

Richmond Behavioral Health Authority – Virginia

Introduction

This case study of Richmond Behavioral Health Authority is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The CPI training model has assisted our agency in developing a safer environment for our staff and the individuals we serve.”

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

“CPI also has great customer service.”

Challenges

- Sought Nonviolent Crisis Intervention training to improve staff confidence in working with challenging clients.

Environment

- Categorizes their mental health organization as an outpatient center.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% 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 improving staff skills and confidence.

Company Profile

Company:
Richmond Behavioral Health Authority

Company Size:
Large 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](#)