

Appalachian Regional Healthcare, Inc. – Kentucky

Introduction

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

“Nonviolent Crisis Intervention® is a wonderful training and useful in all aspects of care!”

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

“Nonviolent Crisis Intervention® training is the standard for staff conduct within our organization.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - 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

Environment

- Categorizes their mental health environment as acute care.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
**Appalachian Regional
Healthcare, Inc.**

Company Size:
Large Enterprise

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](#)