

Highland-Clarksburg Hospital – West Virginia

Introduction

This case study of Highland-Clarksburg Hospital – West Virginia is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I believe we would have more incidents that result in restraining clients if our facility did not give staff the CPI techniques to use when dealing with disruptive patients. We are a relatively new facility so the actual data for effectiveness is limited; however, I have seen CPI work in many facilities I have been associated with in the past. Not only does CPI work, it works very effectively.”

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

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

Challenges

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

Environment

Categorizes their healthcare environment as behavioral.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 75–99% since implementing CPI training.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Improving staff skills and confidence

Company Profile

Company:
**Highland-Clarksburg
Hospital – West Virginia**

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:

[Crisis Prevention Institute](#)