

# Fortune 500 Health Care Company

## Introduction

This case study of a Fortune 500 health care company is based on a December 2015 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 has been used at our behavioral health facility for nearly 20 years, and is highly effective.”

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

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

“With this training, staff members are more confident in interacting with challenging patients.”

“Patients react positively, in most cases, to our early intervention, which reduces the physical acting-out behaviors.”

“The staff at CPI have always been extremely helpful when I have had any questions or needed advice about any given situation.”

## Challenges

- Sought Nonviolent Crisis Intervention training to:
  - Meet regulatory compliance
  - Reduce workplace violence rate
  - Reduce worker compensation claims
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Has gone through the following CPI advanced training programs:
  - Trauma Informed Care
- Categorizes their healthcare environment as behavioral.

## Results

- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.

### 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:  
**Fortune 500**

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](#)