

# Executive Office of the State of North Carolina – Central Regional Hospital

## Introduction

This case study of Executive Office of the State of North Carolina is based on a June 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.”

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

“CPI training really has helped improve staff confidence.”

## Challenges

Sought Nonviolent Crisis Intervention® training to:

- Reduce worker compensation claims
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

## Environment

Categorizes their healthcare environment as a psychiatric facility.

## Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion 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 worker compensation claims
  - Reducing liability
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Executive Office of the  
State of North Carolina**

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](#)