East London Foundation Trust

Introduction

This case study of a foundation is based on a May 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> "CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training."
>
> "Improved confidence and skills and a s a result better care for our clients"

Challenges

The business challenges that led the profiled organisation to evaluate and ultimately select Crisis Prevention Institute:

- Sought CPI training because of the following:
    - Meet regulatory compliance
    - Reduce workplace violence rate
    - Improve organisational culture
    - Improve staff confidence in working with challenging clients
    - Improve staff skills in managing behaviors

Use Case

The key features and functionalities of Crisis Prevention Institute that the surveyed organisation uses:

- Categorises their organisation / environment as Large mental health trust including inpatient and outpatient services.

Results

The surveyed organisation achieved the following results with Crisis Prevention Institute:

- Reduced challenging/disruptive behaviors by 30—39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25—49% since implementing CPI Training.
- Achieved return on investment with CPI by:
    - Meeting regulatory compliance
    - Reducing injuries
    - Improving staff skills and confidence

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
Foundation

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