



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING
HOME RESIDENTS

NOV.
2017

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. 13th**

**Meeting
Place:**

**First Assembly of God
Church**

**4501 Burrow Road
North Little Rock**

**Directions to church
On back of
Newsletter.**

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

**11:00 A.M.
Public meeting
(See article at right.)**

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.**



**November 13th Meeting Topic: AR Ombudsman Program
Speaker: Charlotte Bishop, AR State Ombudsman**



Charlotte lives in the small community of Almond West of Batesville on the beautiful Brock Mountain with her husband Randy and their two daughter's Alyson age 20 and Emily age 6. Charlotte and Randy also have 3 grown sons and are grandparents to DJ, Braylen and Kaelyn.

Charlotte's was formerly employed with White River Area Agency on Aging with her tenure there starting August 21, 2006. Charlotte served as the Independence County office Coordinator for over 6 years and then

transferred to the PERS department as the Program Director. Charlotte then transitioned into the Role of Regional Ombudsman June 7, 2013 thru July 14, 2017.

Charlotte completed her Bachelor's degree in 2011 a little late in life. Wanting to teach her children that it was never too late in life to work hard to achieve something you've always wanted to accomplish.

Prior to WRAAA Charlotte held an office manager position for the White River Hydro Electric Project. Throughout her career Charlotte has served in numerous occupations ranging from restaurant manager, claims officer for an HMO Company and safety and compliance for a trucking company.

The position of Regional Ombudsman is the one that is most dear to her heart. From childhood Charlotte has always had a love for older people and never dreamed she would someday have a job that would put her in the role as their advocate. Serving now as the state ombudsman is very humbling. One thing Charlotte shares regarding working with the elderly: Serving our elderly is an honor but it takes heart, your whole heart. Our elders have laid the foundations of our great nation and it takes passion, compassion, empathy and the desire to assist and it's not a labor for everyone. This is honestly a position Charlotte takes very seriously and states this is truly the most rewarding job she has held in her career.



From the President's Desk . . . Martha Deaver

What are Residents' Rights?

Residents' Rights Guarantee Quality of Life

The 1987 Nursing Home Reform Law requires each nursing home to care for its residents in a manner that promotes and enhances the quality of life of each resident, ensuring dignity, choice, and self-determination.

All nursing homes are required "to provide services and activities to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident in accordance with a written plan of care that... is initially prepared, with participation, to the extent practicable, of the resident, the resident's family, or legal representative." This means a resident should not decline in health or well-being as a result of the way a nursing facility provides care.

The 1987 Nursing Home Reform Law protects the following rights of nursing home residents:

The Right to Be Fully Informed of

- Available services and the charges for each service
- Facility rules and regulations, including a written copy of resident rights
- Address and telephone number of the State Ombudsman and state survey agency
- State survey reports and the nursing home's plan of correction
- Advance plans of a change in rooms or roommates
- Assistance if a sensory impairment exists
- Residents have a right to receive information in a language they understand (Spanish, Braille, etc.)

Right to Complain

- Present grievances to staff or any other person, without fear of reprisal and with prompt efforts by the facility to resolve those grievances
- To complain to the ombudsman program
- To file a complaint with the state survey and certification agency

Right to Participate in One's Own Care

- Receive adequate and appropriate care
- Be informed of all changes in medical condition
- Participate in their own assessment, care-planning, treatment, and discharge
- Refuse medication and treatment
- Refuse chemical and physical restraints
- Review one's medical record
- Be free from charge for services covered by Medicaid or Medicare

Right to Privacy and Confidentiality

- Private and unrestricted communication with any person of their choice
- During treatment and care of one's personal needs
- Regarding medical, personal, or financial affairs

Rights During Transfers and Discharges

- Remain in the nursing facility unless a transfer or discharge:
 - (a) is necessary to meet the resident's welfare;
 - (b) is appropriate because the residents health has improved and s/he no longer requires nursing home care;
 - (c) is needed to protect the health and safety of other residents or staff;
 - (d) is required because the resident has failed, after reasonable notice, to pay the facility charge for an item or service provided at the resident's request
- Receive thirty-day notice of transfer or discharge which includes the reason, effective date, location to which the resident is transferred or discharged, the right to appeal, and the name, address, and telephone number of the state long-term care ombudsman
- Safe transfer or discharge through sufficient preparation by the nursing home

Right to Dignity, Respect, and Freedom

- To be treated with consideration, respect, and dignity
- To be free from mental and physical abuse, corporal punishment, involuntary seclusion, and physical and chemical restraints
- To self-determination
- Security of possessions

Right to Visits

- By a resident's personal physician and representatives from the state survey agency and ombudsman programs
- By relatives, friends, and others of the residents' choosing
- By organizations or individuals providing health, social, legal, or other services
- Residents have the right to refuse visitors

Right to Make Independent Choices

- Make personal decisions, such as what to wear and how to spend free time
- Reasonable accommodation of one's needs and preferences
- Choose a physician
- Participate in community activities, both inside and outside the nursing home
- Organize and participate in a Resident Council
- Manage one's own financial affairs

Reprinted from <http://theconsumervoice.org/issues/recipients/nursing-home-residents/residents-rights>

“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

Fourteenth Annual

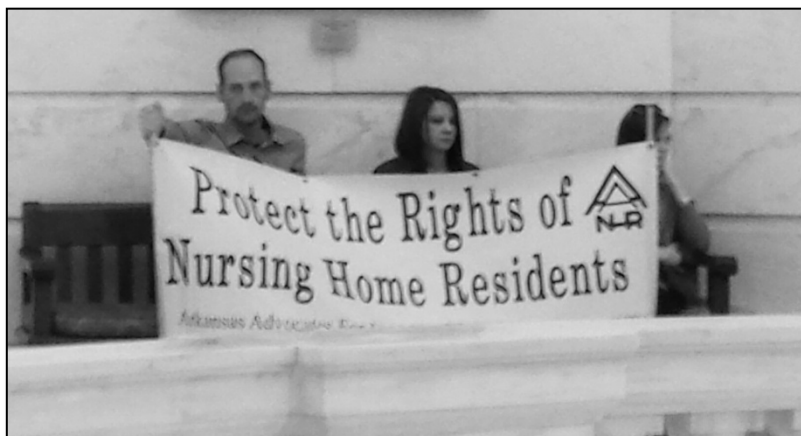


Ribbon Tree Represents "Actual Harm" Violations Cited in Arkansas Nursing Homes

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



Residents' Rights Rally



Election at November 14th Meeting for 2018 AANHR Officers and Board Members

Nominating Committee for November Election:

Chairperson: Julie Shaw, Memphis --- (901) 508-0558
 Committee Members: Martha Deaver, Conway -- (501) 450-9619
 Nancy Patterson, Searcy -- (501) 278-6577

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 you 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 2018:

President: Martha Deaver, Conway
 Vice-President: Open -- TBA
 Secretary: Julie Shaw, Memphis
 Treasurer: Nancy Patterson, Searcy

Nominees for the Board of Directors:

Martha Blount, Searcy
 James Brooks, North Little Rock
 Harry Burns Jr., Pine Bluff
 Julie Edwards, Alexander
 Pat McGuire, Alexander
 Cindy Murders, Sheridan
 Ann Pinney, Benton

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. _____ → 

❖ 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:

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.

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.

AANHR Officers and Board Members

President – Martha Deaver, Conway (501-450-9619)

Vice President – Nancy Patterson, Searcy (501-278-6577)

Secretary – Nancy Allison, Conway (501-327-3152)

Treasurer – Nancy Patterson, Searcy (501-305-4034)

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 (501-425-9959); Pat McGuire, Alexander (501-847-1016); and Ann Pinney, Benton (501-249-1084); Julie Shaw, Memphis (9012-508-0558)

Newsletter Editors: Martha Blount, Searcy; Marcy Wilson, Sherwood

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



Arkansas Advocates for Nursing Home Residents

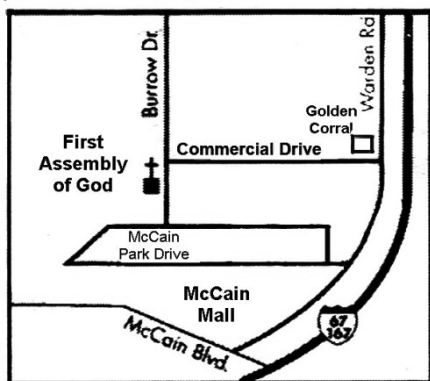
AANHR

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www.aanhr.org

NON-PROFIT
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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, 2018**.

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
111 River Oaks Blvd, Searcy AR 72143.

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 on the left.