**SITUATION**

Prior to selecting CPI, Nash General Hospital used another training program. Following a survey of available products and services, CPI was selected as the preferred training provider. The decision was based upon CPI’s superior offerings, as well as the back-end support available. Nash found CPI’s program to be customizable and focused on essential, hands-on communication techniques that could be directly related to patient care.

“We were favorably impressed with CPI’s global leadership in the training industry, as well as their well-established support and follow-up,” says Vandora Holt, Director of Education at Nash General Hospital. “They have always been available when we needed help.”

Holt is responsible for the overall education and training of the 1,700 employees at Nash General Hospital in Rocky Mountain, North Carolina, a 282-bed facility whose emergency room treats over 65,000 patients each year.

“Training to increase patient safety is a high priority,” says Holt.

Nash’s policies require that staff involved in critical care, emergency department care, psychiatric care, and security partake in the CPI training program. Additionally, all other staff members are encouraged to attend at their option. To date, approximately 600 employees have gone through the CPI training.

Each month, Nash General Hospital conducts both initial and refresher CPI programs. “We view this not as a luxury, but as a necessity—you have to have quality people to provide quality care. And the most direct route to having a high-quality staff is through top-notch education.”

**RESULTS**

Implementation has gone well. The Certified Instructors who initially volunteered to conduct the training have remained active. “Our attrition rate for Instructors is very low,” Holt says. “Employees appreciate being prepared with the skills to do their jobs.”

Holt has been pleased with the outcomes achieved. Evaluations completed by those who have gone through the training are uniformly positive. Similarly, comments provided reinforce staff satisfaction. “We hear, time after time, employees commenting on how much they benefit professionally from the training. This comes out especially in the debriefings that teams do after a particular incident.”

In a competitive health-care market, hospitals need to continually monitor expenses and seek training programs that provide good value. High quality program content and objectives are a given, according to Holt; but beyond that is the ability of a program to engage the trainee, instill a sense of added confidence, and ultimately increase levels of employee and patient safety.

“In selecting a program, we look at a broad list of issues and seek references to determine what other hospitals’ experiences have been.” Holt finds that CPI’s customized, proven curriculum and support services set it apart from competitors.

“CPI backs up what they teach,” Holt says. “They are far more than just a vendor of off-the-shelf training programs. They are continually seeking to improve course content, and to help build employees’ knowledge and sense of security.”

**ABOUT CPI**

CPI was established in 1980 for human service professionals to address the need for crisis prevention and intervention training in safe, respectful, noninvasive methods. CPI remains on the forefront of critical issues and best practices in behavior management based on its founding philosophy of providing Care, Welfare, Safety, and Security (CWS) for everyone involved in a crisis moment. More than six million people across the globe have been trained in CPI’s Nonviolent Crisis Intervention® program.