

Masonicare Healthcare Center – Connecticut

Introduction

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



“This is excellent training.”

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

“CPI has made a difference in the lives of our staff and clients by building confidence and understanding of good decision-making skills.”

Challenges

- Sought Nonviolent Crisis Intervention® training to improve staff skills in managing behaviors.

Environment

- Categorizes their mental health environment as an inpatient center.

Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.
- Agrees that the enhanced content has helped with the following:
 - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior
 - The RESPONSE Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk
 - The Opt-Out Sequence helps their staff reduce the duration and restrictiveness of physical engagement
 - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention

Company Profile

Company:
Masonicare Healthcare Center

Company Size:
Medium 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](#)