

# Tenet Healthcare Corporation – Texas

## Introduction

This case study of Tenet Healthcare Corporation – Texas is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“This training gives our staff more confidence and has improved our team collaboration skills.”

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

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

“CPI Nonviolent Crisis Intervention training is professional, courteous, safe, and accommodating.”

## Challenges

Sought Nonviolent Crisis Intervention® training 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 emergency department.

## 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.
- 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
  - Improving staff skills and confidence

### Company Profile

Company:  
**Tenet Healthcare Corporation – Texas**

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](#)