

United Methodist Homes Hilltop Campus (New York) and Dementia Capable Care Training

Introduction

This case study of United Methodist Homes – Hilltop Campus is based on a September 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“While I fully believe that all healthcare providers should go through Nonviolent Crisis Intervention® training no matter what their field, I found myself searching for something a little more specific when I entered the world of long-term care approximately 10 years ago. When I discovered that CPI offered the Dementia Capable Care training, I was more than thrilled—as I had been through Nonviolent Crisis Intervention® training in the past and had recently become a Certified Instructor. I strongly support CPI’s concepts and framework, and have found that they, in my opinion, have the best dementia care training offered, hands down.”

“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.”

“Though only about 50% of my staff have been through the training up to this point, all of those involved have thanked me for it, and their coworkers, other staff on the unit, and family members have noticed a different type of ‘mood.’ We are very happy with the program and cannot wait to fully integrate it into our entire campus—both in long-term care and assisted living.”

Challenges

- Sought DCS training and consulting to address:
 - 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
 - Increase census and revenue
 - Reduce psychotropic medication use
 - Reduce ER visits and hospitalizations
 - Meet regulatory compliance
 - Decrease staff turnover and stress

Organization Profile

Organization:
United Methodist Homes – Hilltop Campus

Industry:
Non-profit

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](#)

Environment

- Describes their memory care environment as:
 - Assisted living
 - Skilled nursing/long-term care
 - Short-term rehab/transitional care
 - Dementia care unit
 - Hospice care

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
 - 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
 - Reducing ER visits and hospitalizations
 - Decreasing staff turnover and stress