

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

Description of Best Practice

1. Our nursing staff at Concord Care Center has made it a priority to enable residents to gain or regain their highest functional ability by focusing many of our efforts on our “Rehab-to-Home” program.

At Concord Care Center, we can help residents regain their strength after a surgery, accident, or illness by providing excellent physical, occupational, and speech therapies from our licensed therapists during a short-term stay in our new rehabilitation suites.

In 2011, almost 65 percent of our admissions rehabilitated back to their own home. We strive to help residents achieve optimal health so they can rehab at our home, and return to theirs.

2. Our nursing staff has implemented “Welcome Bags” to give out to every new resident when they arrive for their stay at Concord Care Center. The welcome bags are delivered by the nurses to the resident during their admission time.

The bags include: crossword puzzle book, a pen, Kleenex, a list of television channels, a deck of playing cards, a back scratcher, etc.

Our staff feels it is very important to make each resident feel welcome in their new home. The welcome bags have been very well received at Concord Care Center. We will continue to give them out!

3. In the fall of 2011, our nursing department added a new member to their team with the goal of helping our residents be stronger and healthier individuals. We hired an in-house Physical Therapist Assistant

(PTA). Our PTA manages our resident's restorative program at Concord Care Center. The restorative program focuses on helping with range of motion, standing and sitting exercises for the residents and encouraging the resident to use the NuStep machines to help themselves get stronger and healthier. We have a special restorative room designated for our NuStep machines and other exercises. Currently our PTA works with 76 percent of our residents at Concord Care Center and hopes to increase that percentage in the future.



This is the welcome bag that all new residents at Concord Care Center receive upon admission.



This is Concord Care Center's restorative care room where our Physical Therapist Assistant sits and works with residents on NuStep machines and various exercises.

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).