

Rutland Regional Medical Center – Vermont

Introduction

This case study of Rutland Regional Medical Center – Vermont is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Crisis Prevention Institute offers very solid training.”

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

“CPI training has caused staff to be more confident in their ability to use verbal intervention techniques. This has resulted in more positive responses for all those involved.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Improve organizational culture
 - 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 over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions 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:
 - Reducing injuries
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
Rutland Regional Medical Center – Vermont

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](#)