

# HCA Healthcare – Tennessee

## Introduction

---

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



“I believe the verbal de-escalation and behavior identification portions that take place in the Crisis Development Model are incredibly useful tools.”

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

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

“I have heard on numerous occasions that staff attending the CPI classes have more confidence in identifying and managing escalating behaviors.”

## Challenges

---

Sought Nonviolent Crisis Intervention® training to:

- 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

---

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

### Company Profile

Company:  
**HCA Healthcare**

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](#)