

Louisiana Healthcare Consultants

Introduction

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



“My status as a Meritorious Instructor means that I totally live and breathe the CPI philosophy of providing Care, Welfare, Safety, and Security for all!”

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

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

“The attitude and behavior of our staff reflects the Care, Welfare, Safety, and Security philosophy of CPI.”

Challenges

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

Environment

- Categorizes their healthcare organization as 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.
- Agrees that the enhanced content has helped with the following:
 - Their trainings are more relevant for more staff
 - They can train more staff now that the content is relevant for more staff
 - 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
 - The Opt-Out Sequence helps their staff reduce the duration and restrictiveness of physical engagement
 - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention

Company Profile

Company:
Louisiana Healthcare Consultants

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](#)