

Providence Health System (Alaska) and Dementia Capable Care Training

Introduction

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

“DCS provides a course that allows caregivers to use preventive measures to keep them, the patient, and family aware of changes and how to address the needs of the person.”

“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.”

“The caregivers understand what to look for and how to address the items, which in return relieves the frustrations of the clients.”

Challenges

- Sought DCS training and consulting to:
 - Increase client function, safety, and quality of life
 - Improve staff skills and confidence in handling challenging behaviors
 - Decrease staff turnover and stress

Environment

- Describes their memory care environment as:
 - Assisted living
 - Dementia care unit
 - Hospital/acute

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
 - 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
 - Building or expanding a facility or program
 - Reducing psychotropic medication use
 - Decreasing staff turnover and stress

Company Profile

Company:
Providence Health System

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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