

Blue River Rehabilitation Center



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I recently toured seven homes located in western Missouri that are operated by Skilled Healthcare:

- Blue River Rehabilitation Center
- Cameron Nursing and Rehabilitation Center
- Carmel Hills Healthcare and Rehabilitation Center
- Holmesdale Healthcare and Rehabilitation Center
- Liberty Terrace Care Center
- The Rehabilitation Center of Independence
- The Rehabilitation Center of Raymore

All of the homes are Medicare/Medicaid certified skilled nursing homes. Their sizes range from 90 residents at Holmesdale Healthcare and Rehabilitation Center to 194 at The Rehabilitation Center of Independence. There are long-term care, short-term rehabilitation, and memory/Alzheimer's units. There are also residential care units and independent living apartments.

Each home is unique. There are a variety of services offered and an array of approaches to providing care. Many of the homes utilize resident preference questionnaires to help them tailor individualized care. I found very large open floor plans, many private rooms, and personal furnishings and decorations. Their mission is, "Make a Difference – Every Day, Every Time."

Raymore's halls are lined with coves that are decorated by the residents who live nearby. Their Alzheimer's Unit is built so that the room entrances have an exterior finish, giving the feeling of being in a neighborhood. Rather than a big institutional nursing station, there is a small work area with a brick front and shuttered windows.



Resident Room - Carmel Hills Healthcare and Rehabilitation Center



Alzheimer's Unit – The Rehabilitation Center of Raymore



Nurses' Work Area – The Rehabilitation Center of Raymore

During my visit at Raymore, I noticed a sweet smell wafting throughout the building. It turns out that they have an ice cream parlor where they were serving freshly baked cookies. Apparently, I was not the only one who smelled the cookies; it seemed that everyone was there enjoying them. There is a living area across from the ice cream parlor that was completely full, including a large dog lying on the floor.



Ice cream parlor – The Rehabilitation Center of Raymore



*Residential Care Apartment –
The Rehabilitation Center of Raymore*

While I was visiting Blue River, residents and staff members were enjoying a concert in the large open area of the building they call the “garden area.” They have consistent staffing assignments and open dining. Their dining menus include two entrée choices and “always available” items for each meal. Their Food Committee reevaluates and revises their menus on an ongoing basis. They are planning to add a dessert cart soon. They also have an Alzheimer’s unit with all private rooms.



Express Recovery Unit – Blue River Rehabilitation Center



Skylights – Blue River Rehabilitation Center

Holmesdale is located in inner Kansas City. Sachel Page Stadium is nearby and the home is decorated with Negro League baseball memorabilia, as well as Jazz artwork donated by BB’s Barbecue. Food is a very important part of the culture at Holmesdale. All their food is cooked from scratch, and they have many food related activities. They have two entrée choices at every meal, as well as an always available menu. They have a kitchenette with snacks, salads, sandwiches, fruit, and yogurt that is available to the residents at all times. They also put in a raised garden last year. Weight loss is not a problem.

Pets are also welcome. They recently had a resident whose cat lived with her. They have many plans for the future, including remodeling their bathing rooms; adding a salad bar in the dining room; adding a greenhouse; and adding a lounge with a refrigerator, telephone, and gaming system.



Holmesdale Healthcare and Rehabilitation Center



The Rehabilitation Center of Independence is making changes. Their current dining experience includes an entrée of the day and an alternate, as well as a “quick menu” with always available items. They are moving to anytime dining, including bedside menus so residents can order anytime they wish, which has already been implemented in their Express Recovery Unit. The residents are renaming the hall names to street names and they plan to add a pool table in the future.



Corridor – The Rehabilitation Center of Independence

Carmel Hills has open dining and always available menus. They are adding table cloths to their dining rooms. Their Dietary Manager even takes song requests and sings to the residents. They also have a private dining room for residents and their family members.

Cable TV is provided at no extra charge. They have a chapel that is available for residents and family members at anytime. It is also used for religious services and for larger parties. They change so much that they have a painter on staff who repaints constantly.



Theater/Chapel – The Rehabilitation Center of Independence

Their Renew Unit is an all-women short-term rehabilitation unit. The residents are all women and so are the staff members. It has its own private entrance; a therapy gym; and a spa that offers a variety of services, including manicures, pedicures, and massages. The Renew Unit’s private rooms also have fold-out sofas for family members who wish to stay overnight. Room-delivered food is available at anytime during the day. Residents can pick up their telephones and order from the bedside menus.



Renew Spa – Carmel Hills Healthcare and Rehabilitation Center



Bathing Room

They have a dog (Gizmo). He has a stroller so that he can visit residents at their height. Residents' family members also bring the residents pets for visits. Their future plans include building a mini-Carmel Hills kennel for residents' pets. Other plans include adding vitamin enriched flavored water to their drink stations and extending bedside menus to the Wellness Unit.

Liberty Terrace goes the extra mile to ensure they have the right staff. Each employee takes a compatibility survey before being hired. As I walked through the home, I also noticed that staff members were wearing t-shirts with special messages about the care they provide.



Caregiver – Liberty Terrace Care Center

They began their culture change journey with the dining experience. They have open dining and a dining room hostess. The hostess has a beverage cart and soda fountain. They have ala cart items available every day. They have weekly resident counsel and dietary meetings.

They are getting ready to remodel and will be removing their large nursing station. They will also be putting in wood flooring and removing the half-moon "feeder tables." They have already removed the large nursing station from their Express Recovery Unit. Each room in the Express Recovery Unit has telephones, plasma TV's, and wireless internet service.



Nurses' Work Area – Liberty Terrace Care Center

Cameron is also on the culture change journey. Their meal experience includes eggs cooked to order at breakfast and two entrée choices at lunch and dinner. They celebrate individual residents' birthdays and each resident gets their own cake. They also have a resident garden.

They have consistent staffing assignments. They conduct entrance and exit surveys with residents to ensure that they are providing the best care possible. Baths are offered according to residents wishes and they are getting ready to remodel their bathing room. They will be adding music and wicker oil sticks. They recently added a chapel and are purchasing a new van in the near future. Their administrator was very complimentary of their staff and told me about their employees volunteering on their days off to take residents on a fishing outing.



Sitting Area – Cameron Nursing and Rehabilitation Center



Chapel – Cameron Nursing and Rehabilitation Center