

Universal Health Services – Illinois

Introduction

This case study of Universal Health Services is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The Crisis Prevention Institute provides the best care, welfare, safety, and security to clients in my immediate care, as well as keeping my colleagues and I safe.”

“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 keeps us safe and able to de-escalate rather than restrain.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- Reduce workplace violence rate
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

Categorizes their healthcare environment as behavioral.

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:
Universal Health Services

Company Size:
S&P 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](#)