

Life Care Centers of America (Tennessee) and Dementia Capable Care Training

Introduction

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



“DCS has improved the quality of life for the residents in our facility as well as for the staff. All staff receive DCS Certification upon hire, and are far better educated about dementia and are prepared to provide care that helps the residents function to their best ability. As a result of the training, residents’ remaining abilities and person-centered care are promoted, leading to fewer negative behaviors and overall feelings of well-being for all involved.”

“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
 - 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:
Life Care Centers of America

Company Size:
Large Enterprise

Industry:
Health Care

Environment

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

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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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 falls
 - 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
 - Reducing psychotropic medication use
 - Reducing ER visits and hospitalizations
 - Meeting regulatory compliance
 - Decreasing staff turnover and stress