

# Hillcrest Healthcare System – Oklahoma

## Introduction

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



“I have taught the program for 8 years or more, and it is an excellent program.”

“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 helped improve my communication skills.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to :
  - Meet regulatory compliance
  - Reduce worker compensation claims
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their healthcare environment as behavioral.

## Results

- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI training.
- 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 worker compensation claims
  - Reducing staff turnover
  - Reducing liability
  - Improving staff skills and confidence

### Company Profile

Company:  
**Hillcrest Healthcare System**

Company Size:  
**Large Enterprise**

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](#)