

# Highland Ridge Hospital – Utah

## Introduction

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



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

“As a result of using CPI, we’ve realized a huge reduction in the use of mechanical restraints, an increase in PT safety and a noticeable decrease in PT injuries.”

## Challenges

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- Sought Nonviolent Crisis Intervention training because of the following:
- Reduce workplace violence rate

## Environment

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- Categorizes their mental health organization / environment as acute care

## Results

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- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI Training
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Improving staff skills and confidence

### Company Profile

Company:  
**Highland Ridge 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](#)