CRISIS PREVENTION INSTITUTE CASE STUDY

Security at The Queen's Medical Center

Introduction

This case study of The Queen's Medical Center is based on a March 2020 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 gives the staff the ability to help patients manage the emotions also the ability to gain a rapport with the patient in crisis."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Crisis Prevention Institute:

- Sought Nonviolent Crisis Intervention training because of the following:
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients

Use Case

The key features and functionalities of Crisis Prevention Institute that the surveyed company uses:

- Beyond the core curriculum of Nonviolent Crisis Intervention®, have also gone through the Advanced Physical Skills training.
- Provides training to their staff every 12 months.

Results

The surveyed company achieved the following results with Crisis Prevention Institute:

- Reduced challenging/disruptive behaviors by 40-49% since implementing CPI de-escalation techniques.
- Reduced worker compensation claims by 30-39% as a result of implementing CPI techniques.
- Decreased the use of force, physical restraints and seclusions by 50-74% since implementing CPI Training.
- Since implementing CPI, has achieved:
  - Improvement of staff skills and confidence

Company Profile

Company:
The Queen's Medical Center

Company Size:
Small Business

Industry:
Healthcare

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

Source: Kenneth Jackson, Security Supervisor, The Queen's Medical Center

Research by **TechValidate** by SurveyMonkey