

Riverside Healthcare (Illinois) and Dementia Capable Care Training

Introduction

This case study of Riverside Healthcare is based on a September 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Our data shows that DCS has been instrumental in decreasing our restraint rates in the Behavioral Health Units. Dementia Capable Care training has given our staff appropriate and timely care approaches for our patients. This has improved care delivery and decreased aggressive behavior.”

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

“Utilizing the concepts of DCS has given staff confidence in their care approaches to improving the quality of life of our patients and decreasing their own stress when caring for those individuals with varying stages of dementia. DCS has also empowered staff to attempt care approaches consistent with the patient’s best ability to function.”

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
 - Increase census and revenue
 - Reduce psychotropic medication use
 - Meet regulatory compliance
 - Decrease staff turnover and stress

Use Case

- Describes their memory care environment as:
 - Assisted living
 - Skilled nursing/long-term care
 - Short-term rehab/transitional care
 - Dementia care unit
 - Hospital/acute

Results

- Using DCS training resulted in:
 - Improved provisioning of person-centered care
 - Decreased decline in ADL performance
- 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
 - Meeting regulatory compliance
 - Decreasing staff turnover and stress

Organization Profile

Organization:
Riverside Healthcare

Industry:
Non-profit

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](#)