

Case Study: State & Local Government

Introduction

This case study of a state & local government is based on a August 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



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

“CPI Training improved my organization’s HCAHPS score”

“The Services and Support Team, have help me as a new instructor to the CPI concept overall.”

“It has decreased the physical level of dealing with a crisis”

Challenges

- Sought Nonviolent Crisis Intervention® training because of the following:
 - Meet regulatory compliance

Environment

- Provides refresher training to their staff every 12 months.
- Categorizes their healthcare organization / environment as medical / surgical.

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.

Organization Profile

The organization 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.

Organization Size:
State & Local

Industry:
Government

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](#)