

# St. Dominic Health Services, Inc. – Mississippi

## Introduction

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

“CPI is the most comprehensive and effective crisis prevention training program available. It provides great support and continuing education.”

“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 training has increased our staff’s confidence in their ability to provide a safe, therapeutic, and caring environment. It has also given staff an improved understanding of crisis development, along with interventions that are helpful in de-escalation.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to :
  - Meet regulatory compliance
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- 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.
- 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:  
**St. Dominic Health Services, Inc.**

Company Size:  
**Medium 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](#)