



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING  
HOME RESIDENTS

JAN  
2016

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  
Jan. 11th  
Meeting**

**Place:**

**First Assembly of God  
Church**

**4501 Burrow Road  
North Little Rock  
Directions to church  
On back of  
Newsletter.**

**10:00 - 11:00 A.M.  
Open Forum**

**11:00 A.M.  
Program Speaker:  
(See article at right.)**

**AANHR Meeting January 11th  
Topic: MFP (Money Follows the Person)  
Speaker: Ramona Sangalli**

Money Follows the Person (MFP) is a federal initiative to help states reduce reliance on institutional care for people needing long term care. As a part of the deficit Reduction Act of 2005, the MFP program was intended to provide support as states work to rebalance their long term care systems. MFP is designed to expand options for seniors and individuals with disabilities to receive care in the community, providing resources and supports often needed to make the transition from facility to community.

Ramona Sangalli holds a Bachelor's degree in Political Science and a Master's degree in Rehabilitation Teaching of the Blind, both from the University of Arkansas at Little Rock. She has over thirty-five years of experience in the field of blindness rehabilitation. As a volunteer member of the National Accreditation Council of Agencies Serving the Blind and Visually Handicapped, Sangalli served as member or chair of teams conducting site visits for agencies seeking accreditation.

Employed by DAAS in 2010 as Program Specialist for the Adult Family Homes (AFH) program, Ms Sangalli worked two years on the development

of this program. Program activities included screening of potential home providers and inspection of homes to ensure that program specifications were met. During the two year period, eleven homes were certified to accept seniors for care. She was also involved in public education activities, speaking to consumer, civic and agency groups about the AFH program.

As Program Coordinator for the Money Follows the Person (MFP) program, Ms Sangalli is responsible for the day to day activities of the MFP program. This includes work with providers to ensure understanding of program requirements and assist new providers completing the provider certification process. In addition, she conducts training sessions on the MFP program, procedures and processes. When needed, she has worked as transition coordinator, ensuring that client applications are submitted and processed in order for individuals to move from facilities to the community.

MFP is an invaluable tool in moving persons from the nursing home back into their own independent living quarters. Please join us on January 11 to learn about this important program serving our elderly Arkansas residents.



**GET INVOLVED**  
**Make A Difference**

**It is time to renew  
your AANHR membership.**

We are beginning a new fiscal year so I'm reminding you it's time to renew your membership. Occasionally I ask myself "why do I stay involved in AANHR". My immediate reaction is that, although my mother is gone and there is nothing I can do now to make her life in a nursing home easier, I can work to make it better for someone else. I can try to correct the things that are still wrong.

I think of the thirty years Elma Holder dedicated to improving a situation she KNEW had to be better, the obstacles she overcame in the federal government, the inspiration she gave to me when I last spoke with her, the challenge she gives us all to continue the work she started - AND I GO ON. I hope you will too.

I quote from an article by Donna Lenhoff, former executive director of the National Citizens' Coalition for Nursing Home Reform (NCCNHR). Ms. Lenhoff states that "most of America's 17,000 nursing homes are so dangerously understaffed that residents are needlessly suffering and dying from neglect, while nursing home profits climb amid nursing home corporate scandals over misuse of public funds". This is not just her opinion - she quotes from reports by the General Accounting Office and the federal Centers for Medicare and Medicaid Services. We have this information and are in contact with state and federal legislators making them aware of it. We know legislators who have pledged their help in trying to see that minimum staffing is increased to more than 80% of the time. They want to help us improve the training requirements for CNAs which will enable them to do a better job, command more respect from their superiors and the families of their patients and give them the right to a better salary.

We need each and every one of you. If you are still receiving this newsletter and are questioning whether you need to stay involved - PLEASE - reach through your pain and know how much your help can mean to this organization and the many who are tirelessly working to improve conditions for all nursing home residents. Again, I quote Donna Lenhoff who says "if nursing homes were staffed according to the minimum levels reported by the Dept. of Health and Human Services, there would be one certified nursing assistant for every five or six residents during the day. In the majority of America's nursing homes, there is one certified nursing assistant for every eight to fourteen residents. Most families of nursing home residents know the ratio is much higher - especially at night and on weekends". When the burden of doing the job of two or more people is removed from each position, it will be easier to hire and retain good CNAs.

If you can renew your membership for \$20, we will appreciate it. If you can stay active by attending our meetings, helping us make phone calls, writing letters to legislators, or attending legislative committee meetings, that is appreciated also. Either by your financial support or your help in contacting legislators, we need each and every one of you and I appreciate your dedication to staying involved in a cause that must be seen through until we are all satisfied with care in nursing homes.

***"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***

## Arkansas Advocates for Nursing Home Residents

Dear Friend of AANHR:

AANHR is a nonprofit organization run entirely by non-paid volunteers. Please lend us your support by joining or rejoining our organization this year, 2016.

Your memberships and contributions are our primary source of revenue and are necessary for us to continue our work. Your past generosity is greatly appreciated and we earnestly ask that you continue to support our mission, which is "to protect and improve the quality of care and life for residents in Arkansas nursing homes." We are so appreciative of people like you who support our cause, and us; because together we can make a difference.

**Annual Dues:**

Annual \$20.00

Please make your checks payable to: **AANHR** and submit them to **2336 Riverview Circle, Benton AR 72019-9468**. All contributions and donations to AANHR, (a 501(c)(3) organization), are tax deductible to the fullest extent of the law.

Our by-laws make persons affiliated with or representing the nursing home industry and its regulatory agencies ineligible for membership although we welcome them at AANHR open meetings and urge them to enter into dialogue with us.

Thank you in advance for your support,

*Frances Walker*

Frances Walker, Treasurer

**Please return this portion with your dues:**

Today's Date \_\_\_\_\_

Name \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ - \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email Address \_\_\_\_\_

- ( ) I wish to receive the AANHR newsletter.  
 ( ) \$20 per family or organization membership enclosed.  
 ( ) Waive dues because of financial hardship.

**Please make checks payable to "AANHR" and mail to  
 2336 Riverview Circle, Benton AR 72019-9468.**

# SMILES . . .

by Gary Melton,  
CVO (Certified Volunteer Ombudsman)  
at Searcy Health & Rehab

Trepidation or depression, I don't know, but it is a feeling unique to entering a nursing home. Immediately those feelings disappear as I see my first friend. He is sitting in the lobby looking at the passing cars. A big grin appears on his face upon seeing me. He says, "Hi Sarge". We talk about his friend who visits him every day, year after year. I wish for such a friend.



A knock on a door answered by a meek, "come in". The lady looks up, and a smile appears. We visit mainly about my family. As always, a tattered Bible is in her lap and a newspaper nearby. The facility makes an effort to get her a paper daily. Her request is for me to pray for her.

Another door, another grin, what else could one want. The lady would give anything for her favorite drink, an A&W Root Beer. It is so easy to accommodate her wish. Now she has one or more each day.

I step out into the hallway, and there they are, the ANGELS. These are the girls (mostly) who care for our friends and love ones. If you will just look closely, you will see their wings. Most often they are tired and heavily burdened with problems of their own. However, they have plenty of love and are carried by those little wings.

Next a gentleman on the hallway wants to talk about the St Louis Cardinals. So little effort to make his day by just listening and discussing his favorite subject.

I arrive where I can see a lot of friends. The dining room staff, CNAs feeding residents and the residents themselves. There is not a greater feeling than having a resident to ask you not to forget them. I visit each table and listen and talk. By the time I make all the tables and head for my car, my step is lighter because I now have some little wings.

Gary H Melton melton\_gary@hotmail.com

## 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.

# *A thought for your new year:*

What Will Be Your Legacy - Wayburn Dean

We are all on a journey, a destiny  
That for sure will come to an end  
Life's gonna pass with certainty on this you can depend  
Time is on your side  
Still you can decide  
What you'll leave behind  
God is standing by  
Tell me do you like what you see  
Have you been what you've wanted to be

Chorus

What will be your legacy  
Are you known for the good that you've done  
What will be your legacy  
You have one chance to write your story  
So what's it gonna be, your legacy

So often we are living in the moment  
Not thinking about this vapor of time  
It's time to get your house in order  
With the love of God in mind  
Time is on your side  
Still you can decide  
What you'll leave behind  
God is standing by  
Now tell me do you like what you see  
Have you been what you've wanted to be

(Chorus)

Bridge

Will you have fortune or fame to show  
Is it your name that you want them to know  
Do you want it known that you loved the Lord  
Will they say it was God that you adored

© 2008 Coach Beiden Music/BMI/Wayjade Music/ASCAP

<http://www.youtube.com/watch?v=Wc8AyJg1fEM>



## A Brief History of AANHR

In 1995 several letters to the editor about poor conditions in nursing homes were printed in the Arkansas Democrat-Gazette. The writers contacted one another, met, and formed an advocacy group. Invitations to the first meeting in late 1995 went to people in the nursing home industry, Office of Long Term Care, and family members. Officers were elected and the group continued to meet monthly.

Truthfully, there was much disagreement about the purpose and the function of the group. However, that the mission of the group was to improve the quality of care and life for residents in Arkansas nursing homes was never in doubt. All agreed that education of residents and family members about resident rights was paramount. However two factions arose as to how best to promote better care practices. There were those who felt that the way to improve care was to work with administrators and the Arkansas Health Care Association (AHCA) care models, such as a model nursing home. Others felt that regulations and policies needed to be changed and that working through the political process would be necessary. By the end of the first year this disagreement split the group. However a small number continued to meet monthly and with the help of the State Office of Volunteerism, wrote by-laws and incorporated Arkansas Advocates for Nursing Home Residents as a 501 -(c)-3 organization. Later Advocates for Nursing Home Residents, with the same Board of Directors, incorporated as a 501 -(c)-4 organization to allow active lobbying.

AANHR has attempted to educate residents and family members by being available for counseling, providing topical speakers at monthly meetings, speaking to senior citizen organizations and groups, by actively promoting Family Councils, and the publication of information regarding residents' rights and what constitutes good care. We continue to be active in the National Citizens' Coalition for Nursing Home Reform.

Our first Resident's Rights Rally was held in October of 2004 with good attendance and great publicity. This has been repeated annually since.

In June of 2005 we held our first CNA Recognition Banquet honoring thirty CNAs from around the state. For the following five years we honored nominated CNAs from facilities around the state, for their dedicated service. In 2010 we honored more than 100 of them.

On the legislative front we have been successful in setting minimum staffing ratios and requiring that direct-care staff on duty at any time be posted in plain sight on every hall. We have been unsuccessful in fighting tort reform. In 2005 and again this past legislative session, we had high hopes for the passage of a bill allowing surveillance cameras in residents' rooms only to see the bill amended in such a way as to give all the rights to the nursing home and none to residents. The initial bill was defeated; this past year's bill never made it out of committee.

AANHR is beginning its twenty-first year advocating. Members sense improvement in care but hope to see much more such as moving from institutional models to individual care.



### 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.

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.

### 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); Julie Shaw, Hot Springs.

**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

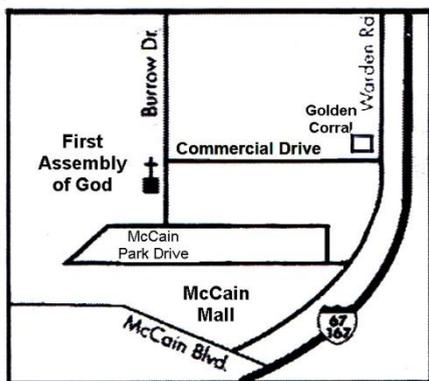
P.O. Box 165641 Little Rock, AR 72216

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

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Jan 2016



### 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.
- \$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.