

Saint Francis Hospital Medical Center – Connecticut

Introduction

This case study of Saint Francis Hospital Medical Center – Connecticut is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“After implementing CPI training, the staff became more confident in dealing with escalating situations, resulting in fewer injuries occurring.”

“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“CPI training improved my organization’s HCAHPS score.”

Challenges

Sought Nonviolent Crisis Intervention® training to improve staff confidence in working with challenging clients.

Environment

Categorizes their healthcare environment as an emergency department.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by improving staff skills and confidence.

Company Profile

Company:
**Saint Francis Hospital
Medical Center –
Connecticut**

Company Size:
Medium Enterprise

Industry:
Health Care

About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society’s most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

Learn More:

[Crisis Prevention Institute](#)