

# Halton Healthcare Services – Ontario

## Introduction

---

This case study of Halton Healthcare Services is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The support from CPI has been absolutely amazing on every level.”

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

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

“Not only do our staff members feel more confident and therefore safer in dealing with difficult situations, our patients are being much better served through the use of CPI skills and techniques. We practice from a Least Restraint and Trauma-Informed Care perspective, and CPI has truly enhanced our staff’s ability to do this in all areas of practice.”

## 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 a short-stay crisis unit.

## Results

---

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Achieved return on investment with CPI by:
  - Reducing injuries
  - Reducing staff turnover
  - Reducing liability
  - Improving staff skills and confidence

### Company Profile

Company:  
**Halton Healthcare Services**

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](#)