



## Case Study

# California Pacific Medical Center

### SITUATION

California Pacific Medical Center (CPMC) needed to increase nurse and patient safety. But with different training models in place in different departments, disjointed efforts weren't producing the desired results.

CPMC knew they needed training that focused on de-escalation skills, and that they wanted all hospital employees to have the same training.

### SOLUTION

After studying several staff training models, Clinical Nurse Manager Maria Livinia Feodora Jacobsen selected CPI's *Nonviolent Crisis Intervention*® program as the training solution for all employees "because it had been taught to millions of health care professionals, it exceeded regulatory standards, it had high recognition, and the model was grounded in research." Training was implemented in 2009.

### RESULTS

CPMC saw a decrease in staff members who required medical treatment because of incidents with patients. In 2011, this number was zero.

This safer environment was the result of a sustained three-year trend in improving patient satisfaction and decreasing seclusion and restraints.

- Patient feelings of safety increased from 17.5% to 72.4%
- The patient satisfaction score rose from the 20th percentile to the 83rd percentile
- Seclusion rates decreased from 10.4 to 3.4\*
- Restraints decreased from 2 to .85\*

\*Rates in hours per 1000 patient days.

How will your patients and staff benefit because of the *Nonviolent Crisis Intervention*® program?

### TRAINING IMPACTS

- Staff feel safer
- Patients feel safer
- Less injury
- Rise in patient satisfaction score
- Fewer seclusions and restraints

*"Reducing seclusion or restraints creates a more therapeutic milieu and decreases workplace violence for nurses."*

—M. L. Feodora Jacobsen  
Clinical Nurse Manager



# 83%

*Patient satisfaction score rose from the 20th percentile to the 83rd percentile*