

University of Alabama at Birmingham

Introduction

This case study of University of Alabama at Birmingham is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Our staff are able to handle crisis situations better and support one another.”

“Crisis Prevention Institute provides valuable, hands-on training for dealing with patients and coworkers alike.”

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

Environment

Categorizes their healthcare environment as an outpatient clinical.

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
University of Alabama at Birmingham

Industry:
Educational Institution

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](#)