

# Mercy Medical Center – Massachusetts

## Introduction

This case study of Mercy Medical Center – Massachusetts is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI has helped decrease assaults on staff from residents and has helped increase our staff confidence when dealing with escalating 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.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to :
  - Reduce workplace violence rate
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their healthcare environment as a long-term/behavioral care facility.

## Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% 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:  
**Mercy Medical Center – Massachusetts**

Company Size:  
**Large 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](#)