

# Titusville Area Hospital – Pennsylvania

## Introduction

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



“The skills that CPI provides are excellent. You get the best of both worlds: book learning and hands-on applications. I think, for most staff, this provides a way to transition the things that are read into an actual way to use the information in everyday situations.”

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

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

“After implementing CPI training, I think our staff has more empathy with the clients and families we encounter. They are also much more aware of the nonverbal cues that come from themselves, and they can pick up ones from clients better too.”

## Challenges

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

## Environment

- Categorizes their healthcare organization as medical/surgical.

## Results

- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.

### Company Profile

Company:  
**Titusville Area Hospital**

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](#)