

Alberta Health Services – Canada

Introduction

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



“CPI training increases our staff morale and overall wellness.”

“Nonviolent Crisis Intervention training provides our staff with skills that allow them to effectively de-escalate acting-out patients.”

“CPI training positively impacts the safety and well-being of our patients and staff.”

“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 provide training to other unit staff and have taken this training in some form for 20+ years for other roles and agency work.”

Challenges

Sought Nonviolent Crisis Intervention® training to meet regulatory compliance.

Environment

Categorizes their healthcare environment as prevention and health promotion.

Results

- 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
 - Improving staff skills and confidence

Organization Profile

Organization:
Alberta Health Services – Canada

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](#)