

# Medium Enterprise Health Care Company

## Introduction

This case study of a medium enterprise health care company is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



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

“This training as been in use for some time on site and is the safest, it gives no pain and causes less upset to patients. Staff state that such a skill has been effective whilst in work.”

## Challenges

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

- Sought CPI training because of the following:
  - Reduce workplace violence rate
  - Improve organisational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviours

## Use Case

The key feature and functionality of Crisis Prevention Institute that the surveyed company uses:

- Categorises their environment as forensic.

## Results

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

- Reduced challenging/disruptive behaviours by 20–29% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25–49% since implementing CPI Training.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Improving staff skills and confidence

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

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](#)