

HCA Healthcare – Lorraine Caradonna

Introduction

This case study of HCA Healthcare, Inc. is based on a December 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 ingrained in our training.”

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

“CPI training provided our staff with a level of confidence in managing challenging behaviors.”

“Since implementing CPI training to our staff, we’ve been able to provide a safer environment by reducing the rate of restraints, causing a decrease in liability for our organization.”

“I believe in the philosophy of providing the best possible Care, Welfare, Safety, and Security of patients and staff. I believe in using the verbal de-escalation as the main defense in a crisis situation and nonviolent physical interventions as a last resort.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Use Case

- Has gone through the following CPI advanced training programs:
 - Trauma Informed Care
- 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 restraint and seclusion by 50–74% since implementing CPI training.
- Reduced organizational liability.

Company Profile

Company:
HCA Healthcare, Inc.

Company Size:
Fortune 500

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](#)