

# Case Study: How Agave Health Decreased Restraint and Increased Care

## Introduction

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This case study of Agave Health is based on a August 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“I enjoy the online roster submission process which is a more efficient way of documenting training.”

“It makes the staff feel confident and competent in handling behaviors and clients truly feel supported and valued as human beings.”

## Challenges

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Sought Nonviolent Crisis Intervention® training to meet regulatory compliance.

## Environment

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Categorizes their mental health organization as an outpatient center.

## Results

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- Reduced challenging and disruptive behaviors by 20–29% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25–49% since starting CPI Training.

### Organization Profile

Organization:  
**Agave Health**

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](#)