

Case Study: Arizona State Hospital – Arizona Department of Health Services

Introduction

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



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

“CPI’s program and materials have enhanced our staff’s competency-based training and interventions for both de-escalating and diffusing intimidating, aggressive, violent behavior, and other risk behaviors evidenced by our population. CPI’s training remains the #1 intervention model used by our state hospital and is hard-wired into our crisis response protocol.”

“With an ongoing, ever-evolving, dynamic, principals-based design, CPI training’s inherent adaptability and customizable levels of intervention permit the widest range of safe, nonharmful interventions and approaches possible, true to their philosophy of care, welfare, safety, and security.”

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
- Maintaining Patient / Client / Visitor & Environmental Safety

Organization Profile

Organization:
Arizona Department of Health Services

Organization Size:
State & Local

Industry:
Government

Environment

- Has gone through the following CPI advanced training program:
 - Applied Physical Training

Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25–49% since implementing CPI training.

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](#)