

Ki Life Services – British Columbia

Introduction

This case study of Ki Life Services is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I like CPI’s constant evolution of training protocols to meet the ever-evolving needs of our clients, regulations, and guidelines. I also value the continuing support and upgrading of resources, which are well above what I expected.”

“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“CPI training improved my organization’s HCAHPS score.”

“CPI has empowered all our staff to deal confidently and professionally with our clients exhibiting behavioral issues. This has especially made a difference for the non-medical staff who previously had no training or experience in handling these behaviors.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Meet regulatory compliance
 - 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 over 50% 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 organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing staff turnover
 - Improving staff skills and confidence

Company Profile

Company:
Ki Life Services

Company Size:
Small Business

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](#)