

Kaiser Permanente – California

Introduction

This case study of Kaiser Permanente – California is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I think CPI is very efficient and allows us to identify the stages of behaviors and how to support or react to individuals with high-risk behavior.”

“CPI has been very helpful at my facility.”

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

Challenges

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

Categorizes their mental health 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 25–49% since implementing CPI training.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing staff turnover
 - Reducing liability

Organization Profile

Organization:
Kaiser Permanente – California

Industry:
Non-profit

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](#)