

# Western Montana Mental Health Center

## Introduction

This case study of Western Montana Mental Health is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI Nonviolent Crisis Intervention® is a great training for crisis de-escalation.”

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

“CPI training increased our staff confidence and skills.”

## Challenges

- Sought Nonviolent Crisis Intervention training to:
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health organization as an inpatient center.

## Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% 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
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Western Montana Mental Health**

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](#)