Case Study: Telecare Corporation – Lakewood, Washington

Introduction

This case study of Telecare Corporation is based on a August 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

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

"The training instructors successfully communicate the culture, philosophy, and application of the program. The ongoing support, online materials, videos, and other educational materials keep the skills fresh and evolving."

"We have seen a huge reduction in seclusion, with periods of 12+ months at times without any. Staff feel more confident in keeping themselves, each other, and clients safe while using the less restrictive approach possible."

"CPI offers a powerful blend of interventions that fit with our client-centered philosophy. It is supported by accessible materials that meet a wide range of educational abilities. CPI keeps our staff and clients safe and helps build team confidence and mutual support."

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors
- Reducing the use of seclusion and/or mechanical restraints

Environment

- Provides refresher training to their staff every 12 months.
- Categorizes their mental health organization as an inpatient center.

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.

Company Profile

Company:
Telecare Corporation

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:

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