

# Scripps Health – California

## Introduction

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



“The Nonviolent Crisis Intervention® course helps us keep in compliance with training requirements. All the resources CPI offers are helpful too.”

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

“With CPI training, our staff feel like they have the necessary tools to intervene when a patient is not in control by setting limits and by de-escalating the patient and their family. Staff also share that they feel like they have the confidence and the permission to do these things.”

## Challenges

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- Sought Nonviolent Crisis Intervention® training to meet regulatory compliance

## Environment

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- Categorizes their healthcare environment as medical / surgical

## Results

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- 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:
  - Meeting regulatory compliance
  - Reducing liability
  - Improving staff skills and confidence

### Company Profile

Company:  
**Scripps**

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](#)