

HCA Healthcare – Robert Sutherland

Introduction

This case study of HCA Healthcare Inc. is based on an August 2015 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.”

“I think staff have been more confident in their abilities to maintain control during situations that may have been viewed as risky situations.”

“I felt as though the information covered was either a positive refreshment or was helpfully new.”

“CPI has made a positive impact in our organization.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- 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

Use Case

Categorizes their healthcare environment as behavioral.

Results

Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.

Company Profile

Company:
HCA Healthcare Inc.

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](#)