

County of Santa Barbara – California

Introduction

This case study of County of Santa Barbara is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I’m a licensed psychiatric technician. I have 39 years in forensics and community mental health. I taught Management of Assaultive Behavior for 22 years in the California state hospital system. CPI is more community based and focused on the avoidance of hands-on interventions. CPI fits nicely with the concept of knowing your patients and being able to identify early escalation. CPI meets the objective of reducing physical and mechanical restraint occurrences and the duration thereof. The training encourages dignity and independence of patients.”

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

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

“With the internalization of nonviolent de-escalation, staff are more likely to teach patients. That is, staff verbalize CPI theory and use the concepts to work with patients to develop self-intervention techniques. Used in concert with cognitive behavioral concepts, patients are more equipped to identify, measure, and predict where their behaviors will take them and the responses they might expect from peers, public, and staff.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Organization Profile

Organization:
County of Santa Barbara

Organization Size:
State & Local

Industry:
Government

Environment

- Categorizes their healthcare environment as behavioral.

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](#)

Results

- Reduced challenging / disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 25–49% 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 liability
 - Improving staff skills and confidence