

Case Study: Horizon Health Network Moncton, New Brunswick

Introduction

This case study of Horizon Health Network-Moncton, NB is based on a March 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.”

“CPI training has improved my organization’s HCAHPS score.”

“CPI has good training materials and good customer service. It also has effective methods and an evolving curriculum.”

“With the Blue Card workbooks, it is now much easier to document the training online.”

“The course materials give staff the tools they need to handle potentially violent situations. We are working towards creating a safer workplace for staff and more positive outcomes for clients. The CPI philosophies help us to shape our organization’s vision, mission and value statements.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Meet regulatory compliance
- Reduce workplace violence rate
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

Categorizes their healthcare environment as an acute care facility which includes ER, Psychiatry, Long-Term Care.

Results

- Reduced challenging/disruptive behaviors by 30—39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 25—49% since implementing CPI training.

Organization Profile

Organization:
**Horizon Health Network-
Moncton, NB**

Organization Size:
State & Local

Industry:
Government

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](#)