

How Coordinated, Collaborative Program Management Drove Crisis Prevention Training Adoption System-Wide.

BJC HealthCare recognized the need for a unified, consistent approach to delivering relevant CPI training across its system of hospitals and outpatient centers.

TRAINING IMPACT

1,200+

CPI classes delivered across facilities

13,000+

staff members trained in instructor-led CPI programs

70%

of all 30,000+ employees received some level of CPI training

“Regular collaboration between hospital leadership and CPI allowed teams to share solutions and best practices while fine-tuning the CPI program to meet local needs. This helped build momentum, turning the CPI program into a meaningful systemwide practice giving staff the skills and support they need to feel prepared, protected, and safe.”

Sarah Sidwell

MSN, RN, CMSRN, NPD-BC, Clinical Education Specialist, Center of Practice Excellence at Barnes Jewish Hospital

“Ongoing risk mapping transforms CPI assignments from static coverage to dynamic, well-matched training, placing the right employee, with the right skills, in the right situation at the right time.”

Jan Murphy

MSN, RN, NPD-BC, Clinical Education Specialist, St. Louis Children’s Hospital

Situation

BJC HealthCare encompasses 30,000+ employees, 14 hospitals, and 4 outpatient centers across Missouri and Illinois. In 2023, BJC began a system-wide partnership with CPI after identifying inconsistencies in training efforts across facilities. Although some hospitals within the system had crisis prevention training programs in place, content, processes, and infrastructure were not consistently aligned.

Key challenges included:

- Limited instructor capacity and key stakeholder engagement
- Inaccurate risk mapping in some facilities
- Inconsistent classroom management and learning management system (LMS) usage

Given BJC’s size, the lack of standardized resources and processes created barriers to training participation and long-term program sustainability.

Solution

In 2023, CPI supported each entity within BJC with risk mapping to define recommended training levels by role. Alongside this guidance, BJC evaluated its needs and implemented a structured mix of CPI programs aligned to staff roles and risk levels, including:

- *Prevention First*[™]
- *Verbal Intervention*[™]
- *Verbal Intervention*[™] with Disengagements
- *Nonviolent Crisis Intervention*[®] (NCI[™])
- NCI[™] With Advanced Physical Skills

In 2024, BJC established the CPI Health Service Organization (HSO) Lead Support Group, which became a critical component of success in implementing these programs. These recurring checkpoints provided a space for leaders to align on goals, timelines, and expectations to help standardize training across all BJC entities.

Additional constructive practices included:

- Dedicated CPI partnership support through customer success and account leadership
- Updated risk mapping algorithms and in-depth instructor resources, reevaluated on a continual basis
- Centralized access to CPI tools, planning resources, and standardized materials

Together, these efforts shifted CPI training from fragmented efforts to a replicable, system-wide program model.

Results

Within nine months of collaborative support, 59% of all 30,000+ BJC employees had received some level of CPI training. Alignment of program leads across facilities improved training consistency, increased staff confidence in crisis prevention strategies, and strengthened employee perceptions of safety.

With steadily increasing training participation and a clear, standardized roadmap in place, BJC is now positioned to scale CPI training across its entire system. Its goal of training 100% of employees in relevant CPI programs by the end of 2026 reinforces its commitment to creating a safer, more prepared workforce.

To see how CPI training can make a positive impact at your health care facility, visit crisisprevention.com or call **800.558.8976**