

# US Department of Veterans Affairs (Tennessee) 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.



“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.”

“Our staff have said that they have become less frustrated by challenging behaviors after taking the course. Their lowered stress correlates to our residents’ lowered stress.”

## 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
  - Reduce psychotropic medication use
  - Decrease staff turnover and stress

## Environment

- Describes their memory care environment as a VA facility

## Results

- Using DCS training resulted in:
  - Improved provisioning of person-centered care
- 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

### Organization Profile

Organization:  
**US Department of Veterans Affairs**

Organization Size:  
**Federal**

Industry:  
**Government**

### 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](#)