

Kaiser Behavioral Health Center – California

Introduction

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

“CPI is good training to implement within the medical field if dealing with individuals with risk behaviors. It makes workers feel comfortable in their working environment.”

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

“Nonviolent Crisis Intervention® training has a positive effect!”

Challenges

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

Use Case

- Categorizes their mental health organization as an inpatient center.

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.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing staff turnover
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
Kaiser Behavioral 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:

[Crisis Prevention Institute](#)