CRISIS PREVENTION INSTITUTE CASE STUDY

Avens Community for Seniors – Northwest Territories, Canada

Introduction

This case study of Avens Community for Seniors is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

> "CPI is a great program that is very useful, and it keeps our staff and our residents in a safe environment. It has also created great discussions in staff meetings for coming up with better strategies to handle the situations we encounter."

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

> "CPI training improved my organization's HCAHPS score."

> "After implementing CPI training, our staff are skilled and more confident in handling escalating behaviors."

Challenges

- Sought Nonviolent Crisis Intervention® training to :
    - Reduce workplace violence rate
    - Reduce worker compensation claims
    - Improve staff confidence in working with challenging clients
    - Improve staff skills in managing behaviors

Environment

- Categorizes their healthcare environment as a long-term care facility

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:
    - Reducing injuries
    - Reducing worker compensation claims
    - Improving staff skills and confidence

Organization Profile

Organization:
Avens Community for Seniors

Industry:
Non-profit

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](#)

Source: Elly Lecorre, Nursing Assistant, Avens Community for Seniors

Research by **TechValidate** by SurveyMonkey