDERS and 63% of administrators



SMART HEALTH WATCHES

64% OF PROVIDERS and 63% of administrators



WEARABLE BLOOD PRESSURE MONITORS

59% OF PROVIDERS and 63% of administrators

RECOMMENDATIONS

As the survey findings indicate, healthcare organizations need to consider investing more time and resources into their care environments. The events in recent years have created more challenges for the healthcare industry, but there are ways to address these issues to create lasting solutions for healthier, safer care.



Recommendations

Provide Proper Waste Management Training to Create a Safer Care Environment

Healthcare workers are feeling less confident in their knowledge of proper medical and biohazardous waste disposal. This poses serious problems for creating and maintaining a safe care environment for both workers and their patients. Fewer providers today compared to 2021 feel they have received sufficient training on proper waste management or disposal. Additionally, the majority of providers say they do not have the adequate tools and resources to properly dispose of waste. Given that both healthcare workers and administrators alike say that improper waste disposal puts the physical safety of both providers and patients at risk, increasing training opportunities for healthcare providers in areas such as proper biohazardous waste segregation and hazardous materials handling is critical to creating a safe and effective care environment.

Create a Plan to Minimize the Impact of Improper Waste Management on Communities

Most healthcare providers agree that improper disposal of pharmaceutical waste is one of the largest contributors to the opioid epidemic and feel that opioid diversion from improper disposal puts the health of their communities at risk. Given this level of concern, healthcare organizations should consider working with their regulated waste management partners to ensure proper training on pharmaceutical waste disposal is available to their staff, as well as focus on providing patients with resources and information on secure methods to dispose of their medications at home. Secure and compliant options such as mail back service and drop off kiosk are some of the options to address at-home disposal.

Healthcare workers are also concerned about how improper waste management can impact the environment. Healthcare organizations have the power to play an important role in addressing the environmental impact of healthcare. This can extend to improved waste processes, such as integrated waste streams, or adopting reusable sharps waste containers to reduce plastic and cardboard going to landfills. At the same time, industry workers are looking to engage in sustainable practices that help reduce the environmental impact of their organizations. While this issue is top-of-mind for healthcare workers, healthcare providers are less aware of their organizations' sustainability initiatives than administrators, which indicates that, despite the existence of sustainable initiatives, adherence to and awareness of these policies is low. Healthcare leaders should focus their efforts not only on increasing sustainable practices throughout the organization, but on ensuring clear communication of these environmental initiatives and creating systems to measure the adherence and success of these efforts.

As At-Home Care Grows, Empower Healthcare Workers and Patients with Trainings on Proper Disposal

Over the past two years, the proliferation of at-home care has made it a permanent pillar of the future of healthcare. Yet, at-home care presents its own unique set of challenges for providers and administrators, particularly when it comes to medical waste management. Most providers report they need more training to uphold safe working conditions in at-home settings and do not believe patients have the adequate resources to properly dispose of waste themselves.

As care outside of the traditional setting becomes more common, healthcare organizations should prioritize communicating clear processes and guidance on how to create a safe care environment in the home. Healthcare leaders should consider working with their waste management partners to ensure that providers not only have the tools and resources they need, but patients themselves are empowered as much as possible.

Provide Resources to Healthcare Workers on Dealing with Difficult Patients

Amid rising stress and safety concerns, healthcare workers report that patients' behavior and attitudes are major contributors to their feelings of safety in the environment of care. Not only are providers finding it difficult to manage patient satisfaction with the safe and effective care they provide, but workers are also experiencing troubling trends in patient behavior. The majority of healthcare providers report more patients refusing recommended care, demanding care that is not medically appropriate, and behaving poorly or combatively. These challenges make it more difficult for healthcare workers to provide effective care while also putting the safety of both workers and patients at risk. To ensure top-quality patient care is achieved while prioritizing the health and safety of staff, healthcare organizations should focus on providing resources and necessary training to their providers and administrators on how to balance patient expectations and manage difficult patients. For instance, an overview of how OSHA approaches violence in the workplace or strategies for developing a prevention plan can equip providers with tools they can leverage to help ensure safety.

Conclusion

Equipping Healthcare Workers with the Resources They Need Will be Essential for Creating Safer Care Environments

The past two and a half years have changed the healthcare field in many ways, accelerating trends and, in some cases, worsening issues the industry struggled with before the outset of the pandemic. The challenge of protecting communities and the environment from improper medical waste management remains, while developments such as the rise in at-home care can make the disposal of sharps and pharmaceuticals more complex. Growing from the pandemic will mean addressing these pain points and meeting change head-on. The healthcare industry can meet this moment by equipping healthcare workers with the tools and training they need and by supporting the health and well-being of its workers.

The findings from this research can help guide healthcare decision makers in implementing improvements so their staff can focus on continuing to provide top-quality care to patients. Namely, one of the takeaways is that healthcare workers must have the resources they need to create a safer care environment for themselves, their colleagues, and their patients. That means providing training sessions in key skills, such as how to manage difficult patients or properly dispose of medical waste. Knowing such improvements are helping reduce the burden on providers may also lessen their levels of stress and burnout.

Healthcare workers rose to the challenge when the COVID-19 pandemic consumed our lives and the healthcare system. Learning how to adapt to the changing needs of their staff will ensure healthcare providers and administrators are protecting their health, their communities, and their patients beyond the acute phase of the pandemic. To be prepared for the future and grow from the past, understanding what healthcare workers' needs and concerns are at this moment is vital.

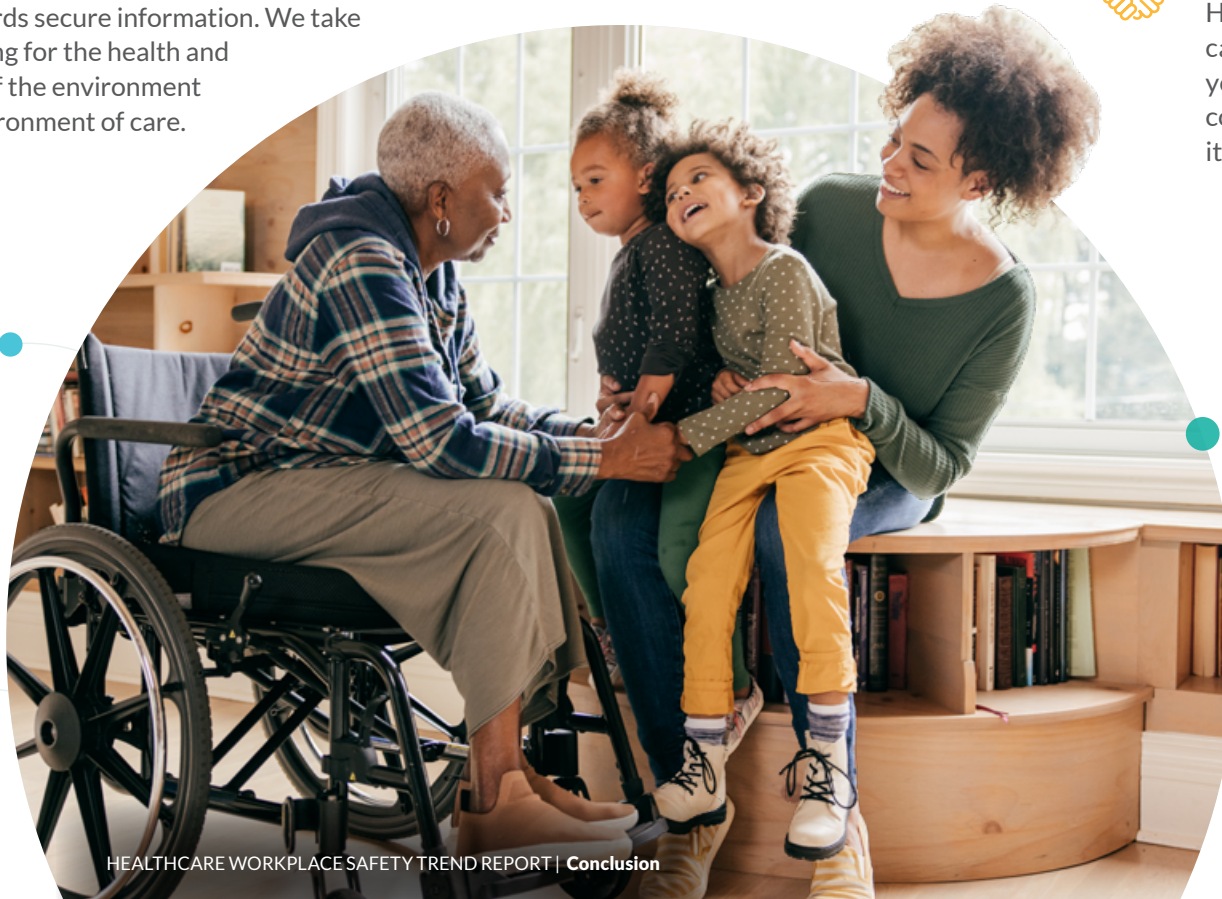




Keep Your Employees, Customers, and Communities Safe

As a leading provider of regulated medical waste management, secure information destruction, and patient engagement solutions, Stericycle helps organizations—large and small—solve complex challenges to enhance the patient experience.

For over three decades, Stericycle has partnered with thousands of companies across the country to help them ensure that their operations meet regulatory demands, protect patients and staff, and safeguard communities. Our suite of essential services helps protect public health and the environment, contributes to fighting the opioid epidemic, and safeguards secure information. We take pride in caring for the health and well-being of the environment and the environment of care.



SIMPLE, PROFESSIONAL SERVICE

We have designed our operations to deliver convenience, with minimal intrusion into your busy schedule. Using on-demand digital tools and professional drivers, we keep your business running smoothly.



EXPERT PARTNERS BY YOUR SIDE

Healthcare facilities balance multiple priorities—from providing compassionate care to managing a safe and compliant environment for employees and patients—your staff doesn't have a moment to spare. Our team of medical waste and compliance experts provide in-depth knowledge when and where you need it so you can focus on patient care.



ONE SOURCE, COUNTLESS SOLUTIONS

Having a waste management partner that aligns with your goals is key to making waste management as safe and sustainable as possible. From medical and pharmaceutical waste disposal, compliance training and consulting, and consumer takeback to information security, Stericycle works alongside healthcare organizations of every size to help them succeed in their growth, protect their brand, and aid in the delivery of healthcare.

We protect what matters.™

Visit stericycle.com to learn more about workplace safety and how Stericycle can help you protect what matters.

Methodology

In partnership with Ipsos, Stericycle conducted an online survey and interviewed healthcare professionals including healthcare providers (those who have direct patient interaction and currently practice as a physician, nurse, or another related role) and healthcare administrators (those who are currently at an executive leadership or senior management level in a healthcare organization). Both audiences are required to work in an organization that deals with medical waste management in some regard, whether they are personally responsible for decision making or not.

In total, the survey targeted n=504 healthcare professionals among:

- N=404 Healthcare Practitioners (providers)
- N=100 Healthcare Administrators (administrators)

The survey was conducted in the U.S. only and was fielded entirely online. The average survey completion time was 22 minutes and ranged across healthcare workplace topics such as medical waste management overall, medical waste management in the hospital setting, medical waste management in the at-home setting, the impact of medical waste management on the environment, wearable technology, and the opioid crisis.

SOURCES

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3. [Overdose Deaths Accelerating During COVID-19 - CDC Online Newsroom | CDC](https://www.cdc.gov/media/releases/2020/s0915-overdose-deaths.html)
4. <https://practicegreenhealth.org/topics/waste/waste-0>
5. [Overdose Death Rates | National Institute on Drug Abuse \(NIDA\) \(nih.gov\)](https://www.nida.nih.gov/publications/overdose-death-rates)

