

# HCA Healthcare, Inc. – Sandra Boyd

## Introduction

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This case study of HCA Healthcare, Inc. is based on an April 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“We have a greater awareness of how we can escalate a situation and how to recognize the verbal and non-verbal signs that can be used to identify a person who is about to escalate.”

“Our staff have greater confidence in dealing with these situations.”

“It is an excellent course.”

## Challenges

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Sought Nonviolent Crisis Intervention® training in order to:

- Meet regulatory compliance
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

## Environment

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- Categorizes their healthcare environment as “We are an acute care facility with BH.”

## Results

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Agrees that the enhanced content has helped with the following:

- The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior.
- The Response Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk.

### Company Profile

Company:  
**HCA Healthcare, Inc.**

Company Size:  
**Fortune 500**

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](#)