

## CONTENT OUTLINE

# Crisis Prevention Institute Dementia Capable Care Specialist Credential Training



### Program Summary and Philosophy

CPI *Dementia Capable Care Specialist Credential Training* provides care partners with a common framework about Alzheimer's disease and other dementias, a best-abilities perspective, dementia stages, behavior management, and care techniques to promote the best ability to function. This program combines the Allen Cognitive Levels, person-centered care, and the CPI Crisis Development Model<sup>SM</sup> to empower care partners to prevent and de-escalate distress behaviors.

### Program Objectives:

- Demonstrate an understanding of person-centered care.
- Understand the common causes of dementia symptoms.
- Understand functional cognition levels and staff's role in observation.
- Demonstrate an understanding of the stages of dementia.
- Identify key care approaches for each dementia stage to promote the highest level of function and best quality of life.
- Understand strategies to enhance communication, prevent distress behaviors, and minimize behavioral and psychological symptoms of dementia.
- Apply strategies to support families.
- Review the frameworks of person-centered care and the Allen Cognitive Disabilities Model, which identifies six cognitive levels and describes a person's functional abilities at each level.
- Explore the concept of Precipitating Factors and the internal and external factors that can contribute to distress behavior.
- Examine communication strategies for de-escalating behaviors.
- Learn how the Supportive Stance<sup>SM</sup> can be used to nonverbally communicate respect for the individual with dementia and maintain safety for you.
- Explore the CPI Crisis Development Model, which includes four levels of an escalating crisis and recommended approaches at each level to prevent or de-escalate a crisis moment.
- Describe and demonstrate the Observe, Stop, Evaluate, and Respond Method used to minimize distress behaviors.
- Learn a debriefing process to document what happened and identify causes of behaviors that can be added to care plans with the goal of reducing or eliminating feelings of distress for people with dementia.

## Learning Outcomes:

- Define person-centered care using Kitwood and the CPI Dementia Capable Care Model.
- Explain the benefits of using a person-centered, dementia capable approach for care partners and individuals living with dementia.
- Describe common forms of dementia and explain how care partners can use this information to support the people in their care.
- Examine the Allen Cognitive Disabilities Model and apply compensatory care approaches for individuals at each of the Allen Cognitive Levels to support their best ability to function.
- Describe components of function and identify common dementia-related changes in cognition.
- Develop care strategies to support and educate family members and other loved ones for those living with dementia.
- Apply communication strategies for de-escalating distress behaviors and use the Supportive Stance<sup>SM</sup> to maintain safety.
- Use the Allen Cognitive Levels with the CPI Crisis Development Model<sup>SM</sup> to identify distress behaviors and the recommended staff approaches to de-escalate crisis moments.
- Apply the Observe, Stop, Evaluate, and Respond method when responding to distress behavior.
- Examine the DRNO (Describe, Reasons/Cause, Non-Restrictive Interventions, Observe) framework used to guide care partners in debriefing and documenting an incident.

## Facilitation Methods

CPI Dementia Capable Care Specialist Credential Training is available as a blended program. In the blended training, program concepts are taught online and reinforced through live virtual activities. Extensive application, case studies, examples, and a written examination ensure that participants gain knowledge and can demonstrate skills introduced in the program.

The online portion of the course includes video and activities to support the content. The content learned in the online portion of the course will be practiced in the live virtual day.

The live virtual portion of the course includes use of an Electronic Presentation with activities that will aid participants in the implementation Dementia Capable Care Specialist Credential Training following the completion of the training course.

## CPI Program Components- Blended Delivery

The Dementia Capable Care Specialist Credential Training Program includes:

PART 1: Participation in 3.5 hours of CPI Dementia Capable Care Specialist Credential Training online.

PART 2 (Live Virtual Day):

- Participation in 4.5 hours of CPI Dementia Capable Care Specialist Credential Training activities.

## Training Content Outline

TRAINING COMPONENT	LEARNING INTENT	Blended Course Time Needed	
		ONLINE	LIVE VIRTUAL
Introduction	<p>Establish the learning expectations and guidelines for the training.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Shift thinking from what a person living with dementia can't do to what they can do.</li> </ul>	12 minutes	15 minutes
Module 1: Person-Centered Care	<p>Explore principles of person-centered care to ensure that all people, including those with dementia, remain active participants in life and to maintain their dignity, vitality, and individuality.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Understand and explain person-centered care.</li> <li>• Examine the Kitwood and Allen Models as key concepts in person-centered, dementia-capable care.</li> <li>• Apply the CPI Dementia Capable Care Model to person-centered, dementia capable care.</li> </ul>	22 minutes	15 minutes
Module 2: Alzheimer's and Other Dementias	<p>Learn the basics of Alzheimer's disease and other dementias and the resulting changes in a person's cognition, physical and motor abilities, perception, communication, feelings, and personality.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Define and describe dementia in general terms.</li> <li>• Define common forms of dementia.</li> <li>• Understand how dementia affects different parts of the brain.</li> </ul>	12 minutes	20 minutes
Module 3: Promoting Best Ability to Function (BATF)	<p>Explore care approaches to compensate for a person's cognitive and functional deficits or challenges to promote their best ability to function.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Describe the components of function.</li> <li>• Describe common changes in cognition related to dementia and the impact on function.</li> <li>• Understand the relationship of the Allen Cognitive Levels to a person's best ability to function.</li> <li>• Apply concepts from Allen's model to promote best ability to function.</li> </ul>	21 minutes	20 minutes

<p>Module 4: Observing, Reporting, and Assessment</p>	<p>Recognize that skilled observation by all team members is an essential component of determining a person's Allen Cognitive Level.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Understand the relationship between a person's Allen Cognitive Level and level of function potential.</li> <li>• Identify the basics of Cognitive Screens and Assessment Tools.</li> </ul> <p>Learn to observe and identify indicators of a person's cognitive level and the corresponding best ability to function.</p>	<p>8 minutes</p>	<p>5 minutes</p>
<p>Module 5: Early- and Middle-Stage Cognitive Levels</p>	<p>Explore the cognitive levels of individuals who are functioning at early- or middle-stage dementia and the recommended care approaches that reinforce person-centered care.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Using person-centered care, understand the use of compensatory care approaches.</li> <li>• Recognize mild cognitive impairment related to the Allen Model and CPI Dementia Capable Care Model.</li> <li>• Recognize early- and mid- stage dementia related to Allen Model and CPI Dementia Capable Care Model.</li> </ul> <p>Examine the use of specific compensatory care approaches for different cognitive levels.</p>	<p>25 minutes</p>	<p>25 minutes</p>
<p>Module 6: Late- and End- Stage Cognitive Levels</p>	<p>Explore the specific cognitive levels of individuals who are functioning at late- or end-stage dementia and the recommended care approaches that reinforce person-centered care.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Describe late- and end-stage dementia related to the Allen Model and CPI Dementia Capable Care Model.</li> </ul> <p>Examine the use of specific compensatory care approaches for different cognitive levels.</p>	<p>11 minutes</p>	<p>20 minutes</p>
<p>Module 7: Distress Behavior as Communication</p>	<p>Identify that as dementia progresses, the person becomes more reliant on nonverbal communication that includes expressing their needs through behavior.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Describe and understand how distress behavior is a form of communication.</li> </ul> <p>Use the CPI Dementia Capable Care Model to reduce distress behaviors.</p>	<p>13 minutes</p>	<p>15 minutes</p>

Module 8: Supporting the Journey of Loved Ones	<p>Recognize the significance of effective communication between care partners and families to create better experiences and outcomes. Consider every interaction with families and loved ones as an opportunity to learn about the person in your care and to educate and support family members.</p> <p><i>Participants will:</i></p> <p>Apply person-centered care, the cognitive levels and the CPI Dementia Capable Care Model to support and educate family members and loved ones.</p>	11 minutes	15 minutes
Module 9: Introduction to Behavior Intervention	<p>Examine the underlying causes for distress behaviors and use knowledge of the person and their cognitive level to determine appropriate intervention strategy.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Define crisis and distress behaviors.</li> </ul> <p>Discuss how intervention in the moment can empower care partners to achieve better outcomes.</p>	12 minutes	10 minutes
Module 10: Precipitating Factors and Effective Communication	<p>Explore underlying causes of behavior. Practice communication strategies and observe how different approaches positively and/or negatively impact an individual's behavior.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Explore the concept of Precipitating Factors, recognizing the internal and external factors that can contribute to distress behavior.</li> <li>• Examine appropriate communication strategies for de-escalating behaviors.</li> </ul> <p>Learn how the Supportive Stance<sup>SM</sup> can be used to nonverbally communicate respect for the individual with dementia and maintain safety for you.</p>	18 minutes	20 minutes
Module 11: The CPI Crisis Development Model <sup>SM</sup>	<p>Identify behavior using the CPI Crisis Development Model and apply staff approaches most effective in responding at each behavior level to prevent further escalation.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> <li>• Use the CPI Crisis Development Model to identify behaviors that indicate an escalation of behavior.</li> <li>• Learn appropriate and effective staff approaches to crisis behavior.</li> </ul> <p>Identify relevant examples of behavior and approaches aligned to the Allen Cognitive Levels and corresponding stages of dementia.</p>	12 minutes	25 minutes
Module 12: Responding to Crisis Behavior	<p>Learn the Observe, Stop, Evaluate, and Respond Method used to minimize distress behaviors.</p> <p><i>Participants will:</i></p> <p>Apply knowledge of the CPI Crisis Development Model<sup>SM</sup> and Allen Cognitive Levels to more deeply understand why a behavior is being communicated and how to respond to calm and de-escalate.</p>	14 minutes	15 minutes

Module 13: Debriefing	Explore a debriefing process to document important information about what happened to help identify causes of behavior with the goal of reducing or eliminating feelings of distress.  <i>Participants will:</i> <ul style="list-style-type: none"> <li>• Explore Tension Reduction, the final behavior level in the <i>CPI Crisis Development Model</i> and the appropriate staff response, Therapeutic Rapport.</li> </ul> Practice debriefing and determining steps to prevent future incidents of distress behavior based on a team approach through group discussion.	13 minutes	20 minutes
Conclusion and Assessment	Reflect on new learning and complete an action plan.  <i>Participants will:</i> <ul style="list-style-type: none"> <li>• Reflect on how to apply the skills learned when returning to work.</li> <li>• Complete an online quiz prior to classroom training.</li> </ul> Complete a classroom test and training evaluation.	11 minutes	30 minutes
<b>Total Time</b>		<b>3.5 Hours</b>	<b>4.5 Hours</b>

## Training Materials

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Participant Workbook: Each training participant receives a *CPI Dementia Capable Care, 2<sup>nd</sup> Edition Participant Workbook* to help enhance learning, organize your thoughts regarding concepts taught in the program, and serve as a valuable reference tool following the program.

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