

Kindred Healthcare (Massachusetts) and Dementia Capable Care

Introduction

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



“Trainings are practical, current, and engaging!”

“A major increase in confidence and utilization of clear pathways and resources for dementia care has been noted in facilities committed to advancement.”

“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 skills and confidence in handling challenging behaviors
 - Build or expand a facility or program
 - Reduce psychotropic medication use
 - Reduce ER visits and hospitalizations
 - Decrease staff turnover and stress

Company Profile

Company:
Kindred Healthcare

Company Size:
Large Enterprise

Industry:
Health Care

Environment

- Describes their memory care environment as:
 - Assisted living
 - CCRC
 - Dementia care unit

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:

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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
 - Improved resident engagement in meaningful activities
- Achieved return on their investment with DCS by:
 - Increasing clients' function, safety, and quality of life
 - Improving staff skills and confidence in managing challenging behaviors
 - Building or expanding a facility or program
 - Reducing psychotropic medication use
 - Reducing ER visits and hospitalizations
 - Decreasing staff turnover and stress