

Hartford Clinical Associates – Connecticut

Introduction

This case study of Hartford Clinical Associates – Connecticut is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI Nonviolent Crisis Intervention training has dramatically reduced our organization’s need for using restraints.”

“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 organizational culture
- 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 50–74% since implementing CPI training.
- Achieved return on investment with CPI by:
 - Reducing injuries
 - Reducing staff turnover
 - Improving staff skills and confidence

Company Profile

Company:
**Hartford Clinical Associates
– Connecticut**

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:

[Crisis Prevention Institute](#)