

Success at Brandon Regional Health Centre – Prairie Mountain Health

This facility in Manitoba has achieved return on investment with CPI by reducing staff turnover and improving staff skills and confidence.

“We reinforce with staff that CPI is a validated tool. Holding staff accountable to the training has improved unit culture and made for better client outcomes,” says care team manager Pamela Gulay. “The CPI Crisis Development Model and the Verbal Escalation Continuum are important training elements that provide a framework in explaining behavior and corresponding staff attitudes and approaches.”

Source: Pamela Gulay, Care Team Manager Seniors Mental Health South, Brandon Regional Health Centre Prairie Mountain Health



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