

Case Study: How Lowell General Hospital Improved Its HCAHPS Score

Introduction

This case study of Lowell General Hospital is based on a August 2015 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 engrained in our training.”

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

“The staff attitudes and approaches we teach in CPI for responding to the different levels of crisis behavior have been adopted by my organization, and have fundamentally changed the way we intervene with all populations of low, moderate, and high-risk patients, and have led to significantly safer outcomes across the board.”

“I mainly benefited from outstanding instruction at my initial Instructor Certification Program back in 2005, and again at my Instructor development certifications.”

“CPI is the foundation of all our security officer training. Adopting the CPI principles of crisis de-escalation and intervention has allowed us to manage behavior without ever judging the person. All of our staff realize they are seldom, if ever, the cause of the acting-out behavior they manage every day. Therefore, they are able to separate and not take it personally, and also treat our patients with dignity, respect, and compassion, even following the worst acting-out behavior and violence. CPI allows us to understand that we are in the second-chance business following crises at the first signs of Tension Reduction. Our outcomes have never been better. Our ED and Med Surge nurses are all certified too and believe in the program. Thank you!!!”

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

Organization Profile

Organization:
Lowell General Hospital

Industry:
Health Care

Environment

- Has gone through the following CPI advanced training program:
 - Enhancing Verbal Skills
- Provides refresher training to their staff every 12 months.
- Categorizes their healthcare environment as an emergency department.

Results

- Reduced challenging / disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25—49% since implementing CPI Training.

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:

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