

SSM Healthcare System – Missouri

Introduction

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



“After implementing CPI training, our staff feels more confident when dealing with crisis situations.”

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

“CPI training improved my organization’s HCAHPS score.”

“CPI de-escalation techniques are effective and beneficial.”

Challenges

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

Environment

- Categorizes their healthcare environment as behavioral.

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% 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

Company Profile

Company:
SSM Healthcare System

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](#)