

Mental Health and Addictions Concurrent Overnight Program – Nova Scotia, Canada

Introduction

This case study of Mental Health and Addictions Concurrent Overnight Program – Nova Scotia, Canada is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“All our staff are trained to recognize and identify escalating behaviors, and are given the confidence to de-escalate them before they get out of hand.”

“CPI is a very professional organization, with applicable training, and supportive training staff.”

“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 staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their healthcare environment as behavioral.

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions 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 staff turnover
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
Mental Health and Addictions Concurrent Overnight Program – Nova Scotia, Canada

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](#)