



CHRISTUS Southern New Mexico

SUCCESS STORY

TRAINING IMPACT

65%

reduction in workplace
violence incidents

90

associates trained
in 90 days

“We saw a huge culture shift after we got more associates trained with the CPI curriculum. Staff felt more confident and empowered to step in and de-escalate situations.”

Judy Flores

Director of Education,
CHRISTUS Southern
New Mexico

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

Situation

CHRISTUS Southern New Mexico is a 99-bed Catholic health ministry where staff regularly face the challenge of maintaining compassionate care while managing escalating behaviors and workplace violence.

Even before required, CHRISTUS proactively implemented CPI training to stay ahead of OSHA workplace violence training recommendations and foster a culture of safety.

In 2022, the organization recorded 20 workplace violence injuries—highlighting the urgent need for a more robust, preventative training strategy.

Solution

CPI training has long been embedded in CHRISTUS's culture. That commitment deepened when Judy Flores—CPI Certified Instructor and Director of Education—was appointed Chair of the Workplace Violence Committee, a cross-departmental team that monitors incident reports and ensures CPI training compliance throughout the organization.

In response to rising incidents, leadership issued a bold challenge: train 90 associates in 90 days across 10 departments. Flores and her team met the goal and built momentum.

CPI's *Nonviolent Crisis Intervention*[®] and *Verbal Intervention*[™] Training programs became a regular part of the hospital's safety strategy, supported by monthly training sessions and a pool of four Certified Instructors.

CPI's trauma-informed updates reinforced CHRISTUS's commitment to personalized, patient-centered care, keeping staff engaged and confident.

Results

Within two years of system-wide CPI training, CHRISTUS Southern New Mexico achieved measurable success:

- 65% reduction in workplace violence injuries
- Increased staff confidence and readiness to de-escalate situations
- Non-clinical staff began stepping in with confidence
- CPI training became a cultural cornerstone across departments

CHRISTUS's experience demonstrates that CPI training is not just a program—it's a strategic investment in staff safety and organizational culture.