

Eastside Medical Center – Georgia

Introduction

This case study of Eastside Medical Center – Georgia is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I give CPI a 10 out of 10 Net Promoter® rating because I use it daily at work, and it works.”

“CPI training decreased litigation and staff injuries within our organization.”

“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 staff skills in managing behaviors

Environment

Categorizes their healthcare environment as behavioral.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 100% 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 worker compensation claims
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
Eastside Medical Center – Georgia

Company Size:
Large Enterprise

Industry:
Professional Services

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:

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