

# HCA Healthcare – Amy Modesitt

## Introduction

This case study of HCA Healthcare is based on a March 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.”

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

“CPI support is great with following up with our facility to ensure continued education, support, and to influence changes in the program. Along with offering a variety of class schedules to accommodate the staff.”

“CPI training has helped the staff have a better understanding of therapeutic communications as well as feeling more confident in their ability to handle a patient who has escalated.”

## Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- Reduce workplace violence rate
- Reduce worker compensation claims
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

## Environment

- Categorizes their healthcare organization/environment as behavioral.
- Provides refresher training to their staff every 6 months.

## Results

- Decreased the use of physical restraints and seclusion by 75–99% since implementing CPI training.
- Agree that the enhanced content has helped with the following:
  - Their trainings are more relevant for more staff.
  - They can train more staff now that the content is relevant for more staff.
  - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior.
  - The RESPONSE Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk.
  - The Opt-Out Sequence helps their staff reduce the duration and restrictiveness of physical engagement.
  - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transfer-ability of any physical intervention.

### Company Profile

Company:  
**HCA Healthcare**

Company Size:  
**Fortune 500**

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](#)