



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING  
HOME RESIDENTS

Feb.  
2013

## Next Meeting Feb. 11 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.)



Happy  
Valentine's  
Day

Conway (501) 450-9619

### AANHR's Mission Statement:

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



## February 11, 11:00 AM, Meeting Topic: OLTC Inspection Surveys Speaker: Lisa Thomas RN-BC, State Training Coordinator DHS-OLTC

Ms. Lisa Thomas, State Training Coordinator for the AR Department of Human Services-Office of Long Term Care, will explain how to read and understand surveys at the February 11 meeting beginning at 11:00 AM. Ms Thomas is responsible for the training of all new surveyors and education for all CMS regulatory updates and regulation changes to both the surveyors and the nursing home industry. She has over twenty years of nursing experience, sixteen of which are in geriatrics. Ms Thomas has held board certification in Nursing Practice through the American Nurse Credentialing Center since 1997 and has held her present position as State Training Coordinator since 2008.

Are newsletter readers aware that laws require that long term care facilities be inspected both by state and federal inspection teams on a regular basis? Surveyor teams arrive on site at the facility and normally stay a few days observing caregivers in the performance of their duties, inspecting facility procedures for everything from the temperature of bath water to the methods used in meal preparation, and examining staffing records along with resident medical records.

As the survey team prepares to exit the facility at the end of the inspection a preview of the findings is presented to the facility's administrative staff. The official report comes soon after along with protocol for responding to any deficiencies found in care. Survey reports that detail survey team conclusions must be available for the public's inspection at the nursing home, as well as available online, and via mail on request from the OLTC.

Please join us as Ms Thomas sheds light on reading a report and understanding the severity of deficiencies found along with the facility's plan of action to remedy them.

*"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



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

Every soldier, sailor, airman, and Marine veteran gave America a blank check for up to, and including, the amount of their very life. It is our nation's responsibility to ensure the safety and well-being of the men and women who fought for the freedom and justice we enjoy each and every day of our lives. Soldiers swore to uphold and defend our Constitution, at all costs! In return for their sacrificial service to our nation, AANHRR believes that our state should provide quality living facilities and care for those Arkansas veterans in need of specialized care or assistance for daily living.

Last summer (2012) the AR State Office for Veterans Affairs closed the Little Rock Veterans Home after it became apparent that accumulated repairs and deficiencies were so great that remedy involving that facility was not cost effective. This end was the result of years of maintenance neglect and also financial misdoing involving, among other things, illegal fees charged to the home's resident veterans. Veterans who had lived there for years were split up and moved to other facilities around the state. Long-standing friendships and camaraderie ended.

AANHRR believes the process for acquiring a new facility should begin without delay since the process takes years to fruition. This chart compares the number of veterans homes in AR versus the surrounding states, given the percent of veteran population in each:

State	Veteran Population	No. of Veteran Homes
TX	6%	8
MS	7.1%	6
OK	8.5%	7
MO	8.5%	7
LA	6.9%	5
TN	7.9%	4
AR	8%	1



Thirty-seven veterans homes for six states and Arkansas now has only one that was completed in 2006 in Fayetteville with one-hundred-five beds to support over two-hundred-forty-nine thousand vets; sixty-six thousand of those vets live in central Arkansas -- too distant from Fayetteville to be a favorable care choice.

As this article is written at least two bills have been introduced in the state legislature regarding the building of a new replacement veterans' facility. House bill 1013 (HB1013) sponsored by Rep. John Edwards, D-Little Rock, would direct that a new one-hundred-fifty bed home be built under the direction of the state Veterans Affairs Dept. Edwards estimates the cost to build the facility at twenty-one million dollars -- sixty-five percent of which would be provided by the federal government under current veteran program rules.

A second veterans home bill, SB 3 sponsored by Senator Jane English R- NLR would create a panel by May 2013 to study the cost and location of a new veterans home with findings to be completed by October 31, 2013. Stay tuned for future news about progress toward providing quality care for our AR veterans -- care they very much deserve!



Gerone Q. Hobbs,  
Pulaski County Coroner

## Coroner Procedures Relative to Death of a Long Term Care Resident

Gerone Q. Hobbs, Pulaski County Coroner, is a registered Medicolegal Death Investigator and is a member of the American Board of Medicolegal Death Investigation. As a trained investigator with many years of experience and a minister of the Gospel of Jesus Christ, he is acutely aware of the issues that can arise in long term care facilities.

Act 499, passed in the 1999 Arkansas legislative session, was enacted under former coroner Mark Malcolm establishing protocol to thoroughly investigate each nursing home death or death in a hospital within 5 days of being admitted from a nursing home. When a LTC (Long Term Care) facility death is reported to the Coroner's Office a deputy coroner must

respond immediately. Upon arrival at the facility a thorough examination of the decedent and the room is done including photographs, front and back of the decedent, and the room. Medical records and medication records are thoroughly reviewed and interviews with staff and family are done. If the facility were found to lie regarding circumstances of the decedent's care, it becomes a Class E misdemeanor. A cover up could result in loss of license. If probable cause is determined (accidental, homicide or undetermined) the deputy must notify the coroner and law enforcement. The chief medical examiner makes the final decision if there is to be an autopsy after reviewing all information. The decedent is then either released to the funeral home or transported to the medical examiner.

Any person suspecting death by maltreatment is required to report the facts to law enforcement, OLTC or the coroner's office. Anyone can call the coroner and request an investigation. Coroners have the authority to ask for and receive medical records from the facility where they decedent lived. Facility administration must promptly provide requested records for use in the coroner's investigation. Family members of the decedent may ask for the coroner's report including pictures of the loved one.

### 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 501-450-9619; she will put you in touch with your regional ombudsman.

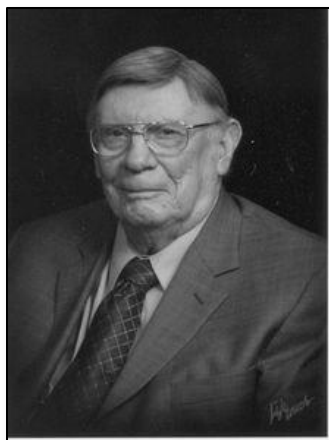
### Complimentary Lunch

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.

*President's note: I visited Bill Latham several times after he moved from the Little Rock Veterans Home to a facility in Sherwood. He enjoyed playing piano which he did very well. I'm sure he must have missed talking about old soldier stories with his friends at the L.R. Veterans Home. It seems a shame that the group of veterans had to be moved in the first place and also that they were scattered across the state. Fortunately, some were transplanted in groups of two to four to other facilities. None were left behind -- at the old home.*



Several other former Little Rock Veterans Home residents, AANHR members and I attended the graveside memorial service in Searcy (White County). A Military Chaplin officiated and the Patriot Guard Riders honored Mr. Latham with its presence, while standing at attention holding American flags. Bill was awarded the WWII Victory Medal and Army Occupation Medal for his military service. The Patriot Guard Riders is a group of veterans who, when summoned, attend funerals of veterans to honor their service



**William Dillard "Bill" Latham**, of Sherwood, formerly of Searcy, left this life to be with the Lord January 19, 2013. He was born January 17, 1924 in Cave City, Arkansas to the late Elmer and Bertha Nelson Latham.

In addition to his parents, he was preceded in death by one sister, Elvona Latham Barnett; and two nieces, Wanda Frazier and Shelly Phillips Hasley.

He was a beloved father to Kim Latham of Sherwood; and uncle to four great nieces and one great nephew who survive.

Graveside services with Military Honors held Wednesday, January 23 at White County Memorial Gardens.



## Arkansas Advocates for Nursing Home Residents

Dear Friend of AANHR:

AANHR is a nonprofit organization run entirely by non-paid volunteers. Please lend us your support by joining or rejoining our organization this year, 2013.

Your memberships and contributions are our primary source of revenue and are necessary for us to continue our work. Your past generosity is greatly appreciated and we earnestly ask that you continue to support our mission, which is "to protect and improve the quality of care and life for residents in Arkansas nursing homes." We are so appreciative of people like you who support our cause, and us; because together we can make a difference.

### Annual Dues Structure:

Families or Organizations	\$20.00
Individual Membership	15.00
Students	4.00

Please make your checks payable to: **AANHR**

and submit them to **2236 Riverview Circle, Benton AR 72019-9468**. All contributions and donations to AANHR, (a 501(c)(3) organization), are tax deductible to the fullest extent of the law.

Our by-laws make persons affiliated with or representing the nursing home industry and its regulatory agencies ineligible for membership although we welcome them at AANHR open meetings and urge them to enter into dialogue with us.

Thank you in advance for your support,



Francis Walker, Treasurer

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### Please return this portion with your dues:

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

Name \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ - \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email Address \_\_\_\_\_

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

**Please make checks payable to "AANHR" and mail to**  
**2236 Riverview Circle, Benton AR 72019-9468.**



## Need Help with Health Insurance?

**A**t a recent AANHR meeting, Melissa Simpson, **SHIIP** Director, pointed AANHR those present to the Arkansas State Insurance Department, an invaluable state agency that is able to help you navigate the confusing world of insurance. **Senior Health Insurance Information Program**, is the division of the state insurance department that works with consumers to determine which Medicare plan is best for them. Ms. Simpson went over the four parts of Medicare (Part A, B, C or D), discussing Part A is hospital insurance, Part B medical insurance, Part C Medicare Advantage replacing Part A & B, and Part D prescription drug coverage. SHIIP personnel can help you make informed decisions about Medicare and Medigap coverage.




Ms. Simpson left handouts, the Medicare Basic Toolkit and Need Help With Insurance? with those attending the meeting. She stressed the importance of comparing insurance plans ensuring you get the coverage you need and recommended you take advantage of the assistance offered by SHIIP at 1-800-224-6330 and [www.insurance.arkansas.gov](http://www.insurance.arkansas.gov)

Other divisions of Arkansas State Insurance Department include **The Health Benefits Exchange** which will be helping people and businesses shop for health insurance coverage in 2014 under the Affordable Care Act. The Health Benefits Exchange will be a marketplace where individuals and employers will be able to shop for, compare and enroll in health insurance coverage. Their number is 1-501-683-7231.

There is also the **Consumer Services Division**, a department serving as advocates that will assist consumers who have problems, questions, concerns or complaints with any of their insurance. They will support Arkansans in working with insurance companies and agents to resolve issues and can be reached at 1-800-852-5494. **The Health Insurance Rate Review Division** is charged with protecting consumers and employers from unreasonable health insurance premium increases and can be reached at 1-855-332-2227.

The Arkansas Insurance Department does not sell insurance or offer legal advice.

### *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.

**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.

**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.

### AANHR Officers and Board Members

**President** - Martha Deaver, Conway (501-450-9619)

**Vice President** - Nancy Patterson, Searcy (501-305-4034)

**Secretary** - Betty Buckta, Batesville

**Treasurer** - Frances Walker, Benton (501-316-0260)

**Members of the Board:** Martha Blount, Searcy (501-278-9168); Linda Brimer, Searcy (501-268-4699); James Brooks, North Little Rock (501-454-6279); Kim Brown, Jonesboro; Pat McGuire, Alexander (501-847-1016); Ann Pinney, Benton (501-249-1084) and Carolyn Pollett, Sherwood.

**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

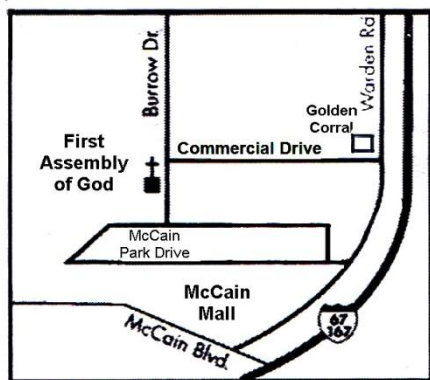
AANHR

P.O. Box 165641 Little Rock, AR 72216

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

NON-PROFIT  
ORGANIZATION  
U.S. POSTAGE PAID  
LITTLE ROCK, AR  
PERMIT NO. 1886

Feb. 2013



### 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, 2013**.

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.