

Case Study: How HCA Healthcare, Inc. Raised Their HCAHPS Score & Reduced Restraint Use

Introduction

This case study of HCA Healthcare, Inc. is based on a December 2015 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 ingrained in our training.”

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

“I believe that our staff have more confidence in approaching situations that could be explosive.”

“I believe the customer support of CPI has helped achieve confidence in interacting with our patients.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

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

Environment

- Has gone through the following CPI advanced training program:
 - Trauma Informed Care
- Categorizes their healthcare organization / 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.

Company Profile

Company:
HCA Healthcare, Inc.

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](#)