

# Case Study: St. John Health – Warren, Michigan

## Introduction

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This case study of St. John Health is based on a March 2016 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.”

“The training is beneficial in providing the necessary tool and skills.”

“The support is more responsive and more informed.”

“The skills are simple, applicable, and use a common approach to de-escalate a situation.”

## Challenges

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Sought Nonviolent Crisis Intervention® training to:

- Reduce workplace violence rate
- Improve organizational culture
- Improve staff confidence in working with challenging clients

## Environment

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Categorizes their healthcare environment as behavioral.

## Results

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

### Company Profile

Company:  
**St. John Health**

Company Size:  
**Large 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](#)