

US Department of Veterans Affairs (Pennsylvania) 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.



“DCS is great to work with!”

“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
 - Decrease staff turnover and stress

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
 - Decreased falls
 - Decreased weight loss
 - Decreased decline in ADL performance
 - 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
 - Reducing psychotropic medication use
 - 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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