

The Guidance Center – Arizona

Introduction

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



“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 meet regulatory compliance.

Environment

- Categorizes their healthcare organization as behavioral.

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.
- 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

Organization Profile

Organization:
The Guidance Center

Industry:
Non-profit

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](#)