

# Musquodoboit Valley Memorial Hospital – Nova Scotia, Canada

## Introduction

This case study of Musquodoboit Valley Memorial Hospital – Nova Scotia, Canada is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI has reinforced the skills and confidence levels of our staff when dealing with an escalating situation of potential violence.”

“It is a wonderful program that focuses on preventing and de-escalating violence within the workplace. CPI provides our staff with the tools and confidence to professionally control a crisis situation while ensuring safety for all involved.”

“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
  - Reduce workplace violence rate
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their healthcare environment as medical / surgical.

## Results

- Decreased the use of physical restraints and seclusions by 100% since implementing CPI training.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Improving staff skills and confidence

### Organization Profile

Organization:  
\*Musquodoboit Valley Memorial Hospital – Nova Scotia, Canada \*

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)