

Mission Health – North Carolina: Kenneth LeRoux

Introduction

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



“This training has made a difference for our staff and patients by teaching us to be less hands-on.”

“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.

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 reducing injuries.

Company Profile

Company:
Mission Health, Inc.

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](#)