



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**NOV. 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**  
**Nov. 9<sup>th</sup>**  
**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.)**



**AANHR Meeting November 9, 11:00 AM**  
**Topic: Protect, Detect, and Report!**  
**Speaker: Kathleen Pursell,**  
**Program Director, Arkansas SMP**

Kathleen Pursell is the Arkansas Senior Medicare Patrol (SMP) Program Director and is currently in her ninth year with the program. As Director Ms. Pursell manages the federal grant which is funded by the Administration for Community Living and is administered through the Department of Human Services, Division of Aging and Adult Services.

The Arkansas SMP program consists of six sub-grantees and over fifty SMP volunteers. Ms. Pursell is also editor of the quarterly Arkansas SMP Newsletter. The mission of SMP is to empower seniors to prevent healthcare fraud by educating seniors, their family members and caregivers to protect their personal information and report any discrepancies or errors they find when reviewing their Medicare Summary Notice. The SMP also alerts seniors of current scams targeting them. Kathleen thoroughly enjoys the one-on-one contact with seniors through speaking to senior adult groups statewide and through personally assisting them with Medicare fraud and billing issues.

Please join us at 11:00 AM on November 9th as we learn tips to help protect us and our frailest loved ones from those who would take advantage and/or defraud us.

**Remember!**  
Open enrollment for  
Medicare Part D ends  
December 7!  
**Time to re-evaluate**  
**your coverage!**



**PLEASE**  
**NOTE!!**  
No AANHR  
meeting  
Or  
Newsletter In  
December.



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

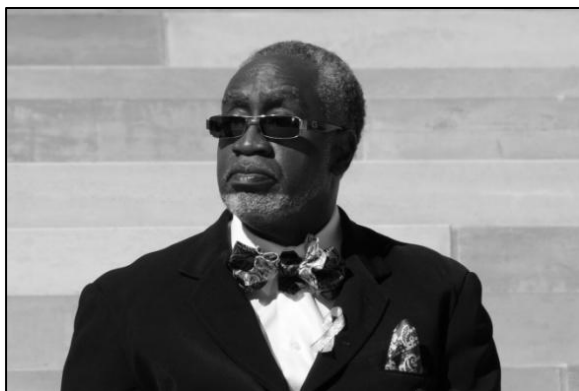
Arkansas Advocates for Nursing Home Residents (AANHR) celebrated our 12th annual Residents' Rights Rally at the State Capitol on October 12th. The annual rally is to acknowledge the rights of long-term care residents.

It was a breezy day weather-wise; therefore we were missing our usual very special guests: nursing home residents from local Little Rock nursing homes. Following the invocation by Dr. Gerald Parker, Pastor at Pilgrim Progress Missionary Baptist Church, President Deaver read the proclamation recognizing this special event signed by Governor Asa Hutchinson. Leslie Rutledge, AR Attorney General, was our keynote speaker. Other featured speakers were Herb Sanderson, AARP State Director of Advocacy; Dr. David Montague, Director of the UALR Senior Justice Center; Kathie Gately, AR State Ombudsman, and Susan Pierce, Arkansas Advocate Director for Disability Rights.

Nursing home abuse and neglect will affect every citizen in the United States, if changes are not made now to protect our most frail and vulnerable American Citizens. These American citizens do not lose their basic civil rights when they enter a nursing home. Sadly, the government data shows, year after year, that their basic rights are violated on a daily basis. We will all be in danger of losing "our civil rights" as well, if drastic changes in nursing home care do not occur now!

The latest government data shows that seventy-one percent of Arkansas nursing homes have been cited for having an environment that caused accidents, fifty-three percent cited for poor quality of care, fifty-two percent cited for poor infection control, forty-six cited for poor food sanitation & forty-seven percent cited for failing to prevent bed sores. THIS IS DEPLORABLE! Fighting for the Rights, dignity & well-being of these American citizens has to be a priority to AANHR and everyone else.

For more information about residents' rights and other nursing home issues please visit [www.aanhr.org](http://www.aanhr.org). AANHR is also on Facebook ( Arkansas Advocates for Nursing Home Residents). Please "friend" us there.



## Ribbon Tree Represents "Actual Harm" Violations Cited in Arkansas Nursing Homes

Each ribbon on the ribbon tree represents a nursing home resident who has encountered "Actual Harm" while in the care of a nursing home.

These "Actual Harm" violations were cited for harm or the potential for death to the nursing home residents.

Arkansas Advocates for Nursing Home Residents (AANHR) [aanhr.org](http://aanhr.org)



*"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

# Twelfth Annual





# Residents' Rights Rally



## Election at November 9th Meeting for 2016 AANHR Officers and Board Members

### Nominating Committee for November Election:

Chairperson: Martha Deaver, Conway (501) - 450-4619  
 Committee Members: Linda Brimer, Searcy -- (501) 230-5844  
 Nancy Patterson, Searcy - (501) 305-4034

Call any member of the Nominating Committee if you wish to nominate someone as an officer or board position. You must have the permission of your nominee.

The AANHR by-laws require a presentation of a slate of officers and board members for the coming year at the November meeting. Officers are automatically members of the board of directors.




### These are the nominees for 2016:

President: Martha Deaver, Conway (501-450-9619)  
 Vice-President: Nancy Patterson, Searcy  
 Secretary: Nancy Allison, Conway  
 Treasurer: Frances Walker, Benton

### Nominees for the Board of Directors:

Martha Blount, Searcy  
 Linda Brimer, Searcy  
 James Brooks, North Little Rock  
 Julie Edwards, Alexander  
 Pat McGuire, Alexander  
 Ann Pinney, Benton  
 Julie Shaw, Memphis

### ***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:

The Law Office of Bob Edwards and Mrs. Edwards for providing financial assistance as well as AANHR Good Care booklets

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.

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.

### 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

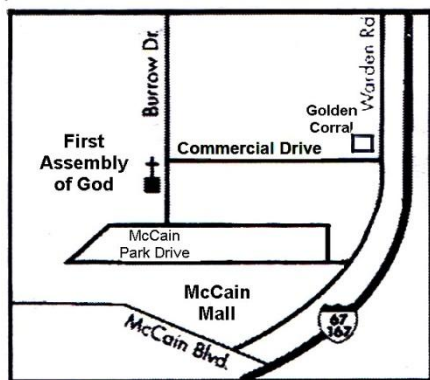
AANHR

P.O. Box 165641 Little Rock, AR 72216

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

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

Nov 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.