

# Case Study: State & Local Government Hospital

## Introduction

This case study of a state & local government is based on a August 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



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

“CPI refreshers challenge staff to learn from past experiences. It also challenges their actions in response to difficult clients.”

“CPI provides healthcare providers with the necessary tools to deal with challenging clients in a safe manner.”

## Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Meet regulatory compliance
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

## Environment

- Has gone through the following CPI advanced training programs:
  - Trauma Informed Care
  - Enhanced Verbal Skills
  - Applied Physical Training
- Provides refresher training to their staff every 6 months.
- Categorizes their healthcare environment as behavioral.

## Results

- Reduced challenging / disruptive behaviors by 30—39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 25—49% since implementing CPI training.

### Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

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](#)