



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**September 2010**

Conway (501) 450-9619 · Fairfield Bay (501) 884-6728  
Conway (501) 450-7405

**AANHR's Mission Statement:**  
"To protect and improve the quality of care and life for residents in Arkansas nursing homes."

## Next Meeting Sept 13

MEETING

PLACE:

First Assembly of God Church

4501 Burrow Road  
North Little Rock  
Directions to church on back of Newsletter.

10:00 a.m.

Meeting for members, family and friends of residents (Closed to persons representing the nursing home industry).

11:00 a.m.

Public Meeting (see article at right)

Join the AANHR Rally to support Residents' Rights  
Mon. Oct. 4, 2010  
11:00 AM  
AR State Capitol Rotunda

AANHR Meeting September 13<sup>th</sup> : Kathi Gately, Arkansas' State Ombudsman, will share her planned session for the upcoming NCCNHR conference.

Quality of Care is Essential.....Quality of Life is Critical

*"Being unwanted, unloved, uncared for, forgotten by everybody, I think that is a much greater hunger, a much greater poverty than the person who has nothing to eat. "* Mother Teresa

Failure to Thrive is well recognized in the field of infants and children, yet has lain undetected in the field of geriatrics. Typically, most geriatrics tend to receive an automatic diagnosis of depression. This has lead to an over diagnosis of depression and anti-depression medication among the geriatric population. What is Failure to Thrive? Basically, Mother Teresa stated it best. You can feed, cloth, shelter and provide medical care for me, yet if I no longer feel needed, wanted, serve a purpose and most importantly direct my daily life, I might as well not exist. Studies have proven over the years in both Social Work and clinical medicine that when an infant is fed but not nurtured it will suffer from this syndrome. Significant weight loss will occur and in many instances death. Physicians, psychologists, Social Workers, researchers and numerous academics and Geriatric professions are grasping and applying this concept to aging individuals.

Participants in this session will be exposed to an in-depth view of the Geriatric Failure to Thrive Syndrome in a lecture format. Presenters will provide an interactive dialogue setting demonstrating core causes of geriatric Loss of will to Thrive. Distribution and discussion of case studies will enhance the participant's insight, knowledge and sensitivity to this issue. Awareness of both institutional, community and individual home contributions will be covered to include the silent gradual line of progression involved.

<b>Calendar of Events</b>		
Sept 13	10:00 AM	AANHR Meeting
Oct 4	11:00 AM	Resident Rights Rally - State Capitol Rotunda
Oct. 19-22	Orlando	Consumer Voice (a.k.a. NCCNHR) Annual Meeting
Nov 8	10:00 AM	AANHR Meeting



## *From the President's Desk . . . . Martha Deaver*

**W**e at AANHR are back at work advocating for nursing home residents after our usual month long summer hiatus. We trust you have had a great summer and are ready to “step up to the plate” to join our advocating activities.

Please mark your calendars to join AANHR for our seventh annual Capitol Rally for Resident Rights during the week set aside annually to recognize & confirm the rights reserved for nursing home residents by Arkansas law.

This year's rally is set for Monday, October 4, at 11:00 a.m. in the Capitol Rotunda. Dustin McDaniel, Arkansas Attorney General, will deliver the keynote address.

I am also pleased to inform you (article below) of an award recently bestowed on a family member: Susie Hood, who is associated with Greenhurst Nursing Center of Charleston.

### **Facility News of Note:**

#### **Susie Hood with Greenhurst Family Council receives Gloria White Community Angel Award**

Susie Hood, of Charleston, received the 2010 Gloria White Community Angel Award. She was lauded for her community service and, especially, her work with the Greenhurst Family council at the Greenhurst Nursing Center in Charleston. Susie was unable to attend the Mayor's Birthday Celebration Luncheon so her plaque was presented to her by Kriss Schaffer, Administrator of the Greenhurst Nursing Center. This award was created in memory of Gloria White, founder of Project Compassion in 1972, and is given to those who exemplify compassion for others and work tirelessly to meet the needs of others.



Ms. Hood is the 18th person to receive this award since it was first given in 1992. Past recipients are: Judge Warren Kimbrough, Mac McGehee, Mayor Ray Baker, Dr. Earl White, Dr. Sandi Sanders, Bill Beall, Polly Crews, Ed Dell Wortz, Rep. Jim Medley, Patricia Shaw, Paul Willis, Helen Francis, Shirley Rowe, Kathy Fuhrman, Nancy Zornes, Betty Stutts and Dr. Calline Ellis.

**AANHR congratulates and commends Susie Hood!!**

*(Reprinted from Project Compassion newsletter, August 2010, Vol. IV, Issue II, pg 3.)*

**Boredom, loneliness, and helplessness: the three main diseases in a nursing home.**

# Seventh Annual Residents' Rights Rally!

## Please Join Us!!!



Monday, October 4, 2010

AR State Capitol Rotunda 11:00 AM

National Long-Term Care Residents' Rights Week

Hosted By

Arkansas Advocates for Nursing Home Residents

[www.aanhr.org](http://www.aanhr.org)

Program of Events:

Martha Deaver, AANHR President-----Welcome  
Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist-----Invocation  
Martha Deaver, Event Chairman-----Proclamation Presentation  
Dustin McDaniel-----Arkansas Attorney General  
Kathie Gately-----Arkansas State Ombudsman  
Maria Reynolds-Diaz -----AARP  
Dr. David Montague-----Director of UALR Senior Justice Center  
Martha Deaver-----Closing Remarks

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I slept and dreamed that life is all joy;

I woke and saw that life is all service;

I served and saw that service is joy.

*Mother Teresa*

*Note from AANHR Prez, Martha Deaver: Ray Gamble, the family member in this article, found AANHR online and contacted me for help with the problem concerning his mother's funeral funds. As an update: "I'm pleased to report the funds have since been restored. AANHR is pleased to have been instrumental in solving yet another nursing home related problem. I will also take this opportunity to remind readers that resident funds, whether a large amount such as this funeral policy or the personal funds set aside each month if the resident receives Medicaid monies, should be checked on periodically by family members to insure funds are indeed used for the resident's needs."*

## Region 8 Nursing Home Cited for Deficiencies

*(Reprinted from: 2010 KAIT All rights reserved. Posted: Jul 01, 2010 5:41 PM CDT)*

By Josh Harvison

OSCEOLA, AR (KAIT) - Officials with the Osceola Police Department, Arkansas Attorney General's Office and Arkansas State Police have been reviewing documentation submitted from the Arkansas Department of Human Services after it found several deficiencies during an unannounced investigation. According to the review, which was performed at the request of Ray Gamble, the Office of Long Term Care cited the facility for several deficiencies.

"We noticed that my mother had a 4-thousand dollar life insurance policy for her burial. They let that lapse," said Gamble, whose elderly mother stayed at the facility until he moved her to a nursing home in Manila.

Gamble said he wanted residents to pay attention to the facility. He said Osceola Healthcare promised to pay up to \$4,000 in a burial policy at the event of his mother, Hazel's, death.

"[W]e don't know where the money has went. It's just disappeared," said Gamble. "The Office of Long-term Healthcare, which is what's doing the investigation, asked him, and he said I don't know where the money went."

According to David Threlkeld, who took over as administrator of the facility in October of 2009, most of the nursing home's problems stem from previous administrations.

"One of the complaints was resident trusts and disbursement of money," said Threlkeld.

According to the report, Threlkeld found that \$13,093.21 was supposed to be in the resident trust account on June 11, 2010 based on printed ledger sheets for "each of the 32 residents who had trust accounts."

However, the actual balance based on a bank statement suggested the resident trust account balance was \$818.21. Threlkeld said in the DHS report that he did not know where that money went.

"That's the number that we actually, at the end of the day, were able to find out what it was, they came because you have to do accounting and you have to have receipts, which is where the facility had their issues," said Threlkeld. "There are misconceptions; people who run nursing homes are just lining their own pockets. That's just not true. We're a small company just trying to survive."

He said at least one family withdrew money from its trust account to purchase a television set, but since Osceola Healthcare did not have documentation of the money withdrawal, it would have to reimburse the family for the missing amount.

*(continued on next page)*

(continued from page 4)

"We couldn't prove receipts. Receipts weren't there, so if you don't have a receipt, you have to reimburse them," said Threlkeld.

The Department of Human Services requested Osceola Healthcare provide a Plan of Correction to improve deficiencies. Osceola Healthcare, according to DHS, has a period of time to submit the plan.

"One department, social services, did those and now I've changed that to where I have a bookkeeper doing the resident trusts and a bookkeeper is who should have been doing it all along," said Threlkeld. "She accounts anytime anybody wants money, where it used to be social workers in most facilities, if a resident wants money, they go to a social worker, she gives them money, it doesn't happen here. Now they must go to the bookkeeper and she has all of the accounting of all of that."

Gamble said he hopes the facility honors the burial policy.

"The letter was written by the last management company saying that in the event of her death, they would reimburse up to 4,000 dollars to cover for funeral expenses. In the event of her death, the lady is not dead, that I'm aware of," said Threlkeld. "I'm going to do exactly what the letter says that we'll do, in the event of her death, we will honor that letter that you have right there in front of you."

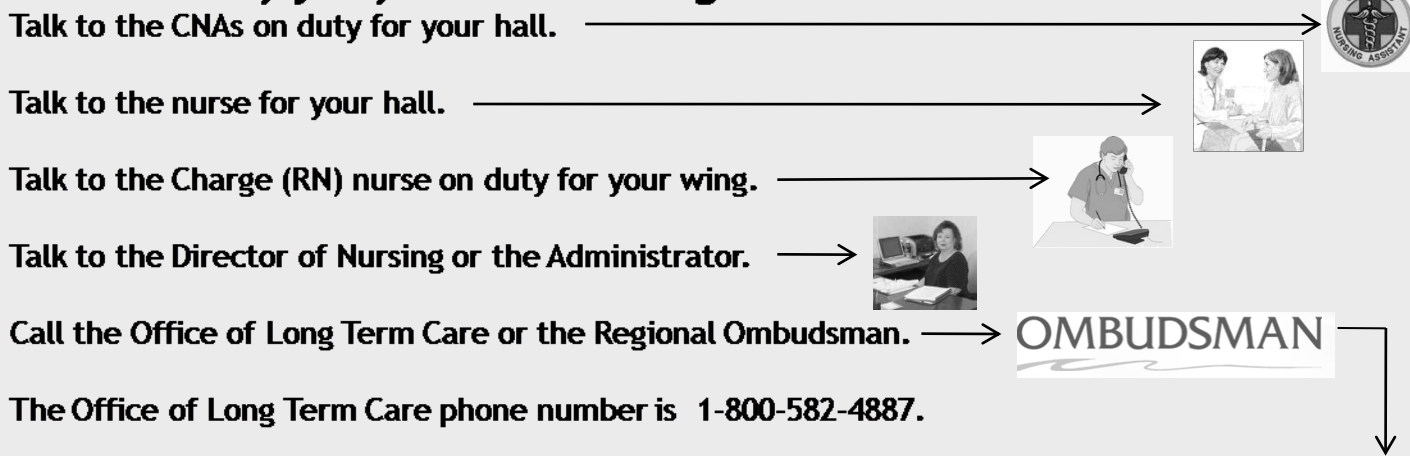
"If they do honor it, it will go to a prepaid burial. I will not receive a cent of it. I do not want that money. That money was for my mother's burial," said Gamble.



**Consumer Voice 35th Annual Meeting and Conference**  
**Caribe Royale All-Suite Resort & Convention Center**  
**Orlando, Florida**  
**October 19-22, 2010**



**What to do if you find care lacking?**



Contact information, along with a picture, of your Regional Ombudsman should be posted in a prominent place in your facility. You may also have a certified volunteer ombudsman (CVO) for your facility who might offer advice.

**Election at November Meeting  
for 2011 AANHR Officers and Board Members**

**Nominating Committee for November Election:**

<b>Chairperson</b>	Nancy Johnson, Fairfield Bay - (501)884-6728
<b>Committee Members</b>	Linda Brimer, Searcy - (501)230-5844
	Nancy Patterson, Searcy -(501)305-4034

Call any member of the Nominating Committee if you wish to nominate someone for an officer or board position. You must have the permission of your nominee.

The AANHR by-laws require a presentation of a slate of officers and board members, nominated by the Committee, for the coming year at the October meeting. Officers are automatically members of the board of directors.

**Current Officers include:**

**President** - Martha Deaver, Conway  
**Vice-President** - Gary Melton, Searcy  
**Secretary** - Betty Buckta, Judsonia  
**Treasurer** - Frances Walker, Benton  
**Program Chairperson** - Gary Melton, Searcy

**Members of the Board of Directors:**

Nancy Allison, Conway  
 Martha Blount, Searcy  
 James Brooks, North Little Rock  
 Julie Edwards, Mabelvale  
 Nancy Johnson, Fairfield Bay  
 Pat McGuire, Alexander  
 Ann Pinney, Benton



**Great Source of Information!**

**AANHR would like to recommend the publication AGING ARKANSAS as a source for helpful news relevant to senior citizens. One can subscribe to this monthly newsletter for one year by mailing a \$12.00 check to AGING ARKANSAS, 706 South Pulaski St., Little Rock, AR 72201. Phone 501-376-6083**

## AANHR Special Thanks

**We extend our heartfelt thanks to the following people and groups who make our outreach possible:**

**David Couch** of The Law Offices of David A. Couch, PLLC, PA, for employing Brent Birch of One6 Media, LLC, to create and maintain AANHR's website.

**Gary Miller** of ProSmart Printing for assistance in newsletter and brochure publication.

**M. Darren O'Quinn , Attorney, Little Rock**, for his offer of free assistance in preparing advance directives, to those present at the April AANHR meeting.

**Bob Edwards** of Wilkes and McHugh for its financial assistance in the printing and mailing of AANHR's newsletter and other publications as well as financing the attendance of two board members to the annual NCCNHR conference.

**Paschall Strategic Communications** for their continued assistance with public relations needs.

**First Assembly of God Church** in North Little Rock for providing AANHR a meeting room.

## AANHR Officers and Board Members

**President** - Martha Deaver, Conway

**Vice President** - Gary Melton, Searcy

**Secretary** - Betty Buckta, Judsonia

**Treasurer** - Frances Walker, Benton

**Program Chairman** - Gary Melton, Searcy

**Members of the Board:** Nancy Allison, Conway; Martha Blount, Searcy; James Brooks, North Little Rock; Julie Edwards, Mabelvale; Nancy Johnson, Fairfield Bay; Pat McGuire, Alexander; and Ann Pinney, Benton.

**Honorary Board Member:** Faye Sandstrum, Searcy.

**Newsletter Editors:** Martha & Ernie Blount, Searcy

## Helpful/Important Numbers

### **The Office of Long Term Care (OLTC)**

has a toll-free number for information, assistance and complaints for residents and family members:

1 - 800 - LTC - 4887 between 8 a.m. and 4:30 p.m. on weekdays.

You may also write to: Office of Long Term Care (OLTC) P.O. Box 8059, Slot 400 Little Rock, AR  
72203-8059

OLTC website:

<https://www.medicaid.state.ar.us/InternetSolution/General/units/oltc/index.aspx>

You should also report complaints to the Arkansas Attorney General

**Toll Free: 1 - 866 - 810 - 0016**

**Little Rock Local: 682 - 7760**

For additional assistance or a listening ear, call AANHR at

**(501) 450 - 9619 in Conway;**

**(501) 884 - 6728 in Fairfield Bay;**

Visit our website at [www.aanhr.org](http://www.aanhr.org) or e-mail us at [Info@aanhr.org](mailto:Info@aanhr.org)

Your local Ombudsman's number should be posted in a prominent place in the nursing home, preferably near the front entrance. You may also call your local Area Agency on Aging to secure the name and phone number of the Ombudsman.

The UALR Senior Justice Center can be reached at: **501 - 683 - 7153.**



Arkansas Advocates for Nursing Home Residents

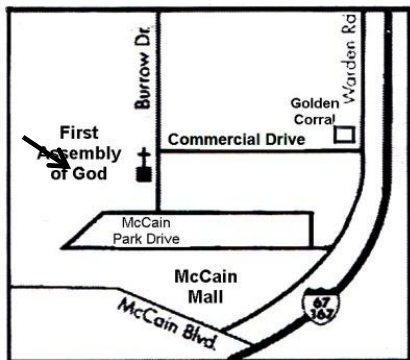
**AANHR**

P.O. Box 165641 Little Rock, AR 72216

[www.aanhr.org](http://www.aanhr.org)

NON-PROFIT ORGANIZATION  
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**Strength in Numbers, AANHR Needs You!**

AANHR is a nonprofit organization run by non-paid volunteers dedicated to protecting and improving the quality of care and life for Arkansas residents in long term care facilities.

Please lend your support by joining AANHR? Your membership dues help to pay for our activities that support our mission statement. Memberships are available on a calendar year basis. Join now and you will be a member through December 31, 2010.

Today's Date \_\_\_\_\_

Name \_\_\_\_\_

Mailing address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

- ( ) I wish to receive the AANHR newsletter.
- ( ) \$15 per individual membership enclosed.
- ( ) \$20 per family or corporate membership.
- ( ) \$4 per student or CNA membership.
- ( ) Waive dues because of financial hardship.

**Please make checks payable to: AANHR and mail to 2336 Riverview Circle, Benton AR 72019**

**Driving directions to First Assembly of God Church, 4501 Burrow Road, North Little Rock**

**Coming from the North:**

When driving South on Highway 67/167, take exit #1 onto Warden Road. As soon as you safely can, move into the right-hand lane, as you will be turning right at the Golden Corral Restaurant onto Commercial Drive.

**Coming from East, West or South:**

If you are on either I-30 or I-40, take Highway 67/167 North. Take exit #2 onto Landers Road. Stay in the left-hand lane, as you will be turning left and going under Highway 67/167 and enter Warden Road going southbound. As soon as you safely can, move into the right-hand lane, as you will be turning right at the Golden Corral Restaurant onto Commercial Drive.

Commercial Drive terminates at the church. Proceed straight across Burrow Road into the church's parking lot and turn right at the far side of the building into the narrow alley-like drive.

The entry door is located about half-way down this side of the church and the meeting room (#113) is immediately inside the entrance door.