

Life Care Centers of America (Florida) and Dementia Capable Care Training

Introduction

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



“I truly believe in CPI’s program and feel that it gives the participants tools to use with their dementia patients immediately after taking the Foundation Course.”

“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.”

“As an Instructor of the Foundation Course, I feel that I have been able to have a positive effect on all of the 100+ attendees year-to-date in all the locations I have held the training. They have given me great feedback and feel confident in using their skilled observation to improve interactions with their dementia patients.”

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
 - Increase census and revenue
 - Reduce psychotropic medication use
 - Reduce ER visits and hospitalizations
 - Decrease staff turnover and stress

Company Profile

Company:
Life Care Centers of America

Company Size:
Large Enterprise

Industry:
Health Care

Environment

- Describes their memory care environment as:
 - Skilled nursing/long-term care
 - Dementia care unit
 - Hospice care

Results

- Using DCS training resulted in:
 - Improved provisioning of person-centered care
 - Decreased use of psychotropic medication
 - Decreased falls
 - 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:
 - 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
 - Meeting regulatory compliance

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:

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