Akron General Medical Center Inc – Ohio

Introduction

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

> "I've been teaching CPI for many years and each time I give a class the participants are so thankful to learn safe techniques not only to protect themselves but their patients as well."

> "This training has made a difference for our staff by teaching them how to de-escalate a situation before it can get out of control."

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

Challenges

- Sought Nonviolent Crisis Intervention training to improve staff confidence in working with challenging clients.

Environment

- Categorizes their mental health environment as an inpatient center.

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.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
    - Meeting regulatory compliance
    - Reducing injuries
    - Reducing liability
    - Improving staff skills and confidence

Company Profile

Company:
Akron General Medical Center 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