

St. John of God Kildare Services

Introduction

This case study of St. John of God Kildare Services is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI training has created a culture of support and [has] given guidance in all aspects of behaviour management.”

“CPI employees are very professional, [provide] user-friendly practical training, and the follow-up support is excellent.”

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

Challenges

- Sought CPI 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

Environment

- Categorizes their mental health organization / environment as residential and community-based.

Results

- Reduced challenging / disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 75–99% 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 staff turnover
 - Improving staff skills and confidence

Organization Profile

Organization:
St. John of God Kildare Services

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](#)