

# US Department of Veterans Affairs (Kentucky) and Dementia Capable Care

## Introduction

This case study of US Department of Veterans Affairs 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.”

## 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
  - Maximize reimbursements
  - Reduce psychotropic medication use
  - Reduce ER visits and hospitalizations
  - Meet regulatory compliance
  - Decrease staff turnover and stress

## Use Case

- Describes their memory care environment as a VA facility

## Results

- Improved their dementia care practices by 50–74%.
- 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
  - 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
  - Building or expanding a facility or program
  - Maximizing reimbursements (appropriate therapy service referrals and utilization)
  - Increasing census and revenue
  - Reducing psychotropic medication use
  - Reducing ER visits and hospitalizations
  - Meeting regulatory compliance
  - Decreasing staff turnover and stress

### Organization Profile

Organization:  
**US Department of Veterans Affairs**

Organization Size:  
**Federal**

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.

#### Learn More:

[Crisis Prevention Institute](#)