

Better Training Leads to Better Care | Online Dementia Care Training Program (certificate)

Our program trains personal support workers (PSWs) and other frontline healthcare providers who care for people with dementia to understand and address the underlying causes of challenging behaviours, and to work as a team to develop person-centered strategies that support the person and their family. The training leads to improved quality of care for the person with dementia, and increased confidence and competence of PSWs.

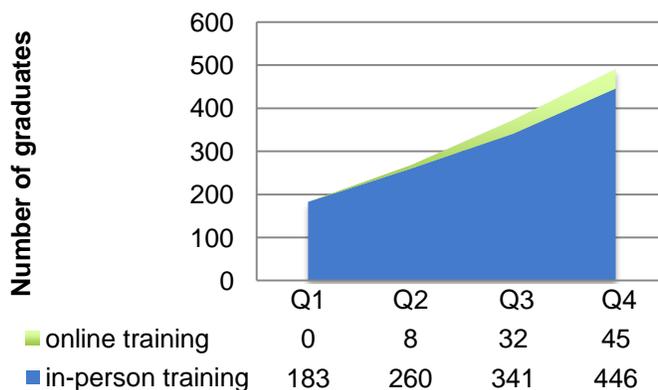
"Would you recommend this training to other healthcare providers"

1 = would not recommend
5 = would highly recommend



Average rating from course graduates: **4.8**

Training Program Graduates Online and in-person; cumulative totals*



(*2014-2015)



Because of what I've learned from the training, I was able to respond and understand what my client's needs which was the reason/s of his behaviour. I was able to communicate effectively with my client and lastly, because of this training, my client shows less changes of his behaviour as I was able to understand him as a whole.

– PSW, ODCTP graduate
(source: ODCTP Course Evaluation)

PSWs self-report a significant increase in dementia care knowledge as a result of our training.

5.8 → **8.2**

**Pre-training
average self-assessed
knowledge rating**

**Post-training
average self-assessed
knowledge rating**

scale from 0 = "extremely low" to 10 = "extremely high", n = 32

Family Caregivers Benefit from Education

We used the on-line educational platform developed for the Certificate Dementia Care Program to extend our educational program offering for families and other caregivers.

- We created a Dementia 100 series for family caregivers: 101 Basics, 102 Communication and 103 Behaviour
- We can now post recordings of live webinars, which we have also been able to offer more regularly.

444 million hours – time estimate of the amount Canadians spend on informal care (2011)¹

100% of Dementia 101 Basics course participants would recommend it to others. (78% would highly recommend it)

80% of webinar participants agreed or strongly agreed the webinars helps to increase confidence in their caregiving role.

812 people attend 64 live webinars between April 2012 and July 2015

Research on educational interventions show that they delay the institutionalization of the care receiver and improve the psychological well-being of the caregiver². This impact is greatest when combined with counselling and other types of supports that we offer.

1. Alzheimer Society of Canada. (2012). A new way of looking at the impact of dementia in Canada.
2. B. Smale, T. Epp, S. Dupois. (2014). Caregivers of Persons with Dementia: Roles, Experiences, Supports and Coping. A Literature Review. University of Waterloo.

Our Impact: Improved Quality of Care for People with Dementia

Leading Research Connects Better Training with Improved Quality of Care

Agitation was lower with both person-centred care and dementia-care mapping than with usual care. The most promising treatments were individually tailored behavioural interventions.

Chenoweth, L. et al. (2009). Caring for aged dementia care resident study (CADRES) of person-centred care, dementia-care mapping, and usual care in dementia: A cluster-randomized trial. *Lancet Neurology*, 8(4), p.317-325.

A formal evaluation of the **Online Dementia Care Training Program** in January 2015 revealed that “PSWs’ improved confidence and competence in dementia care, and in applying tools such as U-First™ benefited their clients in turn. As PSWs strongly grasped the concept of person-centred care, they became more aware of treating clients with dignity and respect. This attitude and philosophy was instrumental in effecting a cultural shift at work, as PSWs promoted the importance of proper dementia care in their work place, by educating family members and other staff members through examples; by encouraging co-workers to avoid viewing clients as a task and chore, but instead, as a person to be understood, and to be cared for.”

See **Empowering Personal Support Workers through Alzheimer Society of Toronto’s Online Dementia Care Training Program**

Our Impact: Reduced Levels of Stress for Families

"My live-in caregiver told me that [the Dementia Care Training Program] has proven very successful with my parents. She is more confident because she understands why others behave in a certain way. If [people with dementia] don't understand the part that she does, she is more tolerant and gives them more information. It's interesting to see how it's paid forward."

- **Daughter of a person with dementia**, whose live-in caregiver is a DCTP graduate



Our Impact: Increased Confidence and Competence of PSWs



Online Dementia Care Training Program is my first training in dementia care here in Canada. It's a great opportunity to learn and to improve the best quality of care for person with dementia. I have worked with people with dementia for a few years, and have gained knowledge through experience, but, I have never been as more comfortable and confident as I am now."

- **PSW, ODCTP graduate**

(source: ODCTP Stop Start Continue Reflection)

Being a PSW can be stressful and there is high turnover in the industry. Of PSWs who have taken our training:

- 100% of graduates strongly agree that confidence and comfort have increased in providing care to person(s) exhibiting responsive behaviours (n = 32)
- 97% of graduates strongly agree that they have a better understanding of responsive behaviours experienced by the person(s) whom they care for (n = 33)
- 97% of graduates strongly agree that they feel their ability to identify possible underlying causes of responsive behaviours has improved. (n = 32)

Source: DCTP 6-month follow up surveys

Our Impact: Reduction in Costs for the Health Care System

Responsive behaviours are the **leading cause** of admission to long-term care¹.

"The average cost of care for seniors for one week in long-term care was **three times as expensive** as care at home and **twenty times as expensive** in acute care"²

1) Banerjee S. et al. (2003). Predictors of Institutionalization in people with dementia. *J Neurol Neurosurg Psychiatry*. 71, 9; p. 1315)

2) 4 North East LHIN. (2011) HOME First Shifts care of Seniors to HOME. LHINfo Minute, Northeastern Ontario Health Care Update.

Better training leads to lower staff turnover.³

Reducing staff turnover saves employers in search, training and severance costs, **saving organizations up to 3% of their annual total costs.**⁴

3) Chenoweth, L. et al. (2010). A systematic review of what factors attract and retain nurses in aged and dementia care. *Journal of Clinical Nursing*, 19, 156-167.

4) Mukamel, D. et al. (2009). The costs of turnover in nursing homes. *Med Care*. Oct 2009; 47(10):1039-1045