



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS
Oct 2012

Conway (501) 450-9619

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

Ninth Annual Residents' Rights Rally

Please Join Us!!!

Monday, October 8th, 2012

**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.

Program of Events:

- Martha Deaver, AANHR PresidentWelcome
- Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist..... Invocation
- Martha Deaver, Event ChairmanProclamation Presentation
- Dustin McDaniel..... Arkansas Attorney General
- Kathie Gately..... Arkansas State Ombudsman
- Maria Reynolds-DiazAARP
- Dr. David Montague..... Director of UALR Senior Justice Center
- Martha DeaverClosing Remarks

Residents' Rights Rally
Mon. Oct 8
11:00 AM
Capitol steps will replace the October monthly meeting.
Next regularly scheduled AANHR meeting at First Assembly of God Church, NLR is Monday, Nov. 12th 10:00 AM.

From the President's Desk Martha Deaver

Consider this your invitation to our ninth annual Residents' Rights Rally at the State Capitol on October 8th. This 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. We hope to have some guests who are currently nursing home residents. If you have never been to the Capitol, there is a drop off area available, under the front steps, that eliminates the necessity of walking to the site.

I am happy to report that we are expecting a great turnout! As you can see from the schedule on page one, our keynote speaker will be Dustin McDaniel, Arkansas State Attorney General. Other featured speakers include: Dr. David Montague, Director of the UALR Senior Justice Center; Maria Diaz, AARP State Director; Kathie Gately, Arkansas State Ombudsman; and, Dr. Gerald Parker, Sr., Pilgrim Progress Missionary Church. The Honorable Governor Mike Beebe signed a proclamation recognizing this 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 residents will be distributed to every person in attendance. For more information about residents' rights visit www.aanhr.org or call 501-450-9619.



Volunteer Ombudsmen Needed

Regardless of whether or not you end up becoming a volunteer ombudsman, your knowledge will increase greatly by attending an ombudsman training session. Volunteer Ombudsman training takes only one day and can make an incredible difference in the life of a nursing home resident. A volunteer ombudsman is authorized to help the residents with any concerns. Protecting the resident's rights is a priority. The volunteer ombudsman is authorized to take complaints and report things they see that are questionable to their regional ombudsman, who can take steps to remedy the situation. A volunteer ombudsman can make a big difference brightening the life of a nursing home resident. After the day of training and a short orientation period one can become a Certified Ombudsman and can choose to be assigned to a specific nursing home where just two hours service per week is expected. If interested, please contact Martha Deaver at 501-450-7405; she will put you in touch with your regional ombudsman.

*"Speak up for those who cannot speak for themselves, for the rights of all who are destitute. Speak up and judge fairly; defend the rights of the poor and needy."
Proverbs 31:8 NIV*



Re-vitalizing Family Councils

Kathie Gately, Arkansas State Long Term Care Ombudsman, has been working with Family Councils over 30 years. Kathie has set a 2012 focus to **rebuild and maintain** family councils at nursing homes around Arkansas. She pointed out that in the 1980's, ninety percent of the LTC facilities had family councils. Presently only about eighteen percent of the facilities have family councils. She aspires to reach fifty percent with this campaign. Her regional ombudsmen are challenged to develop and sustain family councils in their area nursing homes.

To develop a family council, remember that it is not run by the facility. A family council is not required by law, but the facility is required to provide a meeting room if asked. The staff does not attend the meeting unless invited. It is often wise to hold family council meetings away from the facility to maintain focus on issues and avoid any feeling of intimidation. A person does not have to have a resident in the facility to be a member of the family council.

The persons starting the family council must enlist a person with energy, time and passion to be the leader. You need an organizer, establish a structure, and officers are chosen or elected. A draft of by laws for your family council organization should be submitted to other members for their input/ideas. Draw everyone into the dialogue as you share ideas and then choose a name for your group. Decide how often you want to meet. Now it is time to talk to the Administrator telling him you are interested in forming the family council. It is important to create a working relationship with this person.

When you have chosen a date, you will start to pass out flyers and put up signs in the facility advertising the first meeting. A pot luck or speaker is a good way to draw people to the family council meeting. It is important to keep the meeting structured and not allow it to be monopolized by one person. You want to address concerns that benefit all residents. If someone has a concern specific to their loved one it is suggested that they speak with the administrator. You will start to draw ideas for future meetings from attendees.

The Ombudsman program in Arkansas is known to be the best in the nation. Kathie now has 580 volunteer ombudsman in long term care facilities around the state. The information she shared with us, and much more, is part of the training program she is using throughout the Arkansas. Kathie believes the success of this initiative will stimulate improved relationships with family and staff and, most importantly, affect the quality of care and life of our loved ones. She will continue to give us information about the program.



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

New ProPublica project: Nursing Home Inspect

by Charles Ornstein

<Charles.Ornstein@propublica.org>



Dear friends and colleagues:

I wanted to let you know about a really terrific new tool that my colleagues and I at ProPublica just unveiled, called Nursing Home Inspect. I know many of you have written or read stories and investigations about problems at nursing homes over the years, but this tool is completely different and I hope you will give it a spin and help us get the word out about it.

Nursing Home Inspect:

<http://projects.propublica.org/nursing-homes/>, allows you to easily search through thousands of recent government inspection reports from around the country, most since the beginning of 2011.

In case you didn't know, the U.S. Centers for Medicare and Medicaid Services (CMS), put the narratives from nursing home inspection reports online in July. Unlike the CMS site, however, Nursing Home Inspect allows searches by keyword and city, as well as by a home's name. Also unlike CMS, our app allows you to search across all the reports at once.

You can search by state or by the severity level of the deficiencies cited. The default search ranks results by the severity level of the problem found.

As of today, the underlying database covers nearly 118,000 deficiencies at 14,565 homes. There are more than 15,000 nursing homes in the U.S., and as CMS releases newer inspection reports in the future, we plan to add them.

Why is this so cool and helpful? This is where you can look for patterns of problems at nursing homes in your area.

Searching for the phrase "pressure sore" returns 2,121 results. Searching for the phrase "bed sore" returns 1,946 results, some of them duplicates. But other words that also can return deficiencies related to bed sores include: decubitus, purulent and pus, as well as stage iii and stage iv (phrases that describe the most serious and dangerous sores, but can also describe cancer progression).

Another example: Sexual assaults. Though uncommon in nursing homes, 88 reports include

"rape" and 120 include "sexual assault" (there is some overlap). A broader search for the word "sexual" yields far more results, 787.

Some other searches that piqued our interest were: "cigarette and burn" (found patients who were burned when allowed to smoke without supervision); "conviction" (found nursing home staff with criminal records); "ignore," "mistreat" and "rude" (found residents who believed they had been mistreated).

A search for the words "terminate" and "suspend" often produces results involving nursing home staff who were disciplined for alleged misconduct.

One caution: Some reports mention the words you're searching in the text but they don't describe a problem at the home. The word could be in a home's policy statement or may describe past behavior. We have a whole article with tips and cautions.

Here is a link to a story I wrote with Lena Groeger (who put together the app): <http://www.propublica.org/article/our-latest-news-app-nursing-home-inspect>

Here is a link to a tipsheet on how to best use the app: <http://www.propublica.org/article/how-to-search-nursing-home-inspect://p>

I would love to hear any thoughts you have. We plan to update this as CMS releases more data. I hope this is helpful to you. ***Please feel free to pass this along to anyone else who may find it helpful.***

Charles Ornstein
Senior Reporter, ProPublica



Election at November 12th Meeting for 2012 AANHR Officers and Board Members

Nominating Committee for November Election:

Chairperson: Nancy Allison, Conway (501) --327-3152
 Committee Members: 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 as an officer or board position. You must have the permission of you nominee.

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

These are the nominees for 2013:

President: Martha Deaver, Conway (501-450-9619)
 Vice-President: Nancy Patterson, Searcy
 Secretary: Betty Buckta, Batesville
 Treasurer: Frances Walker, Benton

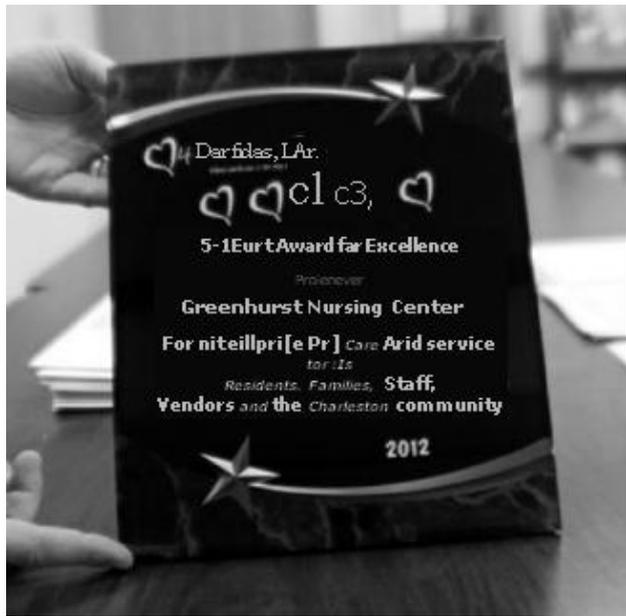
Nominees for the Board of Directors:

Martha Blount, Searcy
 Linda Brimer, Searcy
 James Brooks, North Little Rock
 Kim Brown, Jonesboro
 Pat McGuire, Alexander
 Ann Pinney, Benton
 Carolyn Pollett, Sherwood

Steps to take if you find care lacking

1. Talk to the CNAs on duty for your hall. → 
2. Talk to the nurse for your hall. → 
3. Talk to the Director of Nursing or the Administrator. → 
4. Call the Office of Long Term Care or the Regional Ombudsman. → OMBUDSMAN

❖ The Office of Long Term Care Phone in Arkansas is 1-800-582-4887.
 ❖ Regional Ombudsman contact information complete with a photo of the 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.



Greenhurst Nursing Center Sets Example Of True Quality In Resident Care

On Thursday August 16, 2012, 4OurElders awarded the Greenhurst Nursing Center in Charleston, Arkansas its highest award, the 5-Heart Award “For excellence in care and service for its residents, families, staff, vendors and the Charleston community.”

4OurElders , headquartered in Fort Smith, Arkansas, is a company that evaluates and helps to improve the level of care and service in long term care facilities in various states. In presenting the award, the company's

founder Steve Brigrance told the home's staff and others present that they had the highest dedication to care and service that he had seen in his career, which includes assessments of care and service in hundreds of long term facilities around the country. In fact, Greenhurst's Administrator Jonas Schaffer told his staff that Brigrance actually told him that Greenhurst was the first facility Brigrance has evaluated that has 4OurElders' insistence on perfection in care and service “in sight as a realistic, achievable goal.” “It is an unparalleled home in my experience” Brigrance told the audience.

4OurElders is an independent company that takes no referral fees and makes no specific recommendations about homes its clients should choose. Rather, it evaluates competing facilities—Independent Living, Assisted Living, Skilled Nursing, Memory Care, Hospice and Adult Family Homes— using proprietary interview, grading and evaluation techniques and tools to assist its clients in finding the best possible long term care home for themselves or a loved one.

Fred Schaffer, Majority owner of Greenhurst says, “I asked the Administrator, who happens to be my son Jonas why in the world he would invite a former lawyer in here to look at every nook and cranny of what we do and how we do it. We just got Medicare certified, with all the additional oversight that comes with that, and now you've brought in a guy that has forms, grading grids and who knows what else and he will talk to anyone he wants and we don't know where all this will come out?” Well, what I saw and experienced with 4OurElders was not only NOT something to be worried about, it was something that anyone who wants to provide the best care and service to its residents better be doing. “We are sure glad we did!”



AANHR Special Thanks

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

- 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 NCCCHR conference.
- 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.
- Paschall Strategic Communications** for their continued assistance with public relations needs.
- Joshua Mayhan** for managing the AANHR website and sending AANHR email alerts.
- 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 his support and assistance, and his providing POA documents pro bono.

AANHR Officers and Board Members

- President** - Martha Deaver, Conway (501-450-9619)
- Vice President** - Gary Melton, Searcy (501-230-2846)
- Secretary** - Betty Buckta, Judsonia (501-593-8860)
- Treasurer** - Frances Walker, Benton (501-316-0260)
- Program Chairman** - Gary Melton, Searcy
- Members of the Board:** Nancy Allison, Conway (501-327-3152); Martha Blount, Searcy (501-278-9168); Linda Brimer, Searcy (501-268-4699); James Brooks, North Little Rock (501-454-6279); Julie Edwards, Alexander; Pat McGuire, Alexander (501-847-1016); Nancy Patterson, Searcy (501-305-4034); and Ann Pinney, Benton (501-249-1084).
- Newsletter Editors:** Ernie and Martha Blount, Searcy.
- Honorary Board Members:** Faye Sandstrum, 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:

[Http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx](http://humanservices.arkansas.gov/dms/Pages/oltcHome.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

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/senior_justice



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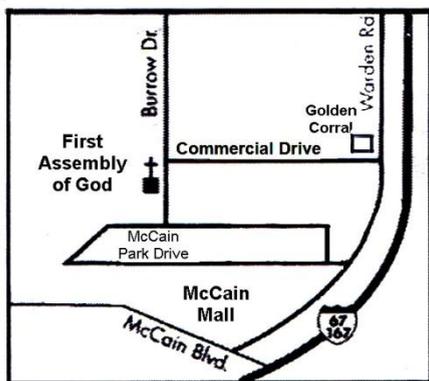
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www.aanhr.org

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Oct. 2012



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.

Won't you please lend your support to us by joining our organization? 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, 2014.**

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.
- Waive dues because of financial hardship.

Please make checks payable to: AANHR and mail to PO 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.