

# HCA Healthcare – Davette Hayes – Tennessee

## Introduction

This case study of HCA Healthcare – Tennessee is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI Nonviolent Crisis Intervention training provides confidence in our staff who are directly involved with potentially violent and escalating situations to be able to approach and defuse the situation.”

“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 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 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 improving staff skills and confidence.

### Company Profile

Company:  
**HCA Healthcare – Tennessee**

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](#)