

Alberta Health Services – Lacy Johnson – Canada

Introduction

This case study of Alberta Health Services – Canada is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“After implementing CPI training, our staff became more confident in de-escalating crisis situations.”

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

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

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Reduce workplace violence rate
- 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 an emergency department.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25–49% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Reducing injuries
 - Reducing staff turnover
 - Improving staff skills and confidence

Organization Profile

Organization:
Alberta Health Services – Canada

Organization Size:
State & Local

Industry:
Government

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](#)