

# New York State Veterans' Home at Oxford and Dementia Capable Care Training

## Introduction

This case study of New York State Veterans Home at Oxford is based on a September 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“DCS has given staff more knowledge and understanding.”

“DCS has improved staff skills in promoting positive behavioral responses with clients.”

## Challenges

- Sought DCS training and consulting to:
  - Increase client function, safety, and quality of life
  - 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:
  - Skilled nursing/long-term care
  - Short-term rehab/transitional care
  - Dementia care unit
  - VA facility

## Results

- Improved their dementia care practices by 25–49%.
- Using DCS training resulted in:
  - Improved provisioning of person-centered care
  - Decreased weight loss
  - 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 skills and confidence in managing challenging behaviors
  - Meeting regulatory compliance

### Organization Profile

Organization:  
**New York State Veterans Home at Oxford**

Organization Size:  
**State & Local**

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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