

Ingalls Memorial Hospital – Illinois

Introduction

This case study of Ingalls Memorial Hospital – Illinois is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI training has contributed to the strengthening of the staff and patient relationship, which has in turn improved patient response.”

“This training has made a difference for us by assisting staff with de-escalating patients, improving sensitivity for the patients we serve, reducing restraints, and the patients seem to respond better at the earlier stages of the continuum.”

“It’s a really good program that teaches professionals how to handle difficult people in a professional and safer way.”

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

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

“I use CPI training techniques all the time, and it really works!”

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 behavioral.

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.
- 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 worker compensation claims
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
Ingalls Memorial Hospital – Illinois

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](#)