

# University of New Mexico Hospital

## Introduction

This case study of University of New Mexico Hospital is based on a May 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 ingrained in our training.”

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

“CPI training has allowed staff to de-escalate patients quicker, while maintaining a safer environment.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to meet regulatory compliance.

## Environment

- Categorizes their healthcare environment as behavioral.

## Results

- 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.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Reducing liability

### Company Profile

Company:  
**University of New Mexico Hospital**

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](#)