

Liberty Health Care – Louisiana

Introduction

This case study of Liberty Health Care is based on a July 2016 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.”

“Employees are better able to handle the out-of-control patient and able to redirect the patient before he or she becomes out of control.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization / environment as an inpatient center.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 100% since implementing CPI Training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- 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

Company Profile

Company:
Liberty Health Care

Company Size:
Medium 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:

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