

Universal Health Services

Introduction

This case study of Universal Health Services is based on a May 2016 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 ingrained in our training.”

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

“CPI is so user-friendly and the training itself is applicable and appropriate for our line of work. The staff at CPI has always been above reproach and so personable.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- 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:
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
Universal Health Services

Company Size:
S&P 500

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](#)