

Case Study: CPI & Our Hands-Off Approach in Behavioral Health

Introduction

This case study of Executive Office of the State of North Carolina 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.”

“The first approach is not to put hands on, which is a big change for us. Trying to de-escalate the patient is now the first attempt and it usually works.”

“If we have questions about anything, our appointed person makes a call to CPI and finds out what we need to know.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Improve staff skills in managing behaviors

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 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.

Organization Profile

Organization:
Executive Office of the State of North Carolina

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](#)