

US Department of Veterans Affairs (Maryland) 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.



“With DCS, staff are now more understanding of resident behaviors. They are often able to identify triggers for potentially negative behavior, intervene, and make the situation more pleasant for both residents and themselves. Nurses assistants, in particular, express these feelings.”

“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, resident, and family relationships
 - Improve staff skills and confidence in handling challenging behaviors
 - Reduce psychotropic medication use
 - Meet regulatory compliance
 - Decrease staff turnover and stress

Environment

- Describes their memory care environment as a VA facility

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 decline in ADL performance
 - Decreased staff turnover
 - Decreased hospitalizations or ER visits
 - Improved resident engagement in meaningful activities
 - increased family education and involvement in resident 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
 - Reducing psychotropic medication use
 - Reducing ER visits and hospitalizations
 - Meeting regulatory compliance
 - Decreasing staff turnover and stress

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.

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