

# Louisiana Healthcare Consultants and Dementia Capable Care Training

## Introduction

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



“CPI and DCS are the main reasons I have become so successful.”

“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.”

“The paradigm shift is now evident, and staff is seeing residents who have dementia in a way that allows residents to have better quality of care and life.”

## 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
  - Build or expand a facility or program
  - Reduce psychotropic medication use
  - Reduce ER visits and hospitalizations
  - Meet regulatory compliance
  - Decrease staff turnover and stress

### Company Profile

Company:  
**Louisiana Healthcare Consultants**

Company Size:  
**Medium Enterprise**

Industry:  
**Health Care**

## Environment

- Describes their memory care environment as:
  - Skilled nursing/long-term care
  - Short-term rehab/transitional 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.

#### Learn More:

[Crisis Prevention Institute](#)

## 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
  - Decreased staff turnover
  - Decreased hospitalizations or ER visits
  - 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
  - Building or expanding a facility or program
  - Maximizing reimbursements (appropriate therapy service referrals and utilization)
  - Increasing census and revenue
  - Reducing psychotropic medication use
  - Reducing ER visits and hospitalizations
  - Meeting regulatory compliance
  - Decreasing staff turnover and stress