

Tri City Medical Center – California

Introduction

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



“Slowly but surely our whole hospital community is integrating CPI into their daily toolkit.”

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

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

“CPI has made a difference for us in that we now have a common language and have created a community that is responding appropriately, safely, and efficiently to provide patient and staff wellness, safety, and care at all times.”

Environment

- Sought Nonviolent Crisis Intervention® training to increase patient and staff safety since we are located in an area that is very challenging at times and has a high crime rate. We are constantly met with serious challenges.

Environment

- Categorizes their healthcare environment as a hospital with emergency and BHU included

Results

- Reduced challenging / disruptive behaviors by 40–49% since implementing CPI de-escalation techniques
- Decreased the use of physical restraint and seclusion by 75–99% 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 injuries
 - Reducing worker compensation claims
 - Reducing staff turnover
 - Reducing liability
 - Improving staff skills and confidence
 - With all of the above, we are ahead of surrounding hospitals, which are just now implementing CPI. We have been training and teaching for over four years now

Company Profile

Company:
Tri City Medical Center

Company Size:
Medium Enterprise

Industry:
Pharmaceuticals

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](#)