

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 had an excellent class and great support from CPI staff.”

“DCS gives our facility a competitive edge, which yields a solid marketing advantage.”

“Staff feels more confident now working with challenging behaviors, and different programs have opened because of this.”

Challenges

- Sought DCS training and consulting to:
 - Improve staff skills and confidence in handling challenging behaviors
 - Meet regulatory compliance

Environment

- Describes their memory care environment as:
 - Skilled nursing/long-term care
 - Dementia care unit
 - VA facility

Results

- Improved their dementia care practices by over 75%.
- 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:
 - 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
 - Meeting regulatory compliance

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:

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