

Alberta Health Services – Amber Smith – Canada

Introduction

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



“Staff who have taken the course have expressed a better understanding of the proper and safer ways to handle a crisis situation and gained confidence in their ability in defusing crisis situations.”

“I believe in this program, and that’s why I became an Instructor. So that I may help my fellow staff be able to safely deal with a crisis.”

“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
- 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 Emergency Department, Medical/Surgical, Behavioral, Outpatient Clinical, and Long-Term Care.

Results

- Reduced challenging/disruptive behaviors by over 50% 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
 - Improving staff skills and confidence

Organization Profile

Organization:
Alberta Health Services

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](#)