

Artesia General Hospital (New Mexico) and Dementia Capable Care Training

Introduction

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



“My staff members feel more empowered to make good decisions about patient care. DCS training increased their confidence in their own abilities to handle difficult behaviors when they occur.”

“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.”

“DCS offers practical training that we use every day in our behavioral health unit.”

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 a hospital

Results

- Improved their dementia care practices by 50–74%.
- Using DCS training resulted in:
 - Improved provisioning of person-centered care
 - Decreased falls
 - 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, resident, and family relationships
 - Improving staff skills and confidence in managing challenging behaviors
 - Decreasing staff turnover and stress

Company Profile

Company:
Artesia General Hospital

Company Size:
Medium Enterprise

Industry:
Health Care

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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