

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.”

“Allows staff to problem solve and use other approaches. Also allowing staff to individually manage each scenario.”

Challenges

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

- Sought CPI training because of the following:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Improve organisational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviours

Use Case

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

- Categorises their organisation / environment as forensic.

Results

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

- Reduced challenging/disruptive behaviors by 30—39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25—49% since implementing CPI Training.
- agrees that the enhanced content has helped them, their staff, and their organisation.
- Achieved return on investment with CPI by:
 - Reducing injuries
 - Reducing staff turnover
 - 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](#)