

Marc Center – Arizona

Introduction

This case study of Marc Center is based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“This training gave me and my coworkers the confidence to de-escalate crisis situations.”

“Nonviolent Crisis Intervention® training makes our staff and clients feel safer.”

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

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

Challenges

- Sought Nonviolent Crisis Intervention® training to improve staff skills in managing behaviors.

Environment

- Categorizes their healthcare organization as behavioral.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.
- Agrees that the enhanced content has helped make their trainings more relevant for more staff.

Organization Profile

Organization:
Marc Center

Industry:
Non-profit

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](#)