

Beacon Children's Hospital

Introduction

This case study of Beacon Children's Hospital is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI has been a part of our facility for several years. The benefit of having someone in-house to train each staff member prior to working with our clients has made a major impact on the amount of reductions in restraint and seclusion.”

“CPI training has helped our facility overall to become a safe place for our clients by having highly trained and educated staff who have the skills to de-escalate crisis situations.”

“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:
 - Meet regulatory compliance
 - Improve staff confidence in working with challenging clients

Environment

Categorizes their healthcare environment as behavioral.

Results

- Reduced challenging/disruptive behaviors by over 50% 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
 - Improving staff skills and confidence

Company Profile

Company:
Beacon Children's 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](#)