

US Department of Veterans Affairs (California) and Dementia Capable Care Training

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.



“I believe that ALL those inside and outside the medical field should be aware of and apply what CPI stands for.”

“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.”

“DCS has made a difference in our perspectives: it taught us how to communicate without judgment or blame, making the workplace more efficient and exciting.”

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
 - Meet regulatory compliance
 - Decrease staff turnover and stress

Organization Profile

Organization:
US Department of Veterans Affairs

Organization Size:
Federal

Industry:
Government

Environment

- Describes their memory care environment as:
 - Dementia care unit
 - VA facility
 - Hospice 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.

Learn More:

[Crisis Prevention Institute](#)

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