

# State & Local Government (Michigan) and Dementia Capable Care Training

## Introduction

This case study of a state & local government is based on a September 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“DCS has given staff a better understanding of how to approach those with dementia.”

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

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

## 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

## Environment

- Describes their memory care environment as a PACE program.

## Results

- Improved their dementia care practices by 50–74%.
- Using DCS training resulted in:
  - Improved provisioning of person-centered care
  - Decreased decline in ADL performance
  - Decreased staff turnover
  - Decreased hospitalizations or ER visits
  - 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
  - Decreasing staff turnover and stress

### Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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.

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