

# REM Wisconsin and Dementia Capable Care Training

## Introduction

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



“DCS has given us the ‘blueprint’ for best practice in memory care. REM Heritage is quickly becoming known as a provider in Wisconsin that supports individuals with Alzheimer’s or other related dementia that other facilities aren’t able to support due to those individuals’ challenging behaviors. We have been able to support them safely and have seen a decrease in challenging behaviors.”

“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.”

## 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
  - Build or expand a facility or program
  - Increase census and revenue
  - Decrease staff turnover and stress

### Company Profile

Company:  
**REM Wisconsin**

Company Size:  
**Medium Enterprise**

Industry:  
**Health Care**

## Use Case

- Describes their memory care environment as small group home settings, 4-8 person homes in community

### 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 training resulted in:
  - Improved provisioning of person-centered care
  - Improved resident engagement in meaningful activities
  - Added the additional Memory Care Line to The Mentor Network’s already expansive services
- 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
  - Building or expanding a facility or program
  - Increasing census and revenue
  - Decreasing staff turnover and stress