

# DeSano Place Inc (Idaho) and Dementia Capable Care Training

## Introduction

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



“I had an exceptionally well-trained instructor who gave relevant, practical, and hands-on information, which was very useful for the staff I manage.”

“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.”

“Our staff are more confident and far less fearful of our residents with dementia when they receive the Dementia Capable Care training. Families notice the positive interactions that staff display with their loved ones, and behavior reporting has dropped drastically, which tells me that staff are using appropriate approaches in working with residents. This in turn reduces the workload for EVERYONE and reduces headaches for management!”

## Challenges

- Sought DCS training and consulting to:
  - Increase client function, safety, and quality of life
  - Improve staff skills and confidence in handling challenging behaviors
  - Reduce psychotropic medication use
  - Meet regulatory compliance
  - Decrease staff turnover and stress

### Company Profile

Company:  
**DeSano Place Inc**

Company Size:  
**Small Business**

Industry:  
**Health Care**

## Environment

- Describes their memory care environment as a dementia care unit

## Results

- Improved their dementia care practices by over 75%.
- Using DCS training resulted in:
  - Improved provisioning of person-centered care
  - Decreased use of psychotropic medication
  - Decreased weight loss
  - Decreased decline in ADL performance
  - Decreased staff turnover
  - Improved resident engagement in meaningful activities
- Achieved return on their investment with DCS by:
  - Improving staff, resident, and family relationships
  - Improving staff skills and confidence in managing challenging behaviors
  - Reducing psychotropic medication use
  - Meeting regulatory compliance
  - Decreasing staff turnover and stress

### 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](#)