

# Case Study: Alberta Health Services, Canada

## Introduction

---

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



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

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

“CPI provides my team and I with a template to access other options to handle crisis.”

“We are better equipped to de-escalate potential crisis situations with the least amount of harm to both patients and staff.”

## Challenges

---

Sought Nonviolent Crisis Intervention® training in order to:

- Reduce workplace violence rate
- Improve staff confidence in working with challenging clients

## Environment

---

Categorizes their healthcare environment as acute inpatient psychiatry

## Results

---

- Reduced challenging / disruptive behaviors by 20–29% since implementing CPI de-escalation techniques.
- With the enhanced training content:
  - The Decision-Making Matrix helps staff analyze the degree, likelihood, and potential outcomes of risk behavior.
  - The RESPONSE Continuum helps staff consider how they can best help an individual decelerate when behaviors have potential risk.
  - The Opt-Out Sequence helps staff reduce the duration and restrictiveness of physical engagement.

### Organization Profile

Organization:  
**Alberta Health Services**

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](#)