

Case Study: Saint Francis Hospital and Medical Center, Connecticut

Introduction

This case study of Saint Francis Hospital and Medical Center is based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“CPI has provided support to me consistently throughout the years.”

“We try to employ a hands-off approach with our patients, which makes everyone feel safe. The care, welfare, safety, and security of our patients, ourselves, and our coworkers is a priority.”

“I have been a CPI Certified Instructor for 16 years and believe it is vital training for all health care / hospital employees.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Improve staff skills in managing behaviors

Environment

- Categorizes their mental health environment as acute care
- Provides refresher training to their staff every 12 months

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.
- With the enhanced content, trainings are more relevant for more staff.

Company Profile

Company:
Saint Francis Hospital and Medical Center

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](#)