

HCA Healthcare – Troy Carter

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.”

“As a CPI Instructor and experienced mental health professional, CPI’s de-escalation methods and techniques are very important in our day-to-day care with our patients.”

“CPI training provides our staff with a better awareness of behavior, a better understanding of our patient population, and an extremely better way of making our interactions and treatment of our patients safer.”

“I work on an acute psychiatric unit; CPI is very important in our environment.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- Reduce workplace violence rate
- 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

- 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.

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](#)