September 14th AANHR Meeting: 11:00 AM:
Senior Gems® DVD: Help for Caregivers of Seniors with Alzheimer’s and Dementia

The September AANHR program will be a bit out of the norm! Kathie Gately, Arkansas State Ombudsman, recently brought AANHR meeting attendees a complimentary copy of the DVD, Senior Gems. Kathie will introduce the video and we will view it at this meeting.

The Senior Gems® DVD created by Senior Helpers®, which is based on the Gems™, techniques, strategies, and overall approach to care which was created and developed by Teepa Snow, Positive Approach, LLC. It is a method for identifying the characteristics of aging, from normal aging through the early and late-stage dementia which many seniors are now facing. This classification system allows trained Senior Helpers caregivers to identify the characteristics of different stages of dementia and understand what a person can still do based on a gem level and using specific strategies to care for our seniors. Additionally, the Senior Gems® program enables Senior Helpers to create the best plan for caring for the individual long term.

Senior Gems® focuses on what is precious and unique about each senior, and although changes take place as the disease progresses, Senior Helpers focuses on what these seniors can do with what they still have available to continue to live a purposeful life at home or in a skilled care facility. It’s all about focusing on taking a positive approach and using strategies that will work. (reprinted from http://www.seniorhelpers.com/our-services/senior-gems)

This thirty-six minute DVD explains parts of the brain, how each functions, and changes related to the stages of dementia along with relevant strategies for adapting care to these changes. AANHR is devoting meeting time for this viewing because so many nursing home residents are in a facility due to dementia and Alzheimer’s Disease. We hope to see you there!
Save the Date!!

Monday, October 12 (Columbus Day)   11:00 AM

AANHR's Twelfth Annual Residents' Rights Rally

is coming to the state Capitol Steps near you very soon. In lieu of a monthly meeting in October, we will rally on the east side of the Capitol. Seating is provided and the rally will move inside in the event of inclement weather.

We will have our usual speakers representing various aspects related to care of senior citizens along with our special keynote speaker, Arkansas Attorney General Leslie Rutledge. We look forward to hearing from Ms Rutledge on her plan to deal with Medicaid Fraud and Abuse related to nursing home residents.

See you there!

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

From the President’s Desk . . . . Martha Deaver

On page 5 please find a list of the current VA “Approved” Long Term Care Facilities in AR. This is the pre-approved pool of homes available when a veteran leave the veterans hospital and requires long term care. AANHR’s understanding is that if the Veterans Dept. of Affairs determines a Vet’s infirmities are seventy percent military service related, then the Veterans Administration pays for the long term care.

AANHR Members have followed the progression of events related to veterans and skilled care for them in Arkansas for several years. In 2012, we visited the old Little Rock Veterans Home on Charles Bussey Avenue when it was set to be closed due to mismanagement on the part of Arkansas Veterans Administration. It was a multi-storied building that offered private rooms for veterans and a huge garden out back for those inclined to till the soil. I admired some of the tallest okra plants I had ever seen and carried home a “mess” of okra for dinner. Our newsletter editor remarked that her father Vet would have loved the garden.

Unfortunately, the home was closed and the Vets uprooted, severing their long established ties with each other. Following that the administrator of the only other Veteran Administration run home in Arkansas in Fayetteville was fired. Fast forward a few months and a long time AANHR friend, Kris Shaffer, associated with a very well run locally owned home, Greenhurst, in Charleston AR became the new administrator in Fayetteville. This home’s care is now much improved with a new food vendor and plans in the works for a garden spot close by and happier resident veterans.

Recently, I was pleased to attend the groundbreaking for the new Central Arkansas Veterans Home, a skilled care facility, near the Ft. Roots campus in North Little Rock, built under “greenhouse” guidelines that offers a change from the usual institutional setting of the traditional long term care setting. Plan is for each of eight buildings to have private rooms and restrooms for twelve people. A total of ninety-six veterans and their spouses) will reside in this first phase with space available to build for forty-eight more veterans in the future. AANHR looks forward to visiting this new state-of-the-art facility.
Twelfth Annual
Residents’ Rights Rally
Please Join Us!!!

Monday, October 12th, 2015

AR State Capitol steps 11:00 AM
Inclement Weather: Rotunda

Keynote Speaker:
Arkansas Attorney General
Leslie Rutledge

Hosted By
Arkansas Advocates for Nursing Home Residents
www.aanhr.org

For more info please call 501-450-9619 or 501-269-4626

Program of Events:
Martha Deaver, AANHR President............................Welcome
Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist......Invocation
Martha Deaver, Event Chairman.........................Proclamation Presentation
Kathie Gately..............................................Arkansas State Ombudsman
Herb Sanderson........................................AARP Director of Advocacy
Dr. David Montague.........................Director of UALR Senior Justice Center
Susan Pierce..................................Disability Rights AR Advocate Director
Martha Deaver........................................Closing Remarks

October is National Long-Term Care Residents’ Rights Month

“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
Take Action

Sign the petition to ban the use of arbitration agreements in nursing homes!

August 24, 2015

We need your help! Public Citizen - a national, non-profit consumer advocacy organization - has drafted a petition to the Centers for Medicare and Medicaid Services (CMS), asking for the agency to ban the use of pre-dispute, forced arbitration clauses in nursing home contracts. The petition is gaining support swiftly. Please add your voice to the thousands of others who have already spoken out on this critical issue!

As you may be aware, CMS recently released its proposed revisions to the federal nursing home regulations. As part of its proposed rule, CMS asked for comments on the issue of pre-dispute, forced arbitration clauses in nursing home contracts.

Arbitration is a process in which a dispute - such as a dispute regarding poor care, abuse or neglect - is settled by one or more arbitrators who decide the outcome instead of a jury made up of members of the community. “Pre-dispute” arbitration means that the consumer must agree to arbitration before any dispute arises.

Pre-dispute arbitration agreements force individuals to make a decision without any information at all about the dispute, even in cases of alleged severe neglect, serious injuries or death. This decision must be made at the time of admission, a very stressful time for consumers and their families, when it is difficult to anticipate or even imagine the occurrence of serious harm or poor care. Once signed, pre-dispute, forced arbitration agreements strip individuals of their constitutional right to a trial by jury.

Please go to the website listed below to sign Public Citizen’s petition calling on CMS to ban the use of pre-dispute, forced arbitration clauses in nursing home contracts as part of its revisions to the federal nursing home regulations. (You should be able to copy/paste the link into your internet browser.)

Thank you for your advocacy!


Reprinted from the website of The National Consumer Voice for Quality Long Term Care (formerly nccnhr.org The National Citizen Coalition for Nursing Home Reform)
## VA Approved Long-Term Care Facilities in Arkansas Area, by County

<table>
<thead>
<tr>
<th>County</th>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benton</td>
<td>Concordia Care Center</td>
<td>7 Professional Dr.</td>
<td>Bella Vista</td>
<td>AR</td>
</tr>
<tr>
<td>Benton</td>
<td>Quail Ridge Living Center</td>
<td>564 State Line Rd.</td>
<td>Siloam Springs</td>
<td>AR</td>
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<tr>
<td>Boone</td>
<td>Highlands of Harrison at Tims (Bristol Pointe)</td>
<td>202 Tims Ave.</td>
<td>Harrison</td>
<td>AR</td>
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<tr>
<td>Chicot</td>
<td>Dermott City NH</td>
<td>702 West Gaines</td>
<td>Dermott</td>
<td>AR</td>
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<tr>
<td>Clark</td>
<td>Courtyard Gardens</td>
<td>2701 Twin Rivers Dr.</td>
<td>Arkadelphia</td>
<td>AR</td>
</tr>
<tr>
<td>Cleburne</td>
<td>Highland of Heber Spr. LLC</td>
<td>1040 Weddingford Rd</td>
<td>Heber Springs</td>
<td>AR</td>
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<tr>
<td>Cleveland</td>
<td>Green House Cottages</td>
<td>701 Main St.</td>
<td>Rison</td>
<td>AR</td>
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<tr>
<td>Conway</td>
<td>Brookridge Cove</td>
<td>1000 Brookridge Ln</td>
<td>Morrilton</td>
<td>AR</td>
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<tr>
<td>Crawford</td>
<td>Crawford Healthcare</td>
<td>2010 Main St.</td>
<td>Van Buren</td>
<td>AR</td>
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<tr>
<td>Faulkner</td>
<td>Conway Healthcare (D)</td>
<td>2603 Dave Ward Drive</td>
<td>Conway</td>
<td>AR</td>
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<tr>
<td>Franklin</td>
<td>Greenhurst Nursing Center</td>
<td>226 Skyler Dr.</td>
<td>Charleston</td>
<td>AR</td>
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<tr>
<td>Garland</td>
<td>Heritage of Hot Springs, LLC (B)</td>
<td>552 Golf Links Rd.</td>
<td>Hot Springs</td>
<td>AR</td>
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<tr>
<td>Garland</td>
<td>The Pines Nursing &amp; Rehab</td>
<td>524 Carpenter Dam Rd</td>
<td>Hot Springs</td>
<td>AR</td>
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<tr>
<td>Grant</td>
<td>Sheridan Nursing &amp; Rehab Cntr (D)</td>
<td>113 S. Briarwood St. Rt. 2</td>
<td>Sheridan</td>
<td>AR</td>
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<tr>
<td>Jackson</td>
<td>Lindley Health &amp; Rehab</td>
<td>326 Lindley Ln</td>
<td>Newport</td>
<td>AR</td>
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<tr>
<td>Jefferson</td>
<td>Davis East Nursing Home</td>
<td>6811 S. Hazel St.</td>
<td>Pine Bluff</td>
<td>AR</td>
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<tr>
<td>Lonoke</td>
<td>Chambers Nursing Center, Inc</td>
<td>1001 E. Park Str Hwy 70E</td>
<td>Carlisle</td>
<td>AR</td>
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<tr>
<td>Madison</td>
<td>Meadowview Healthcare &amp; Rehab</td>
<td>825 N. Gaskill St.</td>
<td>Huntsville</td>
<td>AR</td>
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<tr>
<td>Newton</td>
<td>Newton County Nursing Home</td>
<td>610 E. Court St.</td>
<td>Jasper</td>
<td>AR</td>
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<tr>
<td>Ouachita</td>
<td>Pine Hills Health &amp; Rehab-Camden</td>
<td>900 Magnolia Rd</td>
<td>Camden</td>
<td>AR</td>
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<tr>
<td>Polk</td>
<td>Rich Mountain Nursing &amp; Rehab</td>
<td>306 Hornbeck Ave.</td>
<td>Mena</td>
<td>AR</td>
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<tr>
<td>Prairie</td>
<td>Des Arc Nursing &amp; Rehab</td>
<td>2216 W. Main St.</td>
<td>Des Arc</td>
<td>AR</td>
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<tr>
<td>Pulaski</td>
<td>Premier Health &amp; Rehab, LLC</td>
<td>3600 Richards Rd.</td>
<td>North Little</td>
<td>AR</td>
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<tr>
<td>Saline</td>
<td>Heartland Rehab &amp; Care Center</td>
<td>19701 Interstate 30</td>
<td>Benton</td>
<td>AR</td>
</tr>
<tr>
<td>Sebastian</td>
<td>Fianna Hills Nursing &amp; Rehab</td>
<td>8411 South 28th Street</td>
<td>Ft. Smith</td>
<td>AR</td>
</tr>
<tr>
<td>Sebastian</td>
<td>Pink Bud Home for Golden Years</td>
<td>400 S. Coker POB 2000</td>
<td>Greenwood</td>
<td>AR</td>
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<tr>
<td>Sharp</td>
<td>Ash Flat Nursing &amp; Rehab (D)</td>
<td>66 Ozbirn Ln.</td>
<td>Ash Flat</td>
<td>AR</td>
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<tr>
<td>Union</td>
<td>Courtyard Rehab &amp; Health Cntr (B)</td>
<td>2415 W. Hillsboro</td>
<td>ElDorado</td>
<td>AR</td>
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<tr>
<td>Yell</td>
<td>Mitchell's Nursing Home</td>
<td>501 W. 10th St.</td>
<td>Danville</td>
<td>AR</td>
</tr>
<tr>
<td>Jasper</td>
<td>NHC Healthcare</td>
<td>2700 East 34th St.</td>
<td>Joplin</td>
<td>MO</td>
</tr>
<tr>
<td>Lawrence</td>
<td>Monett (Bentonview Park)</td>
<td>410 W. Benton St.</td>
<td>Monett</td>
<td>MO</td>
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<tr>
<td>Newton</td>
<td>Medicalodge of Neosho</td>
<td>400 Lyon Dr.</td>
<td>Neosho</td>
<td>MO</td>
</tr>
</tbody>
</table>

Information from the U.S. Department of Veterans Affairs on 8-19-2015 per AANHR FOIA request.
Lisa Thomas and Rose Tabor, AR Department of Human Services-Office of Long Term Care, staff members explained the ins and outs of involuntary discharge, as defined in OLTC rules, at the July 13 meeting. 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.

Rules and regulations exist to protect our loved ones and set guidelines for their care. Involuntary discharge is likely defined as a discharge initiated by the nursing facility administration and one which was not sought by the resident. One must remember that the nursing facility room or half thereof is a resident's home so certain parameters must be met when asking a resident to move to other quarters outside the facility.

According to (483.12 (A)(2) F201 statute the facility must permit each resident to remain in the facility, and not transfer or discharge the resident from the facility unless (i) the transfer or discharge is necessary for the resident's welfare and/or the resident's needs cannot be met in the facility. In some cases, where specialized care is required such as tracheotomy care, the facility staff may not have the necessary skills for a successful outcome. Other examples might include a patient who refuses to cooperate with wound care.

Sometimes (ii) a resident's health has improved sufficiently so the resident no longer needs the services provided by the facility; (iii) if a resident's presence is determined to endanger other residents or (iv) the health of other residents. Facility administration logically will err on the side of caution to protect the general population of the facility. If a resident has failed, (v) after reasonable and appropriate notice, to pay for (or have paid under Medicare or Medicaid) a stay at the facility.

Whatever scenario necessitates the need for an involuntary discharge It must be documented to the resident and/or his/her responsible party, in writing, thirty days prior to the date of discharge. In the industry, if it is not documented, it didn’t happen and the Office of Long Term Care (OLTC) charges a penalty against the facility for such infractions of the rules.
AANHR Special Thanks

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

Paschall Strategic Communications for their continued assistance with public relations needs.

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.

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

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.uarl.edu/senior justice
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.

**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.