

Large Enterprise Healthcare Facility – California

Introduction

This case study of a large enterprise healthcare facility is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Outstanding training that helps improve the health care experience when dealing with unruly individuals in a hospital.”

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

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

“CPI has given our staff the confidence to go into a situation and have the ability and knowledge to be useful during a hostile situation.”

Challenges

Sought Nonviolent Crisis Intervention training to:

- Meet regulatory compliance
- Reduce workplace violence rate
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

Categorizes their healthcare environment as medical/surgical.

Results

- Reduced challenging/disruptive behaviors by 40–49% 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:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Large Enterprise

Industry:
Healthcare Facility – California

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](#)