

CentraCare Health System – Minnesota

Introduction

This case study of CentraCare Health System 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.”

“Our staff feels more confident in de-escalating crisis situations, which can reduce the rate of physical restraints and seclusions.”

Challenges

- Sought Nonviolent Crisis Intervention® training to reduce their workplace violence rate.

Environment

- Categorizes their healthcare environment as Emergency Department, Medical/Surgical, Behavioral, Outpatient Clinical, and Long-Term Care.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing staff turnover
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
CentraCare Health System

Company Size:
Small Business

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](#)