

St. Therese and Dementia Capable Care

Introduction

This case study of St. Therese is based on a September 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“DCS has improved staff skills in promoting positive behavioral responses with clients.”

“DCS gives our facility a competitive edge, which yields a solid marketing advantage.”

“We have trained almost our entire agency. We have many Dementia Capable Care champions, and we are working hard to discern what our ongoing training modules will look like. We are working to really support our direct care staff in their work with our residents with dementia by having more of our staff visible during the day and by getting therapy referrals, which have shown great success with behaviors and change. We are working with our community as well, getting the word out with presentations to help educate about dementia.”

Challenges

Sought DCS training and consulting to:

- Increase client function, safety, and quality of life
- Improve staff, resident, and family relationships
- Improve staff skills and confidence in handling challenging behaviors
- Reduce psychotropic medication use
- Reduce ER visits and hospitalizations
- Decrease staff turnover and stress

Organization Profile

Organization:
St. Therese

Industry:
Non-profit

Environment

The key features and functionalities of Crisis Prevention Institute that the surveyed organization uses:

- Describes their memory care environment as the following:
 - Assisted living
 - Skilled nursing / long-term care
 - Short-term rehab / transitional care
 - Dementia care unit
 - Home health / private-duty homecare agency
 - VA facility
 - Hospice care

About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society's most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

Learn More:

[Crisis Prevention Institute](#)

Results

Using DCS resulted in:

- Improving their dementia care practices by 25–49%.
- Improving the provision of person-centered care
- Decreasing use of psychotropic medication
- Decreasing falls
- Improving resident engagement in meaningful activities

Achieved return on their investment with DCS by:

- Increasing clients' function, safety, and quality of life
- Improving staff, resident, and family relationships
- Improving staff skills and confidence in managing challenging behaviors
- Reducing psychotropic medication use
- Reducing ER visits and hospitalizations
- Meeting regulatory compliance
- Decreasing staff turnover and stress