



# AANHR

*Arkansas Advocates for Nursing Home Residents*

**PROTECTING NURSING  
HOME RESIDENTS**

**NOV.  
2012**

## **Next Meeting**

**Nov. 12<sup>th</sup>**

**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.)**

**PLEASE NOTE!!**

**No AANHR meeting  
Or newsletter in  
December. We're  
Looking forward to  
Further successful  
Advocating in 2013.**

Conway (501) 450-9619

### **AANHR's Mission Statement:**

**"To protect and improve the quality of care and life for residents in Arkansas  
nursing homes."**



**November 12, 11:00 A.M.:**

**Our last AANHR meeting in 2012**

**Please join us!**

**Speaker: Melissa Simpson,  
SHIIP Director**

**Topic: Changes relative to the  
Affordable Care Act**

The Senior Health Insurance Information Program (SHIIP) will provide a 2013 Medicare update. Updates include changes resulting from the Affordable Care Act, premium costs and options for Medicare Advantage and Drug Plans. In addition, Ms Simpson will allow time for questions and answers regarding Medicare.

Melissa Simpson has been the director of the Senior Health Insurance Information Program (SHIIP) since June 2007. SHIIP is a Medicare education and information program of the Arkansas Insurance Department and the Centers for Medicare and Medicaid Services.

Prior to her current position, Simpson worked as the development director with Big Brothers Big Sisters of Central Arkansas and volunteer center director with the Heart of Arkansas United Way.

Simpson received her B.S.B.A. degree from the University of Arkansas at Fayetteville and a Master of Public Administration from the University of Arkansas at Little Rock.

Life is a learning experience. Take advantage of this opportunity to gather some valuable information that will help you understand changes in your healthcare that will greatly influence your future.

### **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 for our organization.



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

**A**rkansas Advocates for Nursing Home Residents (AANHR) celebrated our 9th annual Residents' Rights Rally at the State Capitol on October 8th. The annual rally is to acknowledge the rights of long-term care residents.

It was a beautiful day and we had a great turnout including some very special guests: nursing home residents from local Little Rock nursing homes. AR State Attorney General Dustin McDaniel was our keynote speaker. Other featured speakers were Maria Diaz,

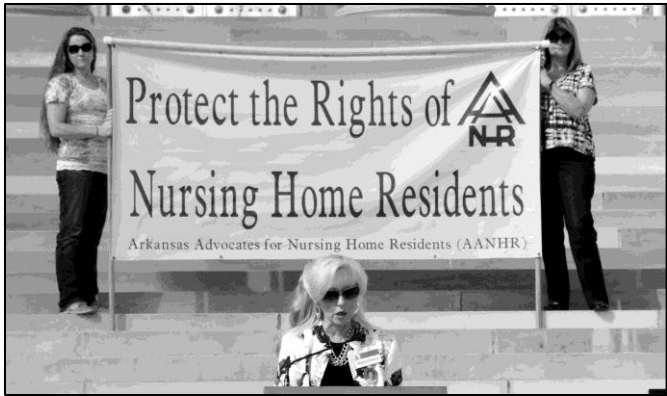
AARP State Director; Kathie Gately, AR State Ombudsman; and Dr. David Montague, Director of the UALR Senior Justice Center. The honorable Governor Mike Beebe signed a proclamation recognizing this special event.

Nursing home abuse and neglect will affect every citizen in the United States, if changes are not made now to protect our most frail and vulnerable American Citizens. These American citizens do not lose their basic civil rights when they enter a nursing home. Sadly, the government data shows, year after year, that their basic rights are violated on a daily basis.

**We will all be in danger of losing "our civil rights" as well, if drastic changes do not occur now!**

The latest government data shows that seventy-one percent of Arkansas nursing homes have been cited for having an environment that caused accidents, fifty-three percent cited for poor quality of care, fifty-two percent cited for poor infection control, forty-six cited for poor food sanitation & forty-seven percent cited for failing to prevent bed sores. **THIS IS DEPLORABLE!** Fighting for the Rights, dignity & well-being of these American citizens has to be a priority to AANHR and everyone else.

For more information about residents' rights and other nursing home issues along with more pictures taken at the rally please visit [www.aanhr.org](http://www.aanhr.org).



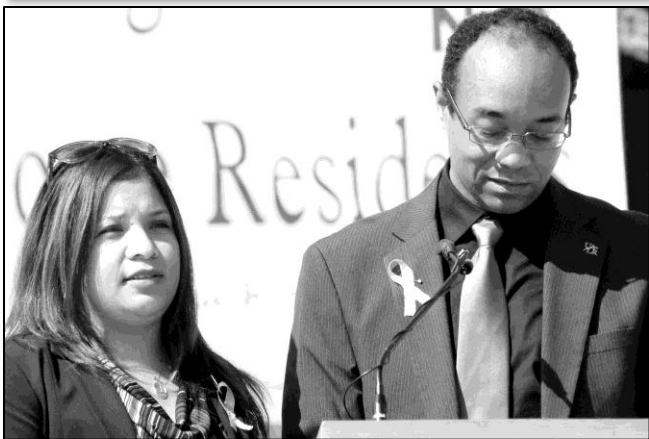


## Ribbon Tree Represents "Actual Harm" Violations Cited in Arkansas Nursing Homes

Each ribbon on the ribbon tree represents a nursing home resident who has encountered "Actual Harm" while in the care of a nursing home.

2,500 "Actual Harm" violations were cited on Arkansas nursing homes in 2010. These "Actual Harm" violations were cited for harm or the potential for death to the nursing home residents.

Arkansas Advocates for Nursing Home Residents (AANHR) [aanhr.org](http://aanhr.org)



*"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

# Get the Facts About Antipsychotic Drugs & Dementia Care



Medications can be an important part of the care provided to nursing home residents. However it is critical to monitor their use carefully. This brochure focuses on one type of medication: antipsychotics.

## What Are Antipsychotic Medications?

Antipsychotic medications are highly potent drugs with serious side effects. They are indicated to treat conditions and diagnoses such as schizophrenia. They are not generally indicated for the treatment of symptoms of dementia.

## Why Is This An Important Issue?

In the past, the use of antipsychotics to treat people with Alzheimer's Disease and other dementia was often considered an accepted practice. Now we know that antipsychotic medications that are prescribed inappropriately may be dangerous, especially for the elderly and people with dementia. These medications can have serious, life-threatening side effects like stroke, heart attack and seizures. They may nearly double the risk of death for elderly residents. There is now a national campaign to stop their inappropriate use.

## How Does This Relate To Dementia Care?

Some people with dementia may, at times, have *behavioral symptoms* such as: agitation, physical aggression or vocalizations or *psychological symptoms* ranging from: depression and anxiety to hallucinations, delusions and psychosis. These symptoms may be the result of physical discomfort (such as hunger, a headache or an infection) or emotional upset (resulting from things like loud or confusing noises, being touched in a surprising or uncomfortable way or having a daily routine disrupted). Except when there is an immediate danger to the individual or another resident, the current standard of practice is to provide care that keeps residents comfortable and responds to their needs (and symptoms) without drugs.

## When May Antipsychotic Medications Be Useful?

Antipsychotic medications and other "psychoactive" medications that sedate or subdue can be helpful in certain limited circumstances, such as when treating a diagnosed psychotic condition (like schizophrenia) or to *temporarily* alleviate a situation (such as when someone is dangerous to him or herself or others). When used to alleviate a situation, it is important that the lowest dose possible is used and that care is taken to assess the individual and factors that may be causing the symptoms. Care should be taken to identify and try non-pharmacological approaches to alleviating symptoms and, to the greatest extent possible, to reduce and eliminate the use of drugs. Antipsychotic medications should not be used in the long term to mask symptoms by sedating the person. If medications are used to treat behavioral symptoms of dementia in place of good care, this may be a form of chemical restraint and is prohibited by Federal law.

### Residents' Rights

- **Informed Decision-Making:** Residents have the right to be informed about the risks and benefits of any medication.
- **Right to Refuse:** Residents have the right to refuse a medication.
- **Freedom from Chemical Restraints:** It is against the law to give medications that do not benefit the resident, such as for convenience of staff.

**WHAT IS BEING DONE TO STOP UNNECESSARY USE OF ANTIPSYCHOTIC MEDICATIONS?**

**Enforcement:** Federal and State inspectors are paying close attention and holding providers accountable for prescribing antipsychotic medications without a specific reason for their use.

**Education:** The government is working with nursing homes, physicians and other caregivers, as well consumer advocates, to improve approaches around dementia care.

**Transparency:** The [medicare.gov Nursing Home Compare website](https://www.medicare.gov/nhcompare) has information on antipsychotic medication use for each nursing home.

**WHAT YOU CAN DO**

**Be informed** about antipsychotic medications & residents' rights. See "Resources" below for help and more information.

**Ask to Speak to the Physician:** Residents have the right to refuse antipsychotic medications.

**Contact a Resident Advocate:** Your local Long Term Care Ombudsman or advocacy organization can help. They can be found through The Consumer Voice ([theconsumervoice.org](https://theconsumervoice.org)).

**File a Complaint** with your State department of health.

**WHO CAN SPEAK FOR A RESIDENT?**

**Resident with Capacity:** If a resident is able to give (or withhold) consent only he or she has the right to do so.

**Resident without Capacity:** The resident's legally authorized representative may give (or withhold) consent.

**Note:** Consent to use an antipsychotic medication may be withdrawn at any time by the resident or representative.

**QUESTIONS TO ASK THE NURSING HOME**

What is the reason for this medication?

What are the symptoms that the medication should improve?

Did the team attempt to identify the causes of the person's behavior before using medication to address the symptoms?

Did the team try to use non-medication approaches before trying this medication?

How will this medication be monitored and, if possible, reduced?

**It is important to remember:** All nursing homes across the country are being required to adopt new practices. State and Federal inspectors are being told to hold nursing homes accountable. See "What You Can Do" and "Resources" on this page to learn how you can overcome these challenges.

**Resources**

- [medicare.gov/nhcompare](https://www.medicare.gov/nhcompare). The Federal website provides information on individual nursing homes nationwide, including their rates of antipsychotic medication use. It also has contact information for State oversight agencies, LTC Ombudsmen and the Federal Nursing Home Complaint Form.
- [nursinghome411.org](https://nursinghome411.org). Nursing home consumer resource website from the Long Term Care Community Coalition with resources on antipsychotic medications.
- [canhr.org/stop-drugging](https://canhr.org/stop-drugging). The California Advocates for Nursing Home Reform's Campaign to Stop Chemical Restraints in Nursing Homes has a variety of valuable resources including videos and an excellent guide, Toxic Medicine.
- [theconsumervoice.org](https://theconsumervoice.org). The National Consumer Voice website includes a dedicated page with antipsychotic medication resources, contact information for LTC Ombudsman and State LTC advocates and many other resources.

## 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.



### 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.
- David Couch** of The Law Offices of David A. Couch, PLLC, PA, for his support and assistance, and his providing POA documents pro bono.
- 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.

### 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](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.**

[www.ualr.edu/senior\\_justice](http://www.ualr.edu/senior_justice)



Arkansas Advocates for Nursing Home Residents

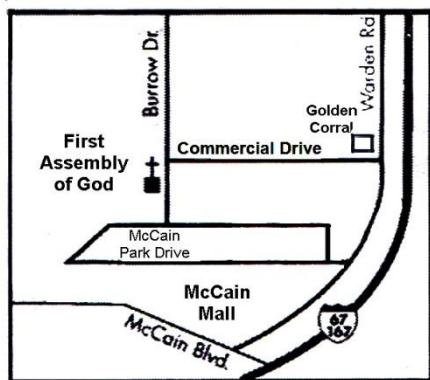
AANHR

P.O. Box 165641 Little Rock, AR 72216

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

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PERMIT NO. 1886

NOV. 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.