

“ Staff have improved the way they engage with patients and understand that de-escalation has to do with the way they talk to patients, body language, along with being able to rationally detach from negative behaviors while understanding the entire integrated experience. This has created a much safer environment for both staff and pt’s.

— Bryan Rebhan, Therapist, MacNeal Hospital

Source: Bryan Rebhan, Therapist, MacNeal Hospital

✓ Validated

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