

Wayne Memorial Hospital – North Carolina

Introduction

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



“This training gives us a foundation to build upon. We go into a crisis situation with valuable knowledge of how to best approach the situation, depending on what level the person’s behavior is currently at. We have a better understanding of how to keep all those involved in the situation safe. I have had to draw upon my CPI training multiple times and I can see firsthand how it has helped me make a difference.”

“CPI training is not only useful in the workplace, but in day-to-day life too. It’s very versatile.”

“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
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their healthcare environment as critical care.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% 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 liability
 - Improving staff skills and confidence

Company Profile

Company:
Wayne Memorial Hospital

Company Size:
Medium 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](#)