CRISIS PREVENTION INSTITUTE CASE STUDY

Community Health Systems

Introduction

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

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"Staff are more confident in their ability to intervene in a crisis situation and to de-escalate a situation before it becomes uncontrollable."

"CPI Nonviolent Crisis Intervention training is an exceptional program used to help those who are in a crisis situation."

"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:

- Meet regulatory compliance
- Reduce workplace violence rate
- Reduce worker compensation claims
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Company Profile

Company:
Community Health Systems

Company Size:
Fortune 500

Industry:
Health Care

Environment

Categorizes their healthcare environment as education of medical staff.

Results

- Reduced challenging/disruptive behaviors by 30—39% 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 injuries
  - Improving staff skills and confidence

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