

Case Study: Timmins & District Hospital, Ontario

Introduction

This case study of TIMMINS & DISTRICT HOSPITAL is based on a August 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.”

“CPI really does help staff build confidence when dealing with aggressive behaviours.”

“The impact was positive because CPI training is mandatory in our establishment in order to ensure everyone’s safety, and it works.”

“CPI has impacted our staff positively as they have the confidence they need to deal with aggressive behaviours.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Reduce workplace violence rate
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

Categorizes their healthcare organization as a hospital.

Results

Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.

Company Profile

Company:
**TIMMINS & DISTRICT
HOSPITAL**

Company Size:
Medium Enterprise

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](#)