

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 type="checkbox"/> Nursing Practices	<input type="checkbox"/> Quality of Life	<input checked="" type="checkbox"/> Resident Rights

Description of Best Practice

As a part of our Person Directed Care philosophy, we believe that residents who live at Concord Care Center for any period of time should have a choice in their health care services. We have strayed as far away as we can from the traditional “medical” model and have moved toward a “person directed care” model. From the minute the resident comes to Concord Care Center, they can make choices about the care and services they receive.

Our administrator and Person Directed Care Coordinator have worked diligently to educate the staff at Concord Care Center to abide by the Person Directed Care model. We have incorporated consistent staffing, where staff provides care to the same resident or “neighborhood” all times to promote a greater sense of closeness and trust between the residents and staff. We have also given the residents a choice about what time they awake in the morning and what they like to eat for each meal.

Our goal is that Person Directed Care will allow the residents to enhance the ability of dependent adults to the highest level of self-determination during their time 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).