

# Serena Evaluations – Tennessee

## Introduction

This case study of Serena – Evaluations is based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“CPI is not only important for facilitating a culture of safety, it is invaluable for those who need to explore their personal level of skill in meeting crisis challenges.”

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

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

“When a culture of safety is paramount, having skilled CPI Instructors is essential.”

“Our staff feel more confident, and this, in turn, helps the patients understand boundaries. Understanding and responding appropriately to challenging situations makes for a more calm and constructive milieu.”

## Challenges

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

## Environment

- Categorizes their healthcare organization as medical-surgical and behavioral

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training
- Agree that the enhanced content has helped with the following:
  - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior
  - The RESPONSE Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk

### Company Profile

Company:  
**Serena – Evaluations**

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](#)