

HCA Healthcare – Lynne Hanlon

Introduction

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



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

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

“Increased confidence, improved outcomes during behavioral escalation, and reduced restraints.”

“The training is solid and it works.”

Challenges

Sought Nonviolent Crisis Intervention® training to improve staff confidence in working with challenging clients.

Environment

Categorizes their healthcare organization as behavioral.

Results

Achieved the following results with Crisis Prevention Institute:

- 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

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](#)