



AANHR

Arkansas Advocates for Nursing Home Residents

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

PROTECTING NURSING
HOME RESIDENTS

September
2011

Next Meeting
Sept 12

MEETING

PLACE:

First Assembly of God
Church

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

10:00 a.m.

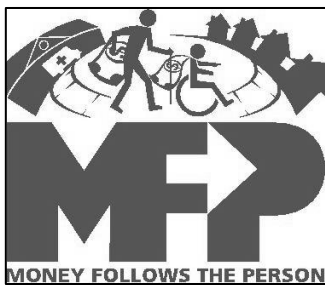
Meeting for
members, family and
friends of residents
(Closed to persons
representing the
nursing home
industry).

11:00 a.m.

Public Meeting
(see article at right)

Residents' Rights
Rally coming
soon!

Details: Page 3.



September 12th AANHR meeting topic:
Money Follows the Person Program
Speaker: Marico Howe, Money
Follows the Person Program Director

Marico Howe, Money Follows the Person Program Director, has thirteen years experience in business systems, electronic commerce, and project management. She received a Bachelor of Science in Computer Science from Bowie State University in Bowie, Maryland. After which, she received her Master of Science in Computer Science from Johns Hopkins University in Baltimore, Maryland. Marico worked for the Johns Hopkins University/ Applied Physics Laboratory for four years as a Software Engineer and a Project Manager. Additionally, she worked for the General Accounting Office in Washington, D.C. for two years. She returned home a few years back with her family to Arkansas where they enjoy all the benefits the "Natural State" has to offer.

As a part of the Deficit Reduction Act of 2005, the Money Follows the Person (MFP) Rebalancing Demonstration Program was intended to provide support for States in rebalancing their long-term care systems. This initiative was designed to increase consumer direction through the use of Home and Community Based Services (HCBS) and decrease the use of institutional services. Initially, the MFP Program authorized up to \$1.75 billion in Federal funds through fiscal year (FY) 2011. However, in 2010, it was extended through September 30, 2016, with additional appropriation of \$450 million for each FY 2012-2016, which brought the total additional funding to \$2.25 billion.

Through the MFP Program, Arkansas serves four populations: the elderly (65 years or older), persons with physical and developmental disabilities and adults with mental illness. To date, MFP has transitioned 195 participants. The demonstration services include, but are not limited to, Community Transition Services, Goods and Services, Therapeutic Interventions, Intense Transitional Management, clothing, In Home Monitoring Technology, Telemedicine, Supported Living, and 24-Hour Attendant Care. Two new categories, Emergency Fund and Dental were recently approved by Centers for Medicare & Medicaid Services.

Complimentary Lunch

The Wilkes McHugh Law Firm has graciously offered those who attend AANHR monthly meetings a complimentary catered lunch at noon following the meetings. Please feel free to stay for this time of fellowship after our meetings. AANHR thanks Wilkes McHugh for their many years of support to our organization.



From the President's Desk Martha Deaver

The Arkansas Advocates for Nursing Home Residents (AANHR) will celebrate their eighth annual Residents' Rights Rally at the State Capitol on October tenth. The annual rally is to acknowledge the rights of nursing home residents. We know that when a person can no longer be responsible for their own care, many go to a long-term care setting.

I am happy to say that we are expecting a great turnout! Our keynote speaker will be the Arkansas State Attorney General, Dustin McDaniel. Other featured speakers are: Dr. David Montague, Director of UALR Senior Justice Center; Maria Diaz, AARP State Director; Kathie Gately, Arkansas State Ombudsman; and, Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist Church. The honorable Governor Mike Beebe signed a proclamation recognizing this special event.



AANHR's goal as an organization is to "protect and improve the quality of care and life for nursing home residents in Arkansas." We acknowledge the importance of these rights guaranteed by the Federal Nursing Home Reform Act of 1987. These rights must not be diminished!

Information pertaining to protecting the rights of Arkansas nursing home residents will be handed out to every person in attendance. For more information about residents' rights visit www.aanhr.org.

DEAR ABBY: You often advise readers who have the time to reach out and volunteer. There's a little-known program in every state that was mandated by a 1978 amendment to the "Older Americans Act." It's the Long Term Care Ombudsman Program. Its goal is to help assure that long-term care facility residents live harmoniously and with dignity, feeling free to voice complaints or concerns without reprisal.

There's a need nationwide for volunteers to make this program work. The ultimate goal is to have one volunteer in each nursing home. After training is completed, volunteers spend eight to 16 hours a month visiting their assigned nursing homes. They talk with the residents and observe conditions. If there's a complaint, they take it to their regional ombudsman for resolution.

Once residents get to know and trust you, they will share wonderful life stories. Some of them have no one to talk to, no visitors or family. A volunteer ombudsman is the voice for those who have none, and helps to make each community a better place to live for all its residents.

The nursing homes like to have volunteer ombudsmen visit their facilities because they want to provide the best care possible for their residents. -- JILL IN VAN BUREN, Arkansas.

DEAR JILL: Forgive me if this seems cynical, but some do and some don't -- which is exactly why it's so important that there are trained observers willing to regularly visit nursing home patients to ensure they are properly cared for. Readers, this is important work. If you are interested in volunteering, contact your local social services agency, Department of Aging or search online for the word "ombudsman" and the state in which you reside.

Reprinted from AR Democrat-Gazette, 8-7-11.



Eighth Annual Event Please Join Us!!!

Monday, October 10, 2011

**AR State Capitol Steps 11:00 AM
Inclement Weather: Rotunda**



October is National Long-Term Care Residents' Rights Month

**Hosted By
Arkansas Advocates for Nursing Home Residents
www.aanhr.org**

For more info please call 501-450-9619 or 501-269-4626

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**

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

Making A Difference

By Rick Bolton, CVO



Companionship, dignity, freedom from boredom, despair, and loneliness . . . these are some of the thoughts that flow through my mind as I walk the halls of a local nursing home as a Certified Volunteer Ombudsman (CVO).

Ombudsman is an antiquated term for a go-between agent for the state of Arkansas and a nursing home resident. The term “ombudsman” came from Sweden when they transferred from a monarchy to a democracy and found they needed an arbitrator to communicate between the elites and the uneducated citizens. When the Older Americans Acts passed over thirty years ago problems arose with quality of care and thus the Ombudsman program was birthed in the United States. Put simply, I am a volunteer visitor, an advocate for nursing home residents. Note that I use the term “residents” instead of “patients” because a nursing home is their home.

It is difficult to explain the emotions I feel when I walk into a residence home and I spot a big smile and the resident sometimes remembers my name. I even get some hugs! They have some incredible stories to tell even though I have heard them before. Some residents have no visitors despite their families living in the same town. Most people think nursing homes are full of elderly folks. This is not necessarily so. Some residents are younger than me but have debilitating illnesses such as multiple sclerosis, cerebral palsy, stroke, heart ailments and broken bones. Some receive therapy while others are made as comfortable as possible.

Being an ombudsman is not for the faint of heart. Watching the aging process takes its toll. The sorrows sometimes outweigh the joys but the need is tremendous. We are asked to spend two to four hours per week visiting which is spread pretty thin when you consider there are seventy-five to one hundred residents to visit.

Volunteer Ombudsman certification is simple and straightforward with rules defining what we can and cannot do. We don’t discuss religion, politics, finances, or contact family members. (However, family members can contact us.) We also do not interfere with medications or treatments. In many cases, we do not know the reasons they live in a facility due to residents’ privacy rights. However, there is a list of conditions we can monitor including cleanliness, odors, hygiene, conditions, and complaints. I usually bring books and magazines to read and two ears to listen to their concerns and, if possible, help solve any problems, always remembering there are two sides to every story.

If you would like to be part of this wonderful program contact your local Arkansas Agency on Aging and you too can make a difference to our senior, infirm citizens in facilities across our state.

Contact info for Arkansas: Kathie J. Gately, BSW, SLTCO Office of the State LTC Ombudsman, Division of Aging & Adult Services, P.O. Box 1437-Slot S 530, Little Rock, AR 72203, 501.682.8952, www.ombudsman.com

SPECIAL NOTE

Your regional Ombudsman’s picture and contact information 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.

Residents' Rights Relating To Individualized Care

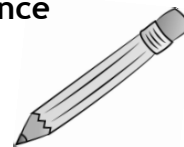
(Per Title 42, Chapter 483, Department of Public Health and Human Services requirements for states and long-term care facilities)

The care plan meeting and care planning are the best ways to help staff individualize care for each resident.

1. Residents have the right to accommodation of individual needs and preferences.
2. Each resident has the right to a comprehensive assessment of his/her needs.
3. Each resident has the right to care and services to attain or maintain his/her highest practicable level of well-being.
4. Residents have the right to participate in the planning of their care and treatment or changes thereto.
5. Residents have the right to choose a personal attending physician.
6. Residents have the right to be fully informed in advance about care and treatment and any changes in that care and treatment.
7. Residents have the right to be cared for with dignity and respect and in full recognition of their individuality.
8. Residents have the right to choose activities, schedules, and health care consistent with their interests, assessments, and plans of care.
9. Residents have the right to make choices about aspects of their life in the facility that is significant to them.



Consumer Voice 36th Annual Meeting and Conference
Amway Grand Plaza Hotel
Grand Rapids Michigan 49503
October 25-28, 2011



What to do if you find care lacking?

Talk to the CNAs on duty for your hall.

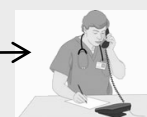
Talk to the nurse for your hall.

Talk to the Charge (RN) nurse on duty for your wing.

Talk to the Director of Nursing or the Administrator.

Call the Office of Long Term Care or the Regional Ombudsman.

The Office of Long Term Care phone number is 1-800-582-4887.



OMBUDSMAN

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 2012 AANHR Officers and Board Members**

Nominating Committee for November Election:

Chairperson	Linda Brimer, Searcy - (501)230-5844
Committee Members	Nancy Patterson, Searcy -(501)305-4034 Julie Edwards, Alexander - (501) 425-9959

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 (501-450-9619)
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, Alexander
 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:

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

M. Darren O'Quinn , Attorney, Little Rock, for his continued assistance to and support of AANHR.

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.

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.

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; Linda Brimer, Searcy; James Brooks, North Little Rock; Julie Edwards, Alexander; Pat McGuire, Alexander; Nancy Patterson, Searcy; 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 or e-mail us at 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.**

www.ualr.edu/seniorjustice



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AANHR

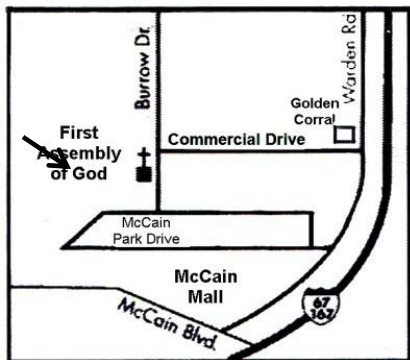
P.O. Box 165641 Little Rock, AR 72216

www.aanhr.org

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Address Service Requested

Sept. 2011



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, 2012.

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 #1A 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.