

HCA Healthcare, Inc. – Florida: Angela Bonakoske

Introduction

This case study of HCA Healthcare, Inc. 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.”

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

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Reduce workplace violence rate
 - Improve staff skills in managing behaviors

Environment

- Categorizes their healthcare environment as an emergency department.

Results

- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Reducing injuries
 - Improving staff skills and confidence

Company Profile

Company:
HCA Healthcare, Inc.

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](#)