

# Louisiana Department Of Health

## Introduction

This case study of Louisiana Department of Health is based on a March 2020 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.”

“Implementing CPI and instructing are indeed separate challenges that require different approaches, and overall the instructor services gave me the knowledge, resources, and confidence to effectively instruct CPI skills.”

## Challenges

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

- Sought Nonviolent Crisis Intervention training because of the following:
  - Meet regulatory compliance
  - Reduce workplace violence rate
  - Reduce worker compensation claims
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients

## Use Case

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

- Beyond the core curriculum of Nonviolent Crisis Intervention®, have also gone through the following CPI Trainings:
  - Advanced Physical Skills
- Provides training to their staff every 12 months.

## Results

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

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Decreased the use of force, physical restraints and seclusions by 50-74% since implementing CPI Training.
- Since implementing CPI, has achieved:
  - Regulatory compliance
  - Reduction in staff injuries
  - Reduction in worker compensation claims
  - Reduction in liability
  - Improvement of staff skills and confidence

### Organization Profile

Organization:  
**Louisiana Department of Health**

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)