



Missouri Department of Health and Senior Services

Long Term Care Regulation – Region 2

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June 30, 2016

Gretchen Roberts-Hoaglin, Administrator

Pacific Care Center

105 South Sixth Street

Pacific, MO 63069

Dear Ms. Roberts-Hoaglin:

This letter is to confirm the recent state licensure inspection of Pacific Care Center completed on June 16, 2016. This inspection was to determine if regulations are being met as required for licensure as Assisted Living Facility.

Based on our findings, it was determined at the conclusion of our visit that the facility is in substantial compliance with Missouri Nursing Home Rules and Regulations. Therefore, no statement of deficiencies will be forwarded.

Thank you and your staff for the time and courtesy extended to SLCR staff during the survey and inspection. If you have any questions, please contact this office at 573-751-2270.

Sincerely,

For Richard Grindstaff

Program Manager

RG/LS/mn

www.health.mo.gov

Healthy Missourians for life.

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.



CURRENT RESIDENT

Name: [REDACTED]

Person Contacted: [REDACTED]

How did you hear about this community? I've had two grandmothers in there. My dad was in there. My husband's mother was in there. We have a long history with them.

Reason for choosing? (and Discharge) It was home. / NA

AREAS APPRECIATED:

I appreciate everything they do.

They take care of my mother wonderfully.

I couldn't be happier.

I would like to recognize Debbie; she works on the assisted living side. I would like to also recognize Pam. They're both very responsible, and I trust them. I don't have to have any worries. I trust them with my mother, like she was their own mother.

RECOMMENDED IMPROVEMENTS:

Nothing noted.

RATINGS:

CLARIFIERS:

Overall Satisfaction: 5

Personal Care: 5

Variety of Food/Menu Choices: 5

Quality of Food: 5

Dining Service: 5

Cleanliness: 5

Response to Problems: 5

Dignity and Respect: 5

Communication: 5

Activities: 5

Move-in Process: 5

Transportation Needs: NS

Safety and Security: 5

My mother is extremely happy.

I think their food is great. It's not real fancy, it's home cooking, just like my mother cooked for 50 years.

That's absolutely a five.

That's absolutely a five.

I've never had one issue.

My mother is very Catholic.

There were no issues at all.

I really haven't had anything to do with that. I have to skip it because I usually take her to the doctor because I like to stay in the loop. We take care of whatever she needs. I'm sure it's a five, too.



CURRENT RESIDENT

Name: [REDACTED]

Person Contacted: [REDACTED]

Recommend to Others: 5 I would rate that a 10 if I could. I would tell them that they could trust this place to be respectful to their parents. I have a nephew in there as well. They take care of them. They respect them. They take care of everything that they need.

What is valued most? **The things that are important to me are her medication, being taken care of with her bathroom stuff and bedtime stuff, feeding her, and washing her clothes. I couldn't really name one thing. As far as I'm concerned, I couldn't do any better anywhere else.**