

Potomac Highlands Guild – District of Columbia

Introduction

This case study of Potomac Highlands Guild is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“This training helps de-escalate acting-out clients in a safe and professional manner.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization as an outpatient 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.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing staff turnover
 - Reducing liability
 - Improving staff skills and confidence
 - Improving consumer safety

Organization Profile

Organization:
Potomac Highlands Guild

Industry:
Non-profit

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](#)