

Carmel Hills Care Center

Helping patients recover in a home-like environment



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23795 W.R. Holman Highway, Monterey
(831) 624-1875

carmelhillscarecenter.com

A stay in a skilled nursing facility (SNF) isn't typically on anyone's bucket list of things to accomplish in life.

"We understand that most of our residents would rather be at home, so we work hard to make their stay at Carmel Hills Care Center as comfortable and enriching as possible," said Jarrod Christensen, Nursing Home Administrator at Carmel Hills since 2015. This is echoed in the philosophy of putting care that inspires above profit and creating a comfortable, home-like environment.

Located next to CHOMP on Highway 68, the 99-bed facility offers short- and long-term care. For residents needing physical, occupational and speech therapy, a typical stay is between three-to-four weeks. Those residents needing an increased amount of help, and find living independently or in an assisted living facility isn't possible, find comfort in the dedicated care of the Carmel Hills team.

Staying active isn't difficult at Carmel Hills. Seven days a week there are planned events, both in groups and individual, each designed with the resident in mind. Nearly every day the ubiquitous Bingo game is being called, with frequent outings to community events like Good Ol' Days in Pacific Grove, the Monterey County Fair and the Monterey Bay Aquarium.

The popular Java Music Club brings residents together with coffee, music from around the world and heartfelt conversation. It's a space where stories are shared, memories are sparked, and connections are made.

And there is no shortage of fascinating people, having lived fascinating lives, who call the Peninsula home.

Carmel Hills was originally designed and built in 1968 by a team of local physicians, including the late Dr. Robert Bowersox, a prominent OB/GYN physician in Monterey. When Dr. Bowersox later required care himself in 2003, and found the experience lacking, his sons, Bob and Kim, took matters into their own hands. They purchased the business and have operated it since, in honor of their father's legacy.

"Our corporate name is Pater Dignitas, Inc., Latin for our father's dignity," said Bob Bowersox, CEO. "We take very seriously our responsibility to meet the needs of each resident. When you choose Carmel Hills, you are choosing to enhance your days, not just survive them."

When asked what makes Carmel Hills different from other SNFs, Christensen said he encourages potential residents and their families to tour as many as possible and make some observations. "It's informal, and not scientific, but I offer a 90-second rule. When you walk into a SNF, were you greeted? What do you see? What do you smell?"

"Someone should say hello and ask how they can help. You should feel welcomed. Residents should be cared for and active, not lined



up slumped over. Lastly, if we're doing our job and providing proper care, there shouldn't be any offensive odors. Rather, you should be smelling the garlic bread being made for lunch, or brownies."

"The original architects, including Dad and his partners input, were ahead of their time designing our building," explains Kim Bowersox, CFO. "We have 15-foot ceilings in every room, large community spaces and several outdoor courtyards." It doesn't hurt that Carmel Hills is also nestled among the Monterey Pines near the Del Monte Forest and Pebble Beach.

"We believe our physical surrounding aides in our resident's recovery as well."

The recovery mentioned includes broken bones due to falls, an illness such as flu or COVID, chronic conditions like CHF, dialysis or COPD, suffering a stroke, or elective procedures like joint replacement.

The nurses and nursing aides have daily experiences that test their care-giving skills. Carole Dorsey, RN, is the Director of Nursing at Carmel Hills. "In an eight-hour shift, our care team may experience a resident struggling with dementia, another with pain-management, working with an orthopedic surgeon to manage a knee replacement and yet another that is simply lonely and wants company," says Dorsey.

"It is both demanding and deeply rewarding. At the end of the day, I remind our staff that they made a difference in someone's life today and that every moment matters."

Carmel Hills Care Center is located at 23795 W.R. Holman Highway in Monterey. For more information, call 831-624-1875, or visit the facility online at carmelhillscarecenter.com.