

Life Care Centers of America (Oregon) 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.



“With DCS, everyone is on the same page and knows the same terminology. We have a better understanding of our residents and their families.”

“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:
 - Improve staff, resident, and family relationships

Environment

- Describes their memory care environment as skilled nursing/long-term care

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 falls
 - 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
 - Decreasing staff turnover and stress

Company Profile

Company:
Life Care Centers of America

Company Size:
Large Enterprise

Industry:
Health Care

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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