

Timmins & District Hospital – Ontario, Canada

Introduction

This case study of Timmins & District Hospital is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I believe CPI training is effective in keeping my patients, our staff, and me safe. It provides communication and assessment skills to ensure that we are able to de-escalate individuals who have increasing anxiety.”

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

“CPI increased my staff’s ability to safely de-escalate patients with high-risk behaviors, instead of restraining them.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their healthcare environment as an inpatient mental health unit.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions 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 improving staff skills and confidence.

Company Profile

Company:
Timmins & District Hospital

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](#)