

# Nanticoke Memorial Hospital – Delaware

## Introduction

This case study of Nanticoke Memorial Hospital – Delaware is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Our staff believes and trusts in the Nonviolent Crisis Intervention training program.”

“CPI de-escalation and restraint techniques are very valuable and effective in our organization.”

“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
  - Reduce workplace violence rate
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

Categorizes their healthcare environment as a hospital.

## 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.
- Achieved return on investment with CPI by:
  - Reducing injuries
  - Reducing worker compensation claims
  - Reducing liability
  - Improving staff skills and confidence

### Company Profile

Company:  
**Nanticoke Memorial Hospital – Delaware**

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](#)