

Case Study: University Medical Center New Orleans, Louisiana

Introduction

This case study of University Medical Center New Orleans is based on a March 2016 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 engrained in our training.”

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

“CPI helps with crisis prevention.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Reduce workplace violence rate

Environment

Categorizes their healthcare environment as an emergency department

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.
- The enhanced content has helped with:
 - Their trainings are more relevant for more staff.
 - They can train more staff now that the content is relevant for more staff.

Organization Profile

Organization:
**University Medical Center
New Orleans**

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](#)