

Swedish American Health System – Illinois

Introduction

This case study of SwedishAmerican Health System – Illinois is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Nonviolent Crisis Intervention® training is a program that would benefit all people. One can use the verbal intervention training in everyday life.”

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

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

“CPI has prepared our staff to be more confident in interacting with patients and visitors as well as each other.”

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

- Categorizes their healthcare environment as an emergency department.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% 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 staff turnover
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
SwedishAmerican Health System – Illinois

Company Size:
Large Enterprise

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](#)