

HCA Healthcare – Ana McMurry

Introduction

This case study of HCA Healthcare. is based on an April 2016 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.”

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

“CPI as an organization is highly efficient in their interaction with those they serve. They are prompt to assist with any question and have the knowledge and expertise to solve any concern, any time, any place.”

“With CPI’s up-to-date training skills based on current research, staff can easily learn and apply the principles taught within the training.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- 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

Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.

Company Profile

Company:
HCA Healthcare

Company Size:
Fortune 500

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](#)