Heart of England NHS Trust

Introduction

This case study of a state & local government is based on a May 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

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

Challenges

The business challenges that led the profiled organisation to evaluate and ultimately select Crisis Prevention Institute:

- Sought CPI training because of the following:
    - Meet regulatory compliance
    - Improve staff confidence in working with challenging clients
    - Improve staff skills in managing behaviours

Use Case

The key features and functionalities of Crisis Prevention Institute that the surveyed organisation uses:

- Categorises their organisation / environment as community health.

Results

The surveyed organisation achieved the following results with Crisis Prevention Institute:

- agrees that the enhanced content has helped them, their staff, and their organisation.
- Achieved return on investment with CPI by:
    - Meeting regulatory compliance
    - Reducing liability
    - Improving staff skills and confidence

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

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