

# Cambian Healthcare Services

## Introduction

This case study of Cambian Healthcare Services is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI has always given me help, support, and advice when I required it.”

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

“CPI has made a difference in the lives of our staff and clients.”

## Challenges

- Sought CPI training to:
  - Meet regulatory compliance
  - Reduce workplace violence rate
  - Reduce worker compensation claims
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health organization / environment as an inpatient center.

## 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.
- 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 staff turnover
  - Reducing liability
  - Improving staff skills and confidence

### Company Profile

Company:  
**Cambian Healthcare Services**

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](#)