

# California — Rancho Los Amigos National Rehabilitation Center

## Introduction

This case study of Los Angeles, Department of Health Services is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I believe Nonviolent Crisis Intervention training ® is a great program to keep employees and patients safe. It brings awareness and education about how we as staff can aggravate or improve a situation.”

“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 gives us the confidence to handle difficult patient situations.”

## Challenges

Sought Nonviolent Crisis Intervention training:

- To meet regulatory compliance
- To reduce workplace violence rate
- To improve organizational culture
- Because the Department of Health Services required that all county facilities implement a behavioral response team rather than the sheriff responding to behavior issues with patients.

## Use Case

Categorizes their healthcare environment as a rehabilitation center.

## Results

Achieved return on investment with CPI by:

- Meeting regulatory compliance
- Improving staff skills and confidence

### Organization Profile

Organization:  
**Los Angeles, Department of Health Services**

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)