

Community Health System Central California

SUCCESS STORY

De-escalation training in health care is not optional—it is a core driver of employee well-being and patient satisfaction.

Community Health System realized how intervention can transform their workplace and approach to patient care.

TRAINING IMPACT

10%

reduction in incidents with injury from 2020 to 2025

1,946

team members trained since 2022

“Our team members are calm and are demonstrating a confidence in dealing with escalating patients that they did not have before... CPI training has definitely had a positive impact on our emergency team.”

Shari Warner

BSN, CEN, Manager,
Emergency Services
at Clovis Community
Medical Center

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

Situation

Community Health System is a not-for-profit health care system and the largest private employer in Central California, with over 11,000 team members. Across its hospitals and care settings, team members are committed to delivering compassionate, patient-centered care, often in fast-paced environments where emotions can escalate quickly.

As patient needs became more complex and violent incidents increased, Community recognized the need for a consistent, preventative approach to crisis prevention and de-escalation. Leadership sought trauma-informed training to minimize injury risks. By building team member confidence, this solution would support safer interactions for everyone and help facilitate better patient care.

Solution

Community partnered with CPI in 2022 to implement *Nonviolent Crisis Intervention*[®] and *Prevention First*[™] Training as part of an organization-wide strategy. Classes were initially offered once a week in small sizes to ensure quality training, using scenarios rooted in real experiences from relevant units within Community facilities. This was soon expanded to twice a week with larger class sizes to better support high-risk care environments. Department leaders became responsible for program scheduling, empowering them to integrate CPI training directly into existing clinical schedules. This process enhancement removed a common barrier to participation and improved attendance.

Training was prioritized based on risk and need:

- *Prevention First*[™] became a mandatory annual education for all team members
- *Nonviolent Crisis Intervention*[®] was embedded into onboarding for higher-risk departments
- Emergency Departments and Medical-Surgical units, which had higher rates of violent incidents, became key areas of focus

Results

CPI training provided Community team members with a shared framework and practical skills to:

- Confidently recognize and respond to challenging interactions
- Align consistently with trauma-informed, person-centered care
- Support safety by improving communication between caregivers, patients, and team members

Community embedded CPI training into onboarding and ongoing development for high-risk teams, ensuring team members apply de-escalation strategies immediately in real-world settings. Through these training programs, Community cultivated a sustainable culture of crisis prevention that supports safer interactions, team member well-being, and positive patient outcomes.