

# Birmingham Community Healthcare Nhs Foundation Trust

## Introduction

This case study of Birmingham Community Healthcare NHS Foundation Trust is based on a May 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“[There has been an] increase in confidence and awareness of how to make changes to support the patient before physical intervention is utilised”

## Challenges

The business challenges that led the profiled organisation to evaluate and ultimately select Crisis Prevention Institute:

- Sought CPI training because of the following:
  - Improve organisational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviours

## Use Case

The key features and functionalities of Crisis Prevention Institute that the surveyed organisation uses:

- Categorises their mental health organisation / environment as community health.

## Results

The surveyed organisation achieved the following results with Crisis Prevention Institute:

- Achieved return on investment with CPI by:
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Birmingham Community  
Healthcare NHS  
Foundation Trust**

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](#)