

Case Study: Executive Office of the State of North Carolina

Introduction

This case study of Executive Office of the State of North Carolina is based on a December 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

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

“CPI training has improved my organization’s HCAHPS score.”

“CPI has taught us great de-escalation skills which are nonharmful and less hands on.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

- Has gone through the following CPI advanced training programs:
 - Enhanced Verbal Skills
 - Applied Physical Training
- Provides refresher training to their staff every 12 months.
- 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 restraint and seclusion by 75–99% since implementing CPI training.

Organization Profile

Organization:
Executive Office of the State of North Carolina

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](#)