

Universal Health Services – Texas

Introduction

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



“CPI follows the philosophy that people need to be treated with dignity even, and especially when, in a crisis; while at the same time keeping staff as safe as possible.”

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

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

“CPI instills the confidence and competencies needed to be effective caregivers in the behavioral health world.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- Reduce workplace violence rate
- Reduce worker compensation claims
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Company Profile

Company:
Universal Health Services

Company Size:
S&P 500

Industry:
Health Care

Environment

Categorizes their healthcare environment as behavioral.

Results

The surveyed company achieved the following results with Crisis Prevention Institute:

- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing liability
 - Improving staff skills and confidence

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](#)