

Case Study: How UNC REX Healthcare, Inc. Reduces Violence and Raises HCAHPS Score

Introduction

This case study of UNC-Rex Healthcare, Inc is based on a December 2015 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 engrained in our training.”

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

“Care, Welfare, Safety, and Security has become a root mindset.”

“In today’s world, social climate, and unpredictable possibilities; CPI is paramount!”

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
- Personal enlightenment

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 75–99% since implementing CPI training.

Company Profile

Company:
UNC-Rex Healthcare, Inc

Company Size:
Large 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](#)