

US Department of Veterans Affairs (Georgia) 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.



“Staff are able to help family members address concerns about loved ones with dementia who live at home.”

“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
 - Increase census and revenue
 - Reduce psychotropic medication use
 - Reduce ER visits and hospitalizations
 - Meet regulatory compliance

Environment

- Describes their memory care environment as:
 - VA facility
 - Outpatient clinic

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
 - Improved resident engagement in meaningful activities
- Achieved return on their investment with DCS by:
 - Improving staff skills and confidence in managing challenging behaviors
 - Improving knowledge base of staff

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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