

# Small Business Health Care Company

## Introduction

This case study of a small business health care company is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



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

“It improves their quality of life. The verbal de-escalation techniques are the ones most applicable to use at our workplace and the Mapa philosophy is ingrained in what we do alongside our training.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Crisis Prevention Institute:

- Sought CPI training because of the following:
  - Improve staff confidence in working with challenging clients

## Use Case

The key feature and functionality of Crisis Prevention Institute that the surveyed company uses:

- Categorises their environment as forensic.

## Results

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

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI Training.
- Agrees that the enhanced content has helped them, their staff, and their organisation.
- Achieved return on investment with CPI by:
  - Reducing injuries
  - Improving staff skills and confidence

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Small Business**

Industry:  
**Health Care**

### 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](#)