

San Marcos Treatment Center – Texas

Introduction

This case study of San Marcos Treatment Center is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“Helped improve staff skill.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
- Meet regulatory compliance
- 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 an inpatient center.

Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI training.
- Reduced worker compensation claims by 30–39% 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:
 - Reducing injuries
 - Reducing worker compensation claims
 - Improving staff skills and confidence

Company Profile

Company:
San Marcos Treatment 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](#)