

Outward

Introduction

This case study of Outward is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“There is now a more trusting working relationship between customers and staff.”

“CPI training teaches least restrictive and proportionate physical intervention.”

“CPI improved staff de-escalation skills improved overall safety, and has become ingrained in our training.”

Challenges

- Sought CPI training to:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization / environment as forensic.

Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions 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 injuries
 - Reducing staff turnover
 - Improving staff skills and confidence

Organization Profile

Organization:
Outward

Industry:
Non-profit

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](#)