

Southwest Idaho Treatment Center

SUCCESS STORY

TRAINING IMPACT

65%

decrease in workers' compensation claims

75%

fewer work hours lost due to injury

66%

reduction in the use of restraints

28%

reduction in client assaults

“The investment in CPI training has helped us retain staff because they feel equipped with the tools they need. When staff know what to do in a crisis situation and have the support they need, they're more likely to stay.”

Jamie Newton,
Administrative Director

Southwest Idaho
Treatment Center

Situation

As a residential home for adults with intellectual disabilities, the staff at the Southwest Idaho Treatment Center (SWITC) interact with clients who display a range of complex behaviours each day, many of which often lead to escalated and violent encounters.

Facing lost work hours due to staff injuries and increased spending from workers' compensation claims, SWITC needed a sustainable training solution that would encompass all staff roles and the scenarios they experienced.

SWITC turned to CPI to support its goals of implementing facility-wide de-escalation training, minimizing spending associated with workers' compensation claims, reducing the use of restraints, and providing a safer centre for both staff and clients.

Solution

Since 2019, SWITC has utilized the customization of CPI's programs to implement tailored training across their facility, providing all staff with proactive de-escalation skills based on their roles and the situations they encounter. “Our floor staff and anybody who does direct client care have advanced physical skills. Our administration team and groundskeeping landscape team, that don't deal directly with the clients, are generally taught verbal [intervention skills] and disengagements,” says SWITC's Health and Safety Specialist, Toby “T.J.” Barr.

Since SWITC's partnership with CPI began, they have confidently trained over 450 employees and have embedded 7 Certified Instructors across their facility. And to ensure consistent skill efficacy, SWITC has integrated CPI training into their new employee onboarding processes.

Results

Within three years of system-wide training, SWITC reduced their lost work hours from injuries by more than 75%. The proactive de-escalation skills CPI teaches also provided a 28% decrease in client assaults within two years.

Reinforcing CPI's verbal intervention skills has led to much of SWITC's success in reducing restraints by 66%. SWITC also experienced significant cost savings within two years of their investment in CPI training, increasing staff productivity and reducing workers' compensation costs by over 65%.

To see how CPI training can make a positive impact on your facility visit:

CrisisPrevention.com/HSLearnMore or call **800.558.8976**