

Indiana University Health Methodist Hospital

Introduction

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



“For the nursing population and the behaviors our patients are demonstrating, nurses need to know how to de-escalate and remove themselves physically and mentally from insult. CPI has great content for nurses for this purpose.”

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

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

“The nurses that work in the trauma patient population have a better attitude about coming to work and dealing with behaviorally challenged patients.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Reduce workplace violence rate
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their healthcare environment as medical/surgical.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Reducing staff turnover
 - Improving staff skills and confidence

Company Profile

Company:
IU Health

Company Size:
Large 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:

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