

Swanson Mental Health Center – Indiana

Introduction

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



“We had a critical need for this type of training. CPI provides confidence in addressing and responding to the uncertainties of acting-out behavior.”

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

Challenges

- Sought Nonviolent Crisis Intervention training to improve staff confidence in working with challenging clients.

Environment

- Categorizes their mental health organization as an outpatient center.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by improving staff skills and confidence.

Organization Profile

Organization:
Swanson Mental Health Center

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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