

Case Study: 100% Restraint Reduction in Behavioral Health

Introduction

This case study of Executive Office of the State of North Carolina 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.”

“CPI helps me sharpen my communications skills. De-escalation is the key to showing clients that you are concerned about them and their feelings.”

“CPI training allows staff to work as a team in order to solve problems with our clients and to give them choices.”

“I love CPI because it shows you how to look, listen, and learn; we’ve learned how to communicate more effectively with our clients and the key objective is giving them time to process the information.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

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

Environment

- Has gone through the following CPI advanced training programs:
 - Trauma Informed Care
 - Autism Spectrum Disorders
 - Enhanced Verbal Skills
 - Applied Physical Training
- Provides refresher training to their staff every 6 months.
- Categorizes their healthcare environment as behavioral.

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.

Organization Profile

Organization:
**Executive Office of the
State of North Carolina**

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](#)