



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS

**Sept 2015**

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**

**Sept 14 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.)**

**SAVE THE DATE!**

**Residents' Rights Rally**

**October 12**

**Capitol steps**



**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!

**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*

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 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.

## **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.

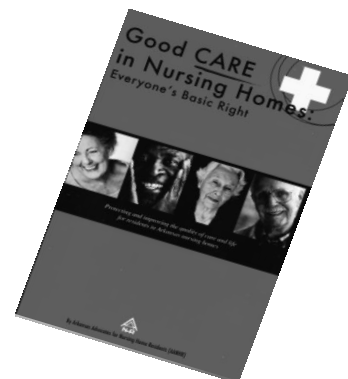
**See you there!**

Check out [aanhr.org](http://aanhr.org) for valuable information and to read former AANHR newsletters.

# Twelfth Annual Residents' Rights Rally Please Join Us!!!

## Monday, October 12<sup>th</sup>, 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](http://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*

A dark grey button with rounded corners and a white border. The text "SIGN ONLINE PETITION" is written in white, uppercase letters. A white mouse cursor arrow is pointing towards the bottom right corner of the button.

## 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!

<http://theconsumervoice.org/news/detail/latest/sign-the-petition-to-ban-the-use-of-arbitration-agreements-in-nursing-homes>

## VA Approved Long-Term Care Facilities in Arkansas Area, by County

County	Name	Address	City	State
Benton	Concordia Care Center	7 Professional Dr.	Bella Vista	AR
Benton	Quail Ridge Living Center	564 State Line Rd.	Siloam Springs	AR
Boone	Highlands of Harrison at Tims (Bristol Pointe)	202 Tims Ave.	Harrison	AR
Chicot	Dermott City NH	702 West Gaines	Dermott	AR
Clark	Courtyard Gardens	2701 Twin Rivers Dr.	Arkadelphia	AR
Cleburne	Highland of Heber Spr. LLC	1040 Weddingford Rd	Heber Springs	AR
Cleveland	Green House Cottages	701 Main St.	Rison	AR
Conway	Brookridge Cove	1000 Brookridge Ln	Morrilton	AR
Crawford	Crawford Healthcare	2010 Main St.	Van Buren	AR
Faulkner	Conway Healthcare (D)	2603 Dave Ward Drive	Conway	AR
Franklin	Greenhurst Nursing Center	226 Skyler Dr.	Charleston	AR
Garland	Heritage of Hot Springs, LLC (B)	552 Golf Links Rd.	Hot Springs	AR
Garland	The Pines Nursing & Rehab	524 Carpenter Dam Rd	Hot Springs	AR
Grant	Sheridan Nursing & Rehab Cntr (D)	113 S. Briarwood St. Rt. 2 B100BB	Sheridan	AR
Jackson	Lindley Health & Rehab	326 Lindley Ln	Newport	AR
Jefferson	Davis East Nursing Home	6811 S. Hazel St.	Pine Bluff	AR
Lonoke	Chambers Nursing Center, Inc	1001 E. Park Str Hwy 70E	Carlisle	AR
Madison	Meadowview Healthcare & Rehab	825 N. Gaskill St.	Huntsville	AR
Newton	Newton County Nursing Home	610 E. Court St.	Jasper	AR
Ouachita	Pine Hills Health & Rehab-Camden	900 Magnolia Rd	Camden	AR
Polk	Rich Mountain Nursing & Rehab	306 Hornbeck Ave.	Mena	AR
Prairie	Des Arc Nursing & Rehab	2216 W. Main St.	Des Arc	AR
Pulaski	Premier Health & Rehab, LLC	3600 Richards Rd.	North Little Rock	AR
Saline	Heartland Rehab & Care Center	19701 Interstate 30	Benton	AR
Sebastian	Fianna Hills Nursing & Rehab	8411 South 28th Street	Ft. Smith	AR
Sebastian	Pink Bud Home for Golden Years	400 S. Coker POB 2000	Greenwood	AR
Sharp	Ash Flat Nursing & Rehab (D)	66 Ozbirn Ln.	Ash Flat	AR
Union	Courtyard Rehab & Health Cntr (B)	2415 W. Hillsboro	EIDorado	AR
Yell	Mitchell's Nursing Home	501 W. 10th St.	Danville	AR
Jasper	NHC Healthcare	2700 East 34th St.	Joplin	MO
Lawrence	Monett (Bentonview Park)	410 W. Benton St.	Monett	MO
Newton	Medicalodge of Neosho	400 Lyon Dr.	Neosho	MO

*Information from the U.S. Department of Veterans Affairs on 8-19-2015 per AANHR FOIA request.*

# KNOW THE RULES!



July 13, 11:00 AM, Meeting Topic:  
Involuntary Discharge  
Speaker: Lisa Thomas RN-BC,  
State Training Coordinator DHS-OLTC

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](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

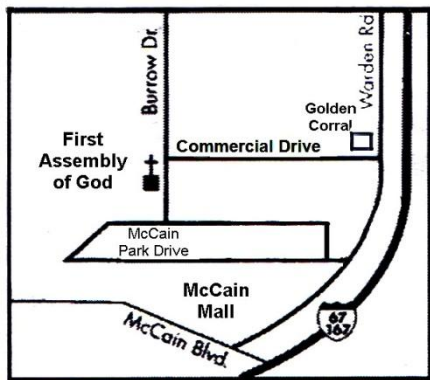
P.O. Box 165641 Little Rock, AR 72216

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

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Address Service Requested

Sept 2015



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