

# Thornton Heights Terrace – Illinois

## Introduction

This case study of Thornton Heights Terrace is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I feel that this training is very important and necessary in the working environment.”

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

“CPI training builds confidence within our employees.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to:
  - Meet regulatory compliance
  - Reduce workplace violence rate
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health organization as an inpatient center.

## Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing liability
  - Improving staff skills and confidence

### Company Profile

Company:  
**Thornton Heights Terrace**

Company Size:  
**Medium Enterprise**

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:**

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