

Jane Phillips Healthcare – Kansas

Introduction

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



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

“They are better able to handle crisis situations.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
- Reduce workplace violence rate
- Improve staff confidence in working with challenging clients

Environment

- Categorizes their mental health organization / environment as an outpatient center.

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
 - Improving staff skills and confidence

Organization Profile

Organization:
Jane Phillips Healthcare

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:

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