

Alberta Health Services – Kalah Conteh – Canada

Introduction

This case study of Alberta Health Services – Canada is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI training has increased staff safety and confidence in dealing with crisis situations.”

“After implementing CPI training, our staff are more equipped with skills and techniques to deal with challenging behaviors.”

“As an Instructor, the feedback I receive from staff is so positive about CPI. I am also convinced that if these skills are fully used by teams, there will be less violence and aggression on the units.”

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

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

Challenges

Sought Nonviolent Crisis Intervention® training to :

- Reduce workplace violence rate
- Improve staff skills in managing behaviors

Environment

Categorizes their healthcare environment as an outpatient clinical.

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.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing staff turnover
 - Improving staff skills and confidence

Organization Profile

Organization:
Alberta Health Services – Canada

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](#)