



**LONG TERM CARE UNIT**

**RESIDENT'S GUIDE**

**Admission Information:**

1600 First Street East · Independence, IA 50644-3155

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BUCHANAN COUNTY HEALTH CENTER  
LONG TERM CARE UNIT

RESIDENT'S GUIDE

**Welcome**

To the Buchanan County Health Center Long Term Care.

Our goals are individualized for each resident in the Long-Term Care Unit. After determining the resident's needs in rehabilitation, psychological, psychosocial well-being and physical support, the resident is supervised by nursing, physical therapy, occupational therapy, activities department, social services and dietary personnel to maintain this care.

These departments work directly with the physician of the resident's choice.



## Geography

**Buchanan County Health Center** Long-Term Care Unit is a one story facility located at the east side of the hospital. Its main entrance is located off the south parking lot. The facility has two resident wings named Pine Grove and Willow Lane. There is a solarium on Pine Grove. The beauty shop is located on Willow Lane. There are two bathing facilities; the bigger one is located on Willow Lane. This bathing facility has a Parker bathing system. There is also a kitchenette on Willow Lane. Throughout the wings there are several closets and storage areas. There is also a laundry facility for use by residents and their families on Willow Lane.

The nurses station is located at the entrance of the facility. From its location our personnel are able to see down both wings, the Activity/Dining Room, Solarium and entrance.

The Dining Room is at the west end of the Long-Term Care Unit facility. The Activity Room is on the east side of the Dining Room. These two areas are divided by a folding partition for privacy, if necessary.

## Admission

Residents are admitted, without discrimination, by the Admission Coordinator, after arrangements are made by a physician on our staff. Financial arrangements in the form of a contract are completed by admission coordinator and coordinated with the business office.

## Nursing Staff

A well trained staff of RNs, LPNs, and nursing assistants are available 24 hours a day. The nursing staff administers medication, treatment, maintains complete records and provides the best of care to all. A nurse call system reaches each individual resident.



## What to Bring

We recommend at least seven complete outfits. Appropriate clothing is usually considered to be slacks, shirts or tops, dresses, sweatsuits, sweaters, nightgown/sleepwear, and underwear. Shoes or slippers should have nonslip soles. As a general rule, clothing should be roomy and have large enough openings that they can be put on and removed with a minimum amount of stress to both the resident and the clothing.

\*Clothing should be machine washable and dryable.

\*Each item of clothing should be marked with the resident's name (first initial and last name). Iron on labels also available from facility.

## Room Placement

The placement of residents shall be at the discretion of the social worker and nursing supervisor of the Long-Term Care Unit. Residents and/or guarantors are notified prior to any change in room assignments and roommates. This is usually done when a resident's level or care changes or there is a need to make a bed available for a new admission.

## Patient Care Conference

Conferences are held on a quarterly basis, unless change in condition may warrant an update sooner. Conferences are held with the resident, family, the nursing service, social services, physical therapy, activities, occupational therapy and dietician. These conferences are to help the resident's family to have a better understanding of the resident's condition; to help the staff establish the goals they need to meet for the resident and to answer questions for the family. These confer-



ences are also useful in establishing a working relationship between the family and Buchanan County Health Center Long-Term Care Unit and to help the staff better understand the resident.

The initial conference is held 14 days or sooner after admission and every 90 days thereafter, unless otherwise notified by mail. You will be notified of date and time one week in advance.

## Beautician

Beauty services can be provided in our in-house Beauty Shop. A beautician is available on Wednesdays and Thursdays. If a resident does not want a beautician, the staff will wash the resident's hair on a regular basis. Other beauticians/barbers are allowed to use the in-house Beauty Shop on days when the in-house beautician is not using. Residents are expected to pay beautician directly.

## Bath

Baths are given two-times weekly during the day in the Parker whirlpool tub or shower. The nursing staff will discuss with resident to arrange a time and type of bath or shower they prefer. Those needing help will receive such help from the nursing staff.

## Laundry

Laundry facilities are available to residents that desire laundry accomplished by our institution. A washer and dryer are available for personal use by the resident or family in the facility laundry room, located on Willow Lane. Laundry is included in the room rate charge.



## Meals

A qualified dietician and staff plan the meals. The meals are served in the dining room, which helps promote socialization.

Meal times are:

Breakfast: 7:15 a.m.

Lunch: 12:15 p.m.

Dinner: 5:15 p.m.

Special diets are prepared for all residents as ordered by their physicians. Snacks are available to residents whose diets so allow. Bed-time snacks are offered to all residents nightly.

## Meals for Visitors

Buchanan County Health Center Long-Term Care Unit is able to provide meals to visitors. A meal ticket can be purchased from the hospital operator prior to the meal. For more information, please ask at the nurses' station.

## Laboratory and Radiology

Laboratory and Radiology services are provided for the long-term care unit by staff in these departments per physician orders. Medicare and Supplemental Insurance/Medicaid usually covers this cost.

## Physical Therapy

Physical Therapy is available to residents having a physician's order requesting this service. Therapy is scheduled during the work week according to the individual need of the resident. Medicare and Supplemental Insurance/Medicaid usually covers costs.



## Occupational Therapy

Occupational Therapy is available to resident's having a physician's order for it. Therapy is scheduled during the working week, according to the individual needs of the resident. Medicare and Supplemental Insurance/Medicaid usually covers costs.

## Religious Services

Interdenominational services are held Thursday of each week. Confessions are heard periodically. Holy Communion and Mass are held weekly. The Activity Department can give you information on the time. Clergymen of all faiths are available.

## Activities and Recreation

A coordinator of crafts, renovation and recreational activities initiates a planned schedule for all residents in either individual or group activities. These activities may include working in the activity area or resident's room, a session on reality motivation, or a party in the activity area.

During free time, the residents may watch television, visit with other residents or guests. A schedule of daily activities is posted monthly in the activity area and resident's rooms.

## Examination

Physical and medical histories are updated on an ongoing basis. Dental checkups are done yearly by a staff dentist or residents may choose to see their own dentist as needed.



## Short Term Leaves

Residents on the Medicaid program can only be on overnight leaves as frequently as the Department of Human Services allow (18 overnights per calendar year for therapeutic leave). Residents on self pay can be gone as long and as often as they desire while paying to hold their bed.

Residents on passes must sign a release form and sign out of the Long-Term Care Unit. Upon return, they must sign in.

## Valuables

We ask that you keep no more than \$10-\$20 in your room. Jewelry of value should be taken home by the family. Should it become lost or stolen, the Long-Term Care Unit is not responsible.

## Resident Funds

For safekeeping, Buchanan County Health Center Long-Term Care Unit can keep up to \$50.00 in the hospital's safe for residents to access as needed. See the Social Worker for more information.

## Volunteers

Volunteers are available and serve the Long-Term Care Unit. These volunteers are from churches and civic organizations, the hospital auxiliary and the Junior Volunteer Program. They serve the facility in various areas, such as doing crafts and recreation with individual residents; reading, writing letters, and passing mail and juices.



## **Policies and Procedures**

Policies and procedures are available in the LTC nurse manager's office and nurse's station. Explanation of policies and procedures are available upon request.

## **Freedom from Abuse and Restraint**

You have the right to be free of physical, sexual, mental and chemical abuse. Restraints will be used only to ensure your safety or that of other residents. You or a responsible person will be asked to sign a restraint statement and the physician must sign the order.

## **For Cable Services**

You will need to contact Independence Light & Power (319-332-0100) and request to have services hooked-up at BCHC Long-Term Care Unit in Independence. You need to give them the resident's name and room number and they will give you a date that they will connect the service. They will bill you for their services just as if you were at home. The facility has nothing to do with their services ordered or billing. Internet services are also available through the above cable company.

## **For Telephone Services**

You will need to bring a phone from home in (the jack is provided in the room) and then you will need to contact the telephone company at Independence Light and Power (319-332-0100) or Quest (1-800-244-1111). Request to start ser-



vices at Buchanan County Health Center Long-Term Care Unit in Independence. You will need to give them the resident's name and room number and they will give you a date that they will connect the services. Please let Maintenance Department at the facility know this date of connection. The phone company will bill you just as if you were at home. The facility has nothing to do with the services ordered or the billing.

## Mailing Address

The mailing address for the resident is:

BCHC Long-Term Care Unit  
(Resident's Name) (Resident Room #)  
1600 1st Street East  
Independence, Iowa 50644

## Are You Eligible for VA Services or Benefits?

Wartime veterans, their widows or widowers, and the parents of those who died while in service may be eligible for benefits from the VA. Even if you have been previously denied, you may now be eligible. The VA may offset the care of the nursing home from your income. To find out more about these benefits or to receive an application, please call our toll-free number 1-800-827-1000 and speak with a Veterans Benefits Counselor.

## Medications

Medications are obtained from an outside pharmacy that dispenses in unit doses. Insurance information for medications is forwarded to this pharmacy. Residents will be billed



directly for their medication from the pharmacy. Residents are not allowed to have any over-the-counter medications in their room. If you are unsure, please see social worker or nurse manager.

## **Physician, Dental, Eye, Etc. Appointments**

If a resident has an appointment with another health care provider, the nurses station must be informed prior to the appointment, so necessary paper work can be sent along. Failure to notify the facility of upcoming appointments will cause a delay in the resident making it on time and he/she may not have the appropriate paperwork available. Transportation can be arranged by the facility for in-town appointments if family is unavailable to take the resident.

## **Transportation Available**

Transportation via the BCHC bus on Tuesday and Thursday morning to local Dr. appointments. Please let nursing staff know if transportation needs arranged.

## **Obnoxious, Violent or Noisy Visitors**

Should a visitor be so obstructive in their personal actions that they create a hazard or undesirable atmosphere, they will be asked to leave. If rational behavior does not work, law enforcement will be notified.



## **No Smoking**

Buchanan County Health Center Long-Term Care Unit is a “No Smoking” facility as determined by the Board of Trustees.

## **Miscellaneous**

Food brought in for residents needs to be approved by the nurse in charge.

Flowers, reading materials, stationery, stamps, etc., can be brought in for residents. The resident will be responsible for items brought in for them.

## **To Contact or Notify the Nursing Station**

Call the main hospital number 319-332-0999 or the nurses station at the long-term care 319-332-0915 . This will put you into contact with the nursing staff at long-term care.



## Resident Rights

1. To be given considerate and respectful care.
2. To obtain the physician of their choice from our area.
3. To be given every consideration of privacy concerning his/her own medical care program.
4. To expect that all communications and records pertaining to his/her care be treated as confidential.
5. To expect that within its capacity BCHC-LTCU must make reasonable response to the request of a resident for service.
6. To expect reasonable continuity of care.
7. To examine and receive explanation of the bill regardless of the source of payment.
8. To know what hospital rules and regulations apply to the resident's conduct.
9. To obtain from the physician, complete current diagnosis, treatment and prognosis in terms he/she can reasonably be expected to understand.
10. To be allowed to refuse treatment to the extent permitted by law, and be informed of the medical consequences of such an action.

Residents requesting intimate privacy in their room while entertaining family or guests, will have a Do Not Disturb sign placed on their door.



## Advance Directives

Buchanan County Health Center and Long-Term Care Unit respects the right of patients and residents to make decisions regarding their own health care, including the right to accept or reject certain recommended care.

Buchanan County Health Center and Long Term Care Unit will:

- Recognize a person's right under Iowa Law to execute a Living Will (Policy #1109) and/or Durable Power of Attorney for Healthcare (Policy #1108).
- Honor a patient's or resident's wishes as expressed in a Living Will or Durable Power of Attorney for Healthcare duly executed under Iowa law.

## Administration

### **Administrator**

Danielle Gearhart

### **Associate Administrator**

Julie Sproull

### **LTCU Supervisor**

Janet Ridder

### **Admission Coordinator**

Kelly Palmer

### **Social Services**

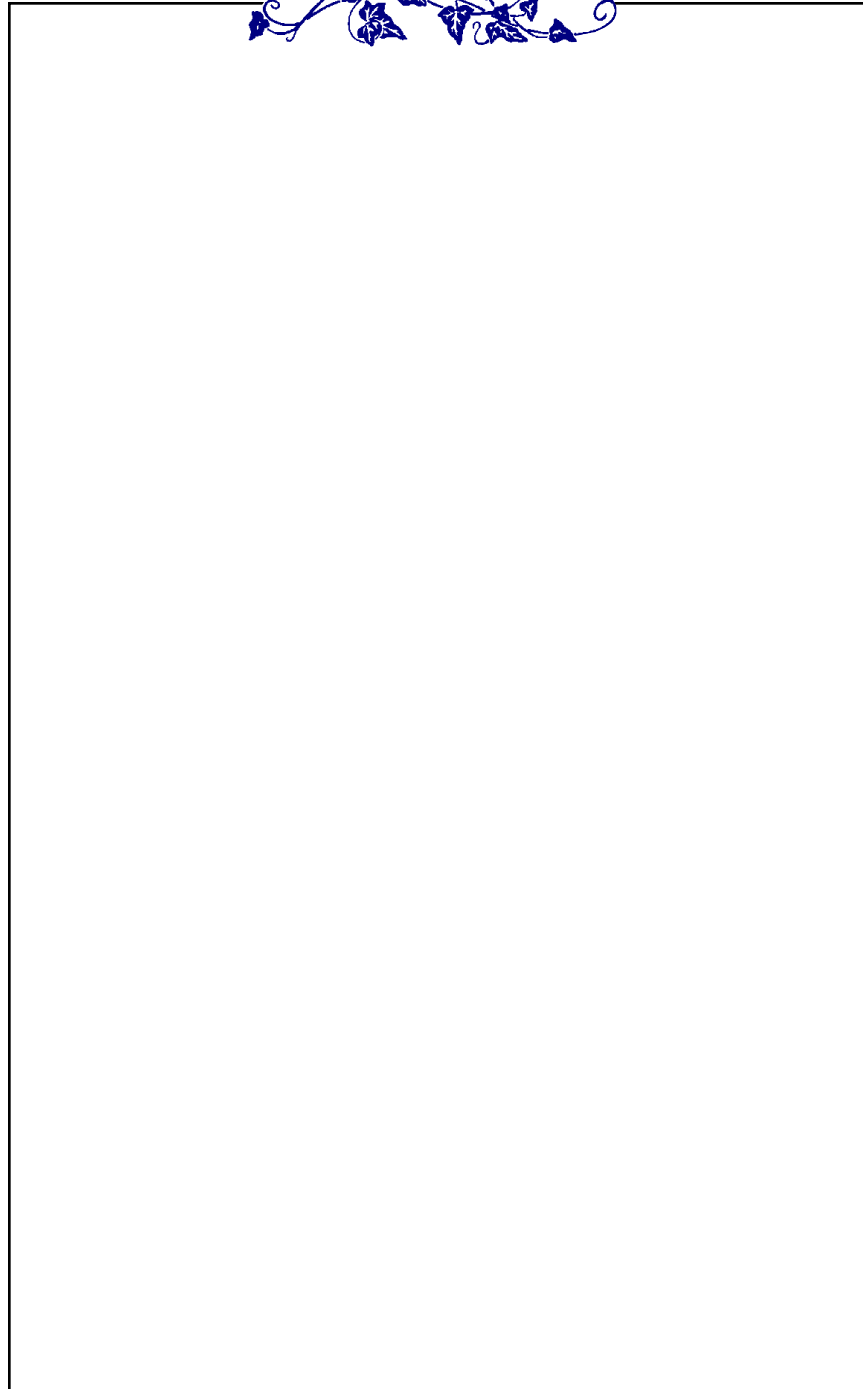
Kelly Palmer

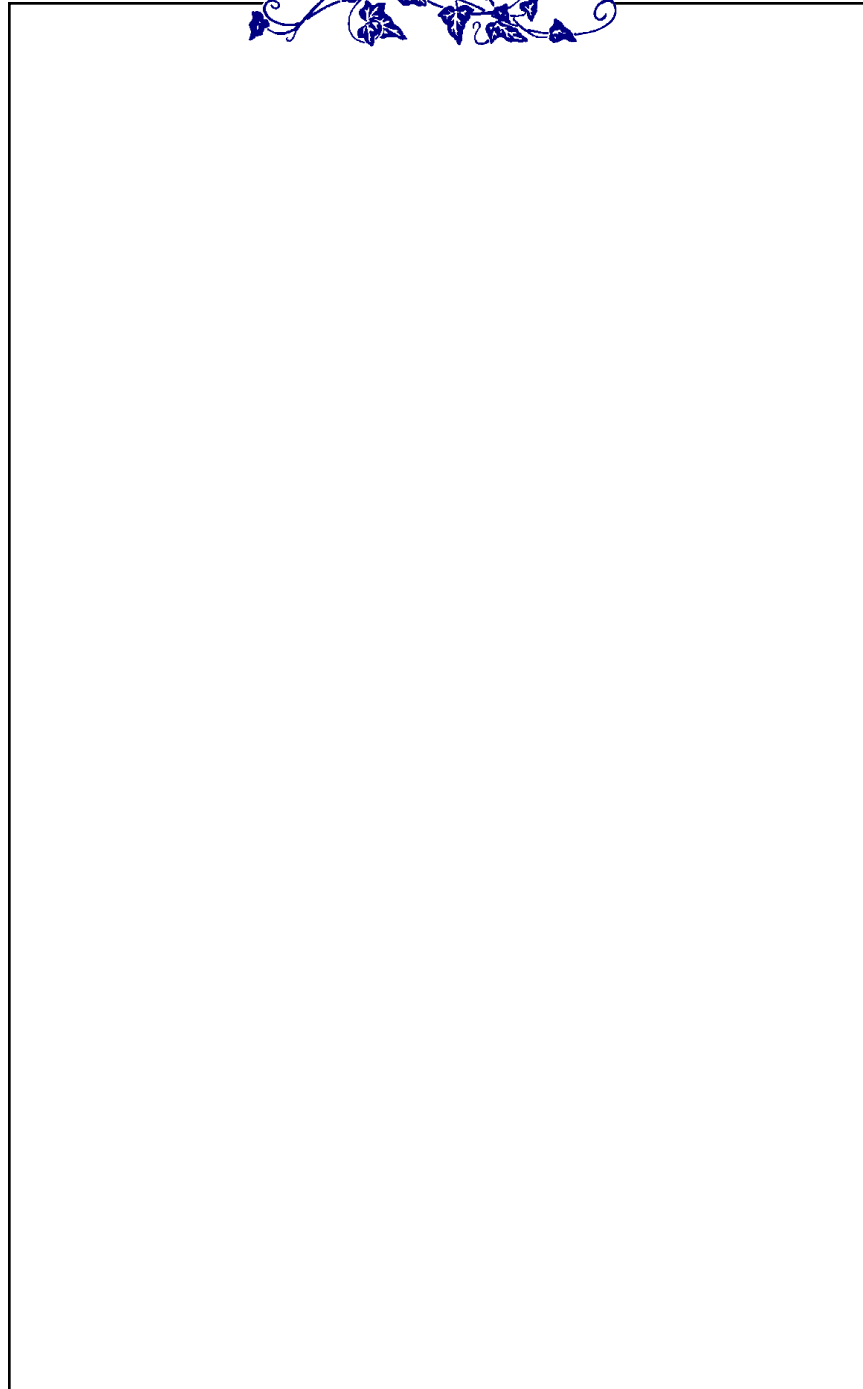
### **Activity**

Diane Hepke

### **Dietary**

Maxine Kehret











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