

St. Francis Hospital – Georgia

Introduction

This case study of St. Francis Hospital is based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The Crisis Prevention Institute has served in protecting associates and patients from injuries, and has been an awesome resource for teaching and promoting safety in a number of ways. I am honored to be part of an awesome team!”

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

“CPI has empowered our organization to live up to our standards of caring for life by providing the best Care, Welfare, Safety, and Security for all.”

“CPI has made our staff more confident and comfortable with dealing with agitated patients.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Company Profile

Company:
St. Francis Hospital

Company Size:
Medium Enterprise

Industry:
Hospitality

Environment

- Categorizes their mental health environment as an inpatient center.
- Provides refresher training to their staff every 6 months.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped with the following:
 - Their trainings are more relevant for more staff
 - They can train more staff now that the content is relevant for more staff
 - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior
 - The RESPONSE Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk
 - The Opt-Out Sequence helps their staff reduce the duration and restrictiveness of physical engagement
 - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention

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](#)