



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
May 2014

Conway (501) 450-9619

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

**Next Meeting  
May 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.)**



## May 12 Meeting Topic: Care Plans and Assessment

**Speakers: Cecilia Vinson, MSN, RN, Nurse Manager, DHS-OLTC  
Lisa Thomas RN-BC, State Training Coordinator DHS-OLTC**

This month's AANHR meeting (a make-up topic from the weather cancelled February meeting) will stress the importance of Care Plans and Assessment to facilitate good care for nursing home residents.

A care plan is essentially the "recipe" that dictates care for your loved family member. Care plans are as different as each resident is different. Each care plan should be individualized to fit the resident it is created to serve.

As the term implies, assessment is the means for measuring the results of overall care and follow through on the care plan components.



**Speakers: Cecilia Vinson**, Nurse Manager for the Arkansas Department of Human Services-Office of Long Term Care with over twenty years of nursing experience and a Master's Degree in Nursing, and a Post Baccalaureate Certification in Public Health. In addition, Ms. Vinson is certified as a Long Term Care Surveyor through CMS (Centers for Medicaid and Medicare Services).



**Ms Lisa Thomas**, State Training Coordinator for the AR Department of Human Services-Office of Long Term Care, will explain the details of assessing the follow through of prescribed care plans. 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.

Join us on May 12<sup>th</sup> at 11:00 AM as we learn more about care plans and the assessment of the quality of care that your family member in a nursing home is receiving.



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

*This month we're printing a list of the Alzheimer's Certified Special Care Units in Arkansas on page 4. There are not that many certified units in Arkansas. I'm devoting my column to a very informative article I found about criteria for evaluating these facilities on a very helpful website: Caregiver.com. There exists a wealth of information that can be very useful to those who are caregivers and those who know caregivers. We are also including info about our in state Alzheimer's Advocacy organization: Alzheimer's Arkansas. They are one of the premier go to places for resources in our care giving eras of our lives. Martha D.*

### Alzheimer's Disease Special Care Units

Daniel L. Paris, MSW, Massachusetts General Hospital

Many patients with Alzheimer's disease will utilize some form of long term care during the course of their disease. There are many types of long term care such as assisted living for independent early stage patients, or a nursing home for later stage patients requiring skilled care. The decision to use this service can be a difficult one for the patient and their family. Part of this difficulty is the process of choosing the right facility. Part of choosing the right facility is deciding to use an Alzheimer's disease special care unit (ADSCU).

Many factors determine which facility is the best one. This can include finding; the right level of care, a location close enough to visit, a cost that can be afforded, a comfortable social environment and a pleasant physical layout. In choosing a facility, it is necessary to juggle these and other considerations to find the best one. Everyone will have unique needs for placement, making the right facility different for each patient and family. In my job at MGH I usually give a list of facilities instead of making specific recommendations. I am always afraid of a facility being chosen not because it is the right one, but just because the social worker at the hospital suggested it. However there is one recommendation I always make to families, and that is finding a facility with an ADSCU.

Managing Alzheimer's disease is a difficult endeavor, just ask any family or professional caregiver. Caregivers face Alzheimer's disease symptoms such as memory loss, sleep disturbances, confusion, communication impairments, incontinence, agitation, depression, aggression, falling, catastrophic reactions, and many others. The challenges inherent in managing these symptoms are magnified when patients are in an environment which is not their home, and which they may have been

resistant to enter. An ADSCU provides the best opportunity for the patient to be successful, meaning they are as comfortable and safe as possible.

An ADSCU is as the name suggests, designed for the specific needs of the Alzheimer's disease patient. There are two main ingredients to a good ADSCU. First, the physical layout is designed or modified for Alzheimer's disease and normal age related concerns. Second, all facility staff are trained to meet the specific challenges of Alzheimer's disease. An ADSCU will have activities programming modified and presented with disease symptoms in mind, and the best facilities will also offer programs for the family such as education seminars or support groups and be strongly involved in community Alzheimer's disease activities such as advocacy or education.

The physical design of an ADSCU should maximize safety and minimize confusion. Some facilities are designed from the ground up for Alzheimer's disease while others have been modified for this purpose. While an ADSCU in a skilled nursing facility will look very different from one in an assisted living, the physical design of each ADSCU will have certain things in common. The facility needs the right level of supervision, at best staff should be around patients unless they are in their room. There must be a method of preventing wandering including disguised and locked doors, and hopefully an indoor and/outdoor wander path. Lighting should be constant, sound mellow, temperature comfortable and the walls should be decorated with color coding, signs, memory aides and even interesting activities. The best facilities will also have sunrooms, private dining areas, and a family atmosphere.

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Staff training in an ADSCU should include disease education and techniques in behavior management. The best ADSCUs will have training involving the AD Association, their recommended yearly allowance for staff is 12 hours training before hitting the floors, and 12 hours annual follow-up. The best ADSCUs should have participated in programs such as the "Train the Trainer," and will be familiar with terms like "the Habilitation Method." Their staff will know how to manage symptoms with techniques like distraction, reminiscence and successful non-verbal communication.

Any facility can hang out a shingle and claim to be an ADSCU, so beware of cheap imitations. Some take patients with Alzheimer's disease but have made limited modifications and train their staff with an annual in-service by their friendly neighborhood hospital social worker. An assisted living may turn off stoves, or a skilled nursing designate a wing to Alzheimer's disease. In evaluating an ADSCU, caregivers should ask very clear questions about facility design and staff training. They can also check with the local Alzheimer's Association chapter who can often provide a list of facilities, comprehensive checklists of what to look for, and even where they have done staff training themselves.

In my experience, it is the people combined with training that truly make the ADSCU. I have seen the most compassionate, professional staff in very nice (see ADSCU on bottom of page 4)

FACILITY NAME	ADDRESS	PHONE & FAX	Certified Beds
Apple Ridge Health & Rehabilitation, LLC	115 Orendorf Avenue Harrison, AR 72601	870-741-3438 Fax 870-741-9117	31
Butterfield Trail Village	1923 E. Joyce Blvd. Fayetteville, AR 72703	479-442-7220 Fax 479-442-2019	40
Courtyard Gardens Health & Rehabilitation, LLC	2701 Twin Rivers Dr. Arkadelphia, AR 71923	870-246-5566 Fax 870-245-3305	22
Heritage of Hot Springs Health & Rehabilitation, LLC	552 Golf Links Road Hot Springs, AR 71901-7917	501-624-7149 Fax 501-624-4251	18
Heritage Square Nursing & Rehabilitation Center, Inc.	710 No Ruddle Road (P O Box 687) Blytheville, AR 72315	870-763-3654 Fax 870-762-1172	12
Pine Hills Health & Rehabilitation, LLC	900 Magnolia Road Camden, AR 71701	870-836-6833 Fax 870-837-7178	40
Pointer Trail Health & Rehabilitation, LLC	228 Pointer Trail West Van Buren, AR 72956	479-474-5276 Fax 479-471-2640	18
The Woods of Monticello Health & Rehabilitation, LLC	1194 N Chester St (P O Box 576) Monticello, AR 71655	870-367-6852 Fax 870-367-3910	22
Windcrest Health & Rehab, Inc.	2455 Lowell Road Springdale, AR 72764	479-756-9000 Fax 479-751-1111	19

Information provided by Alzheimers Arkansas: [alzark.org](http://alzark.org)

201 Markham Center Drive, Little Rock, AR 72205-1409, Phone: 501-224-0021 or 800-689-6090, Fax: 501-227-6303

(ADSCU)

facilities make the completely wrong decision due to a lack of disease specific training. I have also seen extraordinary care in cash strapped Veterans Administration ADSCUs because they have phenomenal people that are terribly well trained. Obviously the best of all worlds would be these wonderful, well trained people in a state of the art facility. The unfortunate reality is the right level of care may be too far away, not covered by insurance, or have a year long wait list.

I have learned that it is difficult to predict which facility a family will prefer. Case and point is that my own grandmother with Alzheimer's disease is not in an ADSCU. Some patients will do fine outside an ADSCU, for example an advanced patient with minimal Alzheimer's disease management needs may be fine in a traditional skilled nursing facility. Many

facilities without the full range of design, activities and training still provide quality care for Alzheimer's patients. But it is vital to remember that Alzheimer's disease requires very special care, and this care is usually best found in an ADSCU.

Using a quality ADSCU is one of the most frequent bits of advice I give to caregivers. Fittingly, one of the places I learned this is from caregivers themselves. Many of the horrors stories I hear about placements I feel are caused by an absence of disease specific training or a lack of appropriate facilities. If one cause of stress in the placement process is patients winding up in the wrong facility, then using a quality ADSCU is good stress prevention.

*article reprinted from caregiver.com*

Happy Birthday  
Greenhurst  
Family Council!



## Greenhurst Family Council Celebrates 15 Consecutive Years!!

By Susie Hood, Greenhurst Family Council President

Hello AANHR newsletter readers, we hope all is well with you! We celebrated with a potluck party, April 23rd, our 15th consecutive year as a family council! Below is a picture of the beautiful cake one of our members, Patty Price, made for our day. We have been so blessed over these past fifteen years to have such wonderful members. We were just saying yesterday at the party we feel like family toward one another. When I look back over these fifteen years so many wonderful memories come to mind.

I was thinking last night about AANHR members coming for your first visit to Greenhurst at our dear former Greenhurst Administrator, Kriss Schafer's request. I remember how terrified I was when he called and said I had been invited to come speak at your AANHR meeting in North Little Rock.

I had never spoken to an audience in my whole life. At first I declined. Then with the pressure Kriss applied and a sweet letter of encouragement from Nancy (former AANHR President) I relented. I must say I "sweated bullets" for a couple months preparing for that speech. Soon into the speech, because everyone was so nice, it became like a fireside chat with all those wonderful people. You all made me feel so welcome.

I was thinking about all the bake sales, raffles, garage sales etc. over these past fifteen years so we would have the money to buy each of our wonderful residents a Christmas present each year. For the past few years we have become quite adept at those projects. We have been able to spend \$35.00 for each of the 97 residents' presents. We have determined that not one of them will be forgotten at Christmas. It is such a joy to see their faces when we deliver their gifts to them. We even have a little red wagon with side boards that gets decorated and, my little Westie, Molly McBee, pulls the wagon loaded with some of the gifts to the residents' rooms. Of course she has help with the pulling but, she doesn't know it and we are keeping it that way. She dons her Elf Suit for the occasion and you can see joy in her eyes. She loves it and they all love her.

We still keep our Benevolent Fund up dated for the residents that have no one to come to their aid for personal items, clothing, toiletries etc. We plan to have a tea party for the residents soon.

We will be under the big tent serving hot dogs, chips, drinks, popcorn, and watermelon on the 4th of July. Greenhurst provides all the food and live music followed by a wonderful fireworks display for the residents and all the surrounding communities. I believe if memory serves me correctly we served over 1000 hot dogs last year.

Those are some of things the GFC has been up to of late. Please say hello from the GFC to all of the AANHR family. Thank you & God Bless you & the AANHR for all you do.



## Alzheimer's Arkansas Programs and Services

was first incorporated in 1984 as the "Alzheimer's Support Group of Central Arkansas", with the purpose of providing information and support to persons with dementia and their caregivers. Later, the group of volunteer leaders joined the national Alzheimer's Association.

In 2002, the Association's restructuring of chapters would have required us to move our headquarters to Oklahoma. Rather than allow our leadership and our funds to go out of state, our Board of Directors elected to disaffiliate from the national Association to become **Alzheimer's Arkansas Programs and Services**.

The important thing to know is that **Alzheimer's Arkansas** is now an independent non-profit organization dedicated to Supporting Arkansas families affected by any kind of dementia. The funds that we raise are used solely for services to Arkansas families. Our volunteer Board of Directors is composed of local community members or services are free and our funds are spent **ONLY** in Arkansas.

As most of you know, **Alzheimer's Arkansas** primary goal is taking care of Arkansas families who are affected by Alzheimer's disease and other types of dementia. While our office is in Little Rock, we travel all across the state to reach families who need our information and support. We are always looking for ways to increase our outreach.



Now, thanks to the generosity of the Taylor Foundation, **Alzheimer's Arkansas** has a new building

that is perfect for us. There is plenty of room - everyone has an office, plus plenty of storage and two meeting rooms. It is fresh and new, it's comfortable and it is all ours. No more rent!

Saving rental costs means more funds to use for outreach. Having more space means more effective organization of materials.

**Our mission is to provide the information and support needed so that all Arkansans affected by Alzheimer's disease and related dementias are able to live with dignity and comfort until a cure is found.**

Our programs and services include:

- Toll-free 24-hour telephone support for caregivers
- Family support groups
- Early stage patient support groups
- Family education sessions
- In-service training for professional caregivers
- Community awareness presentations
- A monthly newsletter for our members
- Public policy advocates
- Financial assistance for caregivers
- A lending library of printed and video materials

### 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.

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** - Nancy Patterson, Searcy (501-278-6577)

**Secretary** - Nancy Allison, Conway (501-327-3152)

**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); Pat McGuire, Alexander (501-847-1016); 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

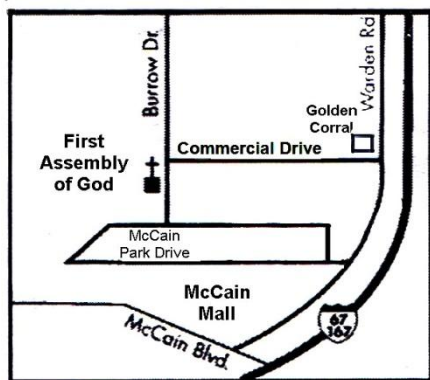
P.O. Box 165641 Little Rock, AR 72216

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

NON-PROFIT ORGANIZATION  
U.S. POSTAGE PAID  
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PERMIT NO. 1886

Address Service Requested

May 2014



**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 (#102) is immediately inside the entrance door.