

BEST PRACTICES PROGRAM

Health Care Facility Success Stories

Note: Participation in the Best Practices Program is strictly voluntary on the part of a health care facility or program. Health care providers and suppliers are encouraged by the Department to share new or innovative practices with other facilities and programs. All Best Practices narrations submitted to the Department will be posted to the Best Practices web site at <http://dia.iowa.gov/page30.html> where they will be accessible to other providers and suppliers, as well as members of the general public. Posting of a Best Practices by the Department does not constitute an endorsement by DIA, nor does it establish a standard of care or service. The Department reserves the right to edit Best Practices submissions for clarity and brevity.

Facility Information

Name of Facility: Concord Care Center	
Street Address: 490 West Lyon Street	City: Garner
Telephone Number: 641-923-2677	E-Mail Address: hbrink@abcmcorp.com
Name of Individual Submitting Best Practice: Holly Brink	Title: Administrator

Category of Submission (check all that apply)

<input type="checkbox"/> Community Integration	<input type="checkbox"/> Dietary	<input checked="" type="checkbox"/> Environmental
<input type="checkbox"/> End-of-Life Experience	<input type="checkbox"/> Habilitation/Rehabilitation	<input type="checkbox"/> Human Resource Management
<input type="checkbox"/> Nursing Practices	<input type="checkbox"/> Quality of Life	<input type="checkbox"/> Resident Rights

Description of Best Practice

One of the biggest ways we have addressed the needs and interests of residents that reflect community living standards is through the remodel of our rehabilitation suites at Concord Care Center. Recently, we have remodeled six rooms to become special rooms for our short-term clients. Most of the time, these residents are here to receive rehab and therapy services for a few weeks as a part of our Rehab-to-Home program and then they return back to their own home.

Our remodeled suites include: a small refrigerator, flat-screen television, a bed, proper bedding, bulletin board, towels and a wardrobe. Each rehab suite has a private bathroom as well. By providing all of these items, we hope that all the resident has to bring in is some clothes and a few personal items for their short-term stay. This way the resident and/or their family do not have to hassle with moving a bed, other furniture and such.

We also painted all of the rehab suites, the bathrooms, got new carpet, and hung up new curtains for the beautiful bay windows.

In other areas of our care center, we have also remodeled our dining room and got new tables and chairs for the residents, purchase new furniture (beds, night stands, wardrobes) for every resident room, purchased new chairs for sitting areas, purchase a fish tank and a flat-screen television for our very popular North sitting area, wallpapered many of the hallways, remodeled our main living room and got new carpet in several of the rooms where residents tend to spend time during the day.

Another recent remodeling project has just been complete as of August 2012. We now have completely

remodeled both of our shower rooms at Concord Care Center. We have transformed our outdated shower rooms to whirlpool spa rooms. They have been gutted and have new walls, flooring, bathing areas and better storage. The residents really enjoy having a spa-like area for their showers or baths.



This is one of Concord Care Center's suites for short-term residents.



This is one of our spa/whirlpool rooms at Concord Care Center.

Once completed, submit your Best Practice to: Department of Inspections and Appeals, Lucas State Office Building, 321 East 12th Street, Des Moines, IA 50319-0083; fax to 515-242-6863; or e-mail to webmaster@dia.iowa.gov (be sure to include “Best Practices” in the subject line).