

Province of Prince Edward Island Department of Health and Social Services

Introduction

This case study of Prov of PEI Dept of Health & Social Svcs is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Nonviolent Crisis Intervention® training promotes the best quality care for clients in our service. And it keeps clients and staff safe.”

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

“As a result of taking the course, staff report having more confidence in handling situations.”

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
 - Develop policy

Environment

- Categorizes their healthcare environment as an emergency department, medical/surgical, behavioral, outpatient clinical, long-term care, and addiction services facility

Results

- Achieved return on investment with CPI by improving staff skills and confidence

Organization Profile

Organization:
Prov of PEI Dept of Health & Social Svcs

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](#)