

Tools for Behavioral AND Nonbehavioral Staff



Nonviolent Crisis Intervention® training has given staff in both the behavioral and non-behavioral services areas the tools to interact with individuals who are escalating. Sometimes staff on medical units don't think in terms of process and confuse setting limits with being in conflict with a customer, which may negatively affect patient satisfaction scores. Teaching the skills and reviewing actual cases and modifying the response to a CPI perspective has been informative and freeing to staff who struggle with patient interactions that require intervention. And in the end the patient/family member also appreciates it.

— Susan Janty, Administrator, Meriter Health Services, Inc.

Source: Susan Janty, Administrator, Meriter Health Services, Inc.



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