

Case Study: How We Boosted Our HCAHPS Score in Our Adult Admissions Unit

Introduction

This case study of Adult Admissions Unit is based on a December 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

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

“With CPI, our staff have learned to talk before using a hands-on approach.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to help with the following :

- Management

Environment

- Has gone through the following CPI advanced training program:
 - Applied Physical Training
- Provides refresher training to their staff every 12 months.
- Categorizes their healthcare environment as behavioral.

Results

- Reduced challenging / disruptive behaviors by 30—39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75—99% since implementing CPI training.

Organization Profile

Organization:
Adult Admissions Unit

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](#)