



AANHR

Arkansas Advocates for Nursing Home Residents

Conway (501) 450-9619

AANHR's Mission Statement:

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

PROTECTING NURSING
HOME RESIDENTS

July
2015

Next Meeting

July 13

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.)



July 13th AANHR Meeting topic: Involuntary Discharge

Speaker: Lisa Thomas RN-BC,
State Training Coordinator DHS-OLTC

If you have ever expressed concern about the care at a long term care facility and been asked if you would like to check out other arrangements for your loved one, you might find our July meeting topic, involuntary discharge, offers much helpful information.

Ms Lisa Thomas, State Training Coordinator for the AR Department of Human Services-Office of Long Term Care, will explain the ins and outs of involuntary discharge at the July 13 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.

Rules and regulations exist to protect our loved ones and set guidelines for their care. Please join us on July 13 to learn about them. Knowledge is power -- power in knowing what the parameters for good care are, so you may compliment good care and express concern when you experience a lack of caring skills. Hope to see you then.

PLEASE NOTE:

There will be
no meeting nor
newsletter in
August.

AANHR is an ALL VOLUNTEER 501 C-3 non-profit organization.

No AANHR member receives compensation for his/her advocacy activities. THEREFORE, AANHR is very appreciative of the ongoing financial contributions of our members and supporters. Please consider supporting our advocacy with a financial contribution.

See details on page 8 of this newsletter. Thank You!



From the President's Desk Martha Deaver

One of our AANHR Board members recently reported on a missed opportunity to deal with "end of life" issues before life ended for a beloved family member. Tending to end of life issues while the loved one is available to help with details makes for a much smoother process. Most of us are very experienced procrastinators! However, it is past time to "get around to it". If you have not already done so, make an appointment with yourself to get this accomplished. You will feel better for it! Below are some valuable facts to get you started. These are valuable documents to have whether or not one ever enters a nursing home!

END OF LIFE ISSUES

During the admission to a nursing home, your loved one will be asked if they have an Advance Directive, a legal document which will guide the doctor and the nursing home regarding treatment if your resident becomes unable to express his or her own wishes. If a resident does not have an Advance Directive and is or becomes unable to make their own decisions someone else will make those decisions and it may not be what the individual would have wished. It is important to understand that these documents take effect *only when the resident is unable to make or express his or her own wishes* and that they can be revoked or changed at any time.

There are at least three important kinds of Advance Directives.

- A **Living Will** tells family members and medical professionals to what extent special means should or should not be used when a person becomes incurably ill or permanently unconscious. Such a statement can relieve family members of the burden and stress of trying to guess at a very emotional what their loved one might want.
- Financial Durable Power of Attorney** - in which a person is appointed to make business and financial decisions for the resident. This person is not authorized to make health decisions.
- Health Care Durable Power of Attorney** - which names the person to make decisions about health care and treatment. Appointment of such a person may avoid later quarrels between family members who may disagree about treatment.

Advance Directives must be in writing, signed by the maker, and witnessed by two other adults. Forms prepared by the Health Law section of the Arkansas Bar Association are available at <http://www.arkbar.com> or from any attorney.

PLEASE NOTE:
**There will be no meeting
 nor newsletter
 In August**

Check out aanhr.org for valuable information and to read former AANHR newsletters.

Nursing Home Checklist for those Shopping for a Nursing Home

- Are there any unacceptable odors in the nursing home?
- How do the residents appear to be groomed? Are their clothes clean, hair combed, faces and mouths clean, fingernails and hands clean?
- Are the residents involved in meaningful activities either with staff or peers? This would not include watching TV in the big room.
- How do the meals look? Are they appetizing? Is enough food served? Are residents who need help eating being fed by staff? Are residents in their rooms being fed?
- What is the mood in the dining room? Are residents and staff relaxed or is there a hurried pace to get residents fed?
- Do you hear residents crying out? How do staff members respond to these cries?
- How is the staff interacting with residents? Do they call them by name? How are residents interacting with staff?
- Is the facility noisy? Does the facility feel like a home?
- Is the most recent survey posted so that you can read and learn how the facility fared during the most recent licensing survey?
- Is there a clean, attractive area where family and friends can visit?
- What do the individual rooms look like? Do they reflect the decorating styles of the residents with personal items displayed? Are all the rooms just exactly alike with no personal effects present?
- reprinted from: <http://www.arombudsman.com/Checklist.htm>*

Paying for Nursing Home Care in Arkansas

MEDICARE

Many people believe that Medicare will cover the cost of nursing home care. Medicare only pays for nursing home costs under specific guidelines and for a certain number of days:

1. The individual entering a nursing home must require skilled nursing or rehabilitation services. This does not include custodial, intermediate or personal care.
2. The nursing home care is provided after a three day or longer hospital stay for treatment of the same illness or condition.
3. The nursing home must be Medicare approved and the bed the individual is assigned must be certified for Medicare reimbursement.
4. All covered services for the first 20 days of care are fully paid by Medicare. For the next 80 days a co-payment is required of the individual's health insurance. Starting at day 101 the individual is responsible for all charges.
5. Always ask if a facility is certified for Medicaid payment after Medicare benefits are exhausted. If the facility is not dually licensed, you may have to move to another facility.

MEDICAID

Long Term Care Medicaid: Conditional Eligibility Requirements

Even if you already receive Medicaid benefits, you must apply for long-term care Medicaid for nursing home payment. You do this at your county Department of Human Services Office.

1. The Individual must be a U.S. citizen or qualified alien.
2. The individual must be a resident of Arkansas. If the individual is coming from another state, prior approval must be obtained from the Office of Long Term Care, Medical Need Determination Section.
3. Categorical eligibility requires that the individual be 65 years of age or older, or;
4. Blind (visual acuity of 20.200 or less, or limited visual field of 20 or less, with best correction, or;
5. Disabled (unable to engage in sustained gainful work activity for a least 12 months as determined by the Social Security Administration or the Medical Review Team.)

Long Term Care Medicaid: Financial Eligibility Requirements

There are two categories for financial assets that are taken into account in determining an individuals eligibility for Medicaid: income and resources

INCOME: Think of income as the amount of money an individual receives. This would include Social Security, Veteran's benefits, railroad retirement, pensions, annuities, dividends, rental income, withdrawals from IRA, etc. For the year 2014, the acceptable monthly income cap is \$2,163.00. The income limit usually increases at the first of each calendar year. Income of spouse and children not counted. Persons applying for the Assisted Living waiver may establish eligibility through an income trust.

RESOURCES: Resources are countable things of value a person has ownership in. Resources include real property, cash, checking and/or savings accounts, certificates of deposit, promissory notes, mortgages, stocks, mutual fund shares, bonds, trusts, automobiles, life insurance policies with a cash value, IRA's, Revocable burial funds, etc

Resources that are not usually counted:

The Home - Equity interest in your primary home is a factor. If your spouse, your child under age 21, or your blind or disabled child resides in the home. If you, your spouse or a relative dependant on the home for shelter resides in the home.

One motor vehicle

Burial spaces for any member of the individual's immediate family

Prepaid irrevocable burial plans

The resource limit for the covered individual is \$2,000. If you have a spouse living at home, special protection of resources are available based on total resources for you and your spouse. In 2014, the amount is between \$23,448 and \$117,240 based on a formula.

Individuals who exceed these requirements might still be able to qualify by creating what is known as a Miller's Trust. Contact your county Department of Human Services office for more information.

PRIVATE PAY

About half of all nursing home residents pay the costs out of their own savings. Most nursing homes have a private pay rate that is higher than the Medicaid reimbursement rate. This rate varies from facility to facility. Be sure to ask about the rate and determine what services you will be expected to pay for in addition to your room rate. Make sure that the Admissions Contract spells out exactly what charges you are responsible for before you sign the contract. Depending on the length of the nursing home stay, an individual may exhaust all of his/her savings and be eligible for Medicaid. Even if you are paying for care yourself, it is a good idea to determine in advance if the facility is Medicaid eligible.

LONG TERM CARE INSURANCE

It is generally acknowledged that long term care coverage is the glaring hole in the safety net provided by Medicare, Medicaid and private health care insurance. As with most insurance, the younger you are when you enroll in a plan, the more reasonable the premiums.

Even if you enroll early, the costs of long term care insurance reflects the staggering cost of nursing home care. Before you select a plan, it is important to understand the cost and benefits. Assistance in determining your options is available through SHIP, the Senior Health Insurance Program at 1-800-224-6330.

Filing a Complaint with the Arkansas Office of Long Term Care

The Office of Long Term Care investigates complaints against facilities as well as allegations of abuse or neglect of residents, theft of residents' property, and poor quality of resident care. Investigations are confidential, and you do not have to give your name when you file a complaint. If you choose to give your name, the Office of Long Term Care informs you when the investigation is completed.

You can file a complaint by telephone, fax, e-mail, or letter:

- Phone: 1-800-582-4887
- Fax: 501-682-8540, Attention Complaint Unit
- E-mail: complaints.OLTC@arkansas.gov
- Letter: Complaints Unit, Office of Long Term Care, P.O. Box 8059, Slot S407, Little Rock, AR 72203-8059

When you send a complaint, please provide as much of the following information as possible:

- Name of the resident or residents
- Name of the facility and its address
- Name of the facility administrator
- Names of persons who witnessed or have knowledge of the incident. Please state the relationships of these persons to the resident (for example, employee, spouse, or daughter).
- Facts of the incident. Please include the date and time and provide as much detail as possible. For example, is this a continuing situation or an isolated incident? Also, please let us know whether you or someone else contacted the administrator about the incident and, if so, what the administrator said or did in response.

If you want the investigator to contact you, you must provide your name, address, and telephone number or e-mail address.

reprinted from: <http://humanservices.arkansas.gov/dms/Pages/oltcConsumers.aspx#9>

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.

AANHR Special Thanks

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

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.

The Law Office of Bob Edwards for providing AANHR Good Care Booklets

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 - 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); Julie Edwards, Alexander; 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 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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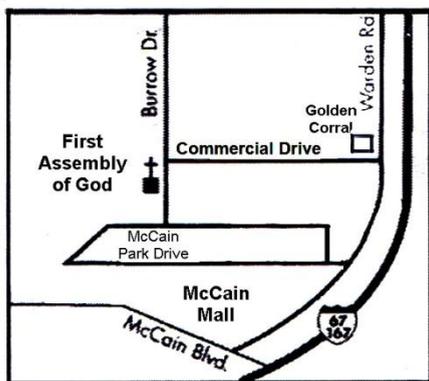
AANHR

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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, 2016.**

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
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.