

Case Study: How Lowell General Hospital Improved Its HCAHPS Score

Introduction

This case study of Lowell General Hospital is based on a August 2015 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 engrained in our training.”

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

“Very supportive organization.”

“Awareness, safety, professionalism.”

“Valuable information on de-escalation and safety for staff and patients.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Reduce workplace violence rate
- Improve hospital culture
- Improve staff confidence in working with challenging patients
- Improve staff skills in managing behaviors

Environment

Has gone through the following CPI advanced training programs:

- Enhancing Verbal Skills

Categorizes their healthcare organization as an emergency department.

Results

- Reduced challenging and disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI training.

Organization Profile

Organization:
Lowell General Hospital

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](#)

Source: Kathleen Albert, Nurse Educator, Lowell General Hospital

Research by **TechValidate**
by SurveyMonkey