

# HCA Healthcare, Inc. – Troy Carter

## Introduction

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This case study of HCA Healthcare, Inc. is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I work on an acute psychiatric unit. CPI is very important in our environment.”

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

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

“With CPI our staff is more trained to deal with crisis incidents and our clients feel that we provide a more therapeutic environment.”

## Challenges

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- Sought Nonviolent Crisis Intervention® training to:
  - Reduce workplace violence rate
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

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- Categorizes their healthcare environment as behavioral.

## Results

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- 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:
  - Reducing injuries
  - Improving staff skills and confidence

### Company Profile

Company:  
**HCA Healthcare, Inc.**

Company Size:  
**Fortune 500**

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](#)