

Media Release

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THREE LONG-TERM CARE FACILITIES RECEIVE GOVERNOR'S QUALITY AWARD

DES MOINES, IOWA (July 9, 2014) – Iowa Governor Terry Branstad today announced that three long-term care facilities have been selected to receive a 2014 Governor's Award for Quality Care in Health Care Facilities. The facilities were nominated by residents and their family members who, on a daily basis, observe first-hand the services and level of care provided to the residents, Governor Branstad said.

Selected to receive a 2014 Governor's Quality Award were Friendship Haven, a 155-bed nursing facility in Fort Dodge, Prairie View Home, a 73-bed nursing facility in Sanborn, and Woodland Terrace, a 126-bed nursing facility in Waverly. In making the announcement, Governor Branstad noted that Woodland Terrace is a two-time Award winning facility, having previously won in 2004.

“The fact that the nominator's loved one has resided in the Waverly facility for more than 13 years speaks volumes about the care provided by the Woodland Terrace staff,” Lt. Governor Kim Reynolds said. “While conducting an onsite evaluation of the facility's nomination, staff from the Iowa Department of Inspections and Appeals were approached by numerous residents who praised the dedicated personnel and caring environment at the nursing home,” she added.

“The Bartels Lutheran Retirement Community in Waverly has 60 years of providing the highest in quality physical settings, services, and care for its residents,” the nominator wrote. The Community provides a full-range of living needs from independent apartments and homes, assisted living, skilled nursing and rehabilitation, nursing, memory care, and in-home care. “Residents are able to remain as community members – to be part of family traditions and community traditions,” the nominator added.

One of the services provided by the Woodland Terrace facility – and dear to the heart of the nominator – was the implementation of a pet therapy program. “Bartels is now home to Lucy Lola Lorraine, a very lovable and highly-trained black Labrador. Lucy has grown very accustomed to approaching people in wheelchairs, on crutches, and in hospital beds and has the ability to help calm and soothe agitated individuals while lifting the spirits of those who might be sad or lonely,” the nominator explained.

The pet therapy program is just one example of Bartel's ever-changing environment as it responds and adapts to the needs and desires of the residents, and, thus, "offering them the best of physical, emotional, and spiritual care."

The second Award-winning facility – the Simpson Health Center - is one of several facilities located on Friendship Haven's 60-acre campus in Fort Dodge. The campus features footpaths, gardens, and shady groves, where residents, tenants, and their family members can take leisurely strolls. In addition to the nursing facility, Friendship Haven also operates an independent living community, and an assisted living program.

"The Simpson Health Center at Friendship Haven isn't a 'health care facility,' it's not a 'nursing home,' it is home," the nominator wrote. "But undoubtedly, the biggest reason is because the staff at Friendship Haven's Simpson Health Center cares."

The Simpson Center is a beautiful new addition supported by the Fort Dodge community, which contributed significantly toward the capital campaign goal of \$3.5 million. "That in itself is a real compliment to the reputation that Friendship Haven's Simpson Health Center has had over the years," the nominator continued.

"The beautiful Simpson Health Center, coupled with an amazing staff that is thoroughly in tune, caring, attentive and compassionate to the residents and the families they serve; would be a perfect fit and very deserving of being honored with the prestigious 2014 Governor's Award for Quality Care," the author concluded.

The final facility selected for a 2014 Governor's Award – Prairie View Home in Sanborn – received three nominations, all from family members of current or former residents. "The staff enhances the highest quality of life for the residents by genuinely caring for them," one nominator wrote. "There is no question as to who is top priority at Prairie View – it is the residents."

"The willingness to communicate with family members/representative(s) by both administration and staff, gives one confidence that those responsible for a loved one are serious about fulfilling their duties as care-givers," another nominator wrote, adding: "The administration and staff are committed to providing services that insure the best individual care for the resident while maintaining open and informed communication with family members or representative(s)."

Perhaps it was the third nominator who best summed up the atmosphere at Prairie View Home: "Prairie View is like an extended family. They are courteous and responsible. Honorable and respectful."

The Governor's Award for Quality Care was established to recognize long-term care providers that provide – in the nominator's opinion a high level of care to their residents. This year's Governor's Award recipients were selected from a field of 16 nominated facilities. Since the first awards were presented in 2001, a total of 50 awards have been presented to 44 individual facilities.

“What is most unique about the Governor's Award for Quality Care is the fact that facilities are nominated by those they serve or the family members of their residents,” Governor Branstad explained. “All 16 nominated facilities should feel a sense of pride in knowing that their residents and family members take comfort in the dedicated service and quality of care provided.”

“Woodland Terrace, Friendship Haven, and Prairie View Home have demonstrated to their residents and their families that they provide outstanding care and services in the communities in which they are located. Both Governor Branstad and I are delighted to have them selected as recipients of the 2014 Governor's Award,” the Lt. Governor added. “We congratulate these facilities, and thank the administrators and staffs for their commitment to outstanding care and quality service for our state's senior citizens.”

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