Comprehensive Mental Health Services, Inc. – Missouri

Introduction

This case study of Comprehensive Mental Health Services, Inc. is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

> "Nonviolent Crisis Intervention® training is very informative! Also the Global Professional Instructors who train us Certified Instructors are great."

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

> "CPI training helps give people the confidence within the workplace to ensure that they are more prepared for crisis situations."

Challenges

- Sought Nonviolent Crisis Intervention training to:
    - Meet regulatory compliance
    - Improve organizational culture
    - Improve staff confidence in working with challenging clients
    - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization as community health.

Results

- Reduced challenging/disruptive behaviors by 30—39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% 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

Company Profile

Company:
Comprehensive Mental Health Services, Inc.

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

Source: Colin Chambers, Administrator, Comprehensive Mental Health Services, Inc.

Research by **TechValidate** by SurveyMonkey