La Casa Family Health Center – New Mexico

Introduction

This case study of La Casa Family Health Center is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

> "Nonviolent Crisis Intervention® training is the BEST program to work with the individuals and staff that I come into contact with. It provides everything I need to train the staff to work with individuals with mental issues, while not causing any harm to clients or self."

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

> "This training has made a difference in the lives of our staff and clients by helping us provide Care, Welfare, Safety, and Security for ALL."

Challenges

- Sought Nonviolent Crisis Intervention training to improve staff confidence in working with challenging clients.

Environment

- Categorizes their mental health environment as an outpatient center.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Reduced worker compensation claims by up to 20% as a result of implementing CPI techniques.
- 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

Company Profile

Company:
La Casa Family Health Center

Company Size:
Medium Enterprise

Industry:
Non-profit

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

Research by **TechValidate** by SurveyMonkey