

# St Andrew's Healthcare

## Introduction

This case study of St Andrew's Healthcare is based on an April 2017 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.”

“Staff are seeing benefits as are patients. Staff have fed back that they feel better prepared to manage deceleration and de-escalation and not to rely on holding skills. Staff also report that in many years of working they are really impressed how much they had learned from a 5 day programme and realised they should question their own practise more. ”

## Challenges

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

- Sought CPI training because of the following:
  - Improve organisational culture
  - many reasons but this was perhaps the driving force

## Use Case

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

- Categorises their organisation / environment as wide ranging services including CAMHS, brain injury and progressive neurological conditions, LD, mental health, asd/ld in locked, low and med secure facilities .

## Results

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

- Reduced challenging/disruptive behaviors by 20–29% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 0–24% since implementing CPI Training.
- agrees that the enhanced content has helped them, their staff, and their organisation.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**St Andrew's Healthcare**

Industry:  
**Non-profit**

### 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](#)