



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING
HOME RESIDENTS

July
2018

Next Meeting
July 9

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.)

PLEASE NOTE:

There will be NO

meeting NOR

newsletter in August.

Little Rock (501) 607-8976

AANHR's Mission Statement:

"To protect and improve the quality of care and life for residents in Arkansas nursing homes."

July 9th Meeting Topic: Alzheimers Arkansas Overview

Speaker: Carolyn Torrence, Program Director

Carolyn Torrence is currently employed as the Program Director at Alzheimer's Arkansas. She provides training and support to Support Group Facilitators and Caregivers as well as educating the community of Arkansas on Alzheimer's and other dementia related diseases. She has worked with aging adults in various capacities, including as a Community Educator at Inspiration, an intensive outpatient program for seniors. Carolyn also worked as an Intervention Specialist at Professional Counseling Associates with adults living with mental illnesses.

Carolyn received a Masters in Education with an emphasis on Adults and a Bachelors of Social Work from the University of Arkansas at Little Rock. She currently serves on the Arkansas Gerontological Society board. She volunteered for Care Link delivering meals on wheels as well as hospice. She enjoys working with aging adults and understands the beauty and challenges of aging.

Carolyn is an Arkansas native. Her family is deeply rooted in the Delta of Arkansas. She is most grateful for the foundation and values of rural living. She resides in Sherwood, AR with her 13 and 23 year old sons. Her children's ages range from 26 to 13, she is also a Nana.

Please join us at 11:00 AM on July 9 for Carolyn's informative presentation.



Quick tips for staying hydrated:

Because the thirst mechanism in the elderly may be dysfunctional, focus on drinking small, frequent amounts of fluid throughout the day rather than waiting to feel thirsty. Additionally, you can get fluids through foods such as soups, fresh fruits and vegetables, and ice pops.



From the President's Desk . . . Martha Deaver

It is always shocking for me/AANHR to FOI the "Professional Liability Insurance Cost Reports," which AR nursing homes are reimbursed for each year. Nursing home owners' premiums go up because they continue to give bad care. Being cited for poor care also means they are violating state and federal laws. Tax payers' dollars (state & federal) pay for the reimbursement to protect the nursing home administration from the results of its poor care, to the tune of millions of dollars each year. Please take a few minutes to look over the spreadsheet on pages 4-5.

Most of us carry liability insurance on our vehicles and homes. This covers us if a visitor falls at our home and sustains injury or if we are involved in an auto accident. Our insurance coverage pays medical bills for visitors' injuries or to repair our car, sometimes the other car(s) involved, and any personal injury caused inadvertently by us, the driver. As responsible citizens we provide for the protection of our persons and our property. The difference between us and nursing homes is that we personally pay for our insurance premiums for our protection. If we are irresponsible enough to receive a DUI or other infraction naturally our insurance premiums rise.

In the case of nursing home owners, premiums are also personally paid by us citizens through taxation that supports Medicaid. The cost for most (not all) nursing home residents' care is paid under Medicaid. Nursing home liability insurance might involve various categories of coverage such as injury accidents that visitors incur, transport van accidents, along with abuse and neglect to residents.

We have a cycle going within the nursing home industry. Medicaid reimburses for care (including liability insurance premiums); the nursing home doesn't always give good care; abuse and neglect occur; so liability insurance premiums rise thus requiring more tax dollars spent. If resident care improved, premiums could be reduced, resulting in tax savings in the federal/state budget. In a time of record deficits/national debt would that not be a welcome set of circumstances.

AANHR believes that AR nursing homes should be required to carry liability insurance. We do not believe that taxpayers should be paying to protect nursing home owners when abuse, neglect, and death of our most frail and vulnerable citizens occurs. The total reimbursement to Arkansas nursing homes from this June 30, 2017 report, according to this spreadsheet, was more than \$30 million dollars! Now, that is a lot of tax dollars spent that could be spent for other things!

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 501-607-8976; she will put you in touch with your regional ombudsman.

"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



Hospital Discharge Planning: A Guide for Families and Caregivers

(Adapted from caregiver.org)

A trip to the hospital can be an intimidating event for patients and their families. As a caregiver, you are focused completely on your family member's medical treatment, and so is the hospital staff. You might not be giving much thought to what happens when your relative leaves the hospital.

Yet, the way this transition is handled—whether the discharge is to home, a rehabilitation (“rehab”) facility, or a nursing home—is critical to the health and well-being of your loved one. Studies have found that improvements in hospital discharge planning can dramatically improve the outcome for patients as they move to the next level of care.

Patients, family caregivers, and healthcare providers all play roles in maintaining a patient's health after discharge. And although it's a significant part of the overall care plan, there is a surprising lack of consistency in both the process and quality of discharge planning across the healthcare system.

What Is Discharge Planning?

Medicare states that discharge planning is “a process used to decide what a patient needs for a smooth move from one level of care to another.” Only a doctor can authorize a patient's release from the hospital, but the actual process of discharge planning can be completed by a social worker, nurse, case manager, or other person. Ideally, and especially for the most complicated medical conditions, discharge planning is done with a team approach.

The discharge discussion needs to include the physical condition of your family member both before and after hospitalization; details of the types of care that will be needed; and whether discharge will be to a facility or home. It also should include information on whether the patient's condition is likely to improve; what activities he or she might need help with; information on medications and diet; what extra equipment might be needed, such as a wheelchair, commode, or oxygen; who will handle meal preparation, transportation and chores; and possibly referral to home care services.

Why Is Good Discharge Planning So Important?

Effective discharge planning can decrease the chances that your relative is readmitted to the hospital, and can also help in recovery, ensure medications are prescribed and given correctly, and adequately prepare you to take over your loved one's care.

Even simple measures help immensely. For example, you should have a telephone number(s) accessible 24 hours a day, including weekends, for care information. A follow-up appointment to see the doctor should be arranged before your loved one leaves the hospital. Since errors with medications are frequent and potentially dangerous, a thorough review of all medications should be an essential part of discharge planning. Medications need to be “reconciled,” that is, the pre-hospitalization medications compared with the post-discharge list to see that there are no duplications, omissions, or harmful side effects.

Under the best of circumstances, the discharge planner should begin his or her evaluation when the patient is admitted to the hospital.

Discharge to a Facility

If the patient is being discharged to a rehab facility or nursing home, effective transition planning should ensure continuity of care, clarify the current state of the patient's health and capabilities, review medications, and help you select the facility to which your loved one is to be released.

(Continued on page 6, “Hospital Discharge Planning”)

Arkansas Department of Human Services
Division of Medical Services
Professional Liability Insurance Cost from 7/1/2016 - 6/30/2017
Medicaid Cost Report For Arkansas Nursing Homes
(Only those facilities that are operated for full state fiscal year
Are required to submit a full-year cost report.)

Facility Name	Professional Liability Insurance
Alcoa Pines Health and Rehabilitation	\$ 252,000
Alma Healthcare and Rehabilitation Center	\$ 120,583
Arbor Oaks Healthcare and Rehabilitation Center	\$ 260,000
Arkansas Convalescent Center	\$ 150,795
Arkansas Nursing and Rehabilitation Center	\$ 155,480
Arlington Cove Healthcare LLC	\$ 50,806
Ash Flat Healthcare and Rehabilitation Center	\$ 262,500
Ashley Health and Rehabilitation	\$ 157,351
Ashton Place Health and Rehab, LLC	\$ 190,422
Atkins Nursing and Rehabilitation Center	\$ 140,502
Autumn Hill, Inc.	\$ 69,160
Bailey Creek Health and Rehab	\$ 207,000
Batesville Health and Rehab	\$ 228,065
Beebe Retirement Center, Inc.	\$ 189,000
Belle View Estates Rehabilitation and Care Center	\$ 200,000
Bradford House Nursing and Rehab, LLC	\$ 151,422
Briarwood Nursing and Rehabilitation Center, Inc.	\$ 187,302
Brighton Ridge	\$ 59,506
Broadway Health and Rehab	\$ 195,633
Brookridge Cove Rehabilitation and Care Center	\$ 295,000
Cabot Health and Rehab, LLC	\$ 138,942
Canyon Springs Health and Rehabilitation Center	\$ 350,000
Capital Health and Rehabilitation Center	\$ 138,986
Care Manor Nursing and Rehab	\$ 260,000
Cavalier Healthcare of England	\$ 50,894
Cave City Nursing Home Inc.	\$ 31,132
Chambers Nursing Home Center, Inc.	\$ 88,672
Chapel Woods Health and Rehabilitation	\$ 294,000
Cla-Clif Nursing and Rehab Center, Inc.	\$ 28,367
Colonel Glenn Health and Rehab, LLC	\$ 189,876
Concordia Nursing & Rehab, LLC	\$ 19,998
Conway Healthcare and Rehabilitation Center	\$ 262,500
Corning Therapy and Living Center	\$ 210,000
Cottage Lane Health and Rehab	\$ 146,449
Courtyard Gardens Health and Rehabilitation Center	\$ 250,000
Courtyard Rehabilitation and Health Center, LLC	\$ 252,500
Covington Court Health and Rehabilitation Center	\$ 83,782
Craighead Nursing Center	\$ 64,921
Crawford Healthcare and Rehabilitation Center	\$ 70,005
Creekside Health and Rehab	\$ 103,248
Crestpark DeWitt, LLC	\$ 37,658
Crestpark Forrest City, LLC	\$ 83,245
Crestpark Helena, LLC	\$ 79,029
Crestpark Marianna, LLC	\$ 64,477
Crestpark Stuttgart, LLC	\$ 67,100
Crestpark Wynne, LLC	\$ 87,832
Crossett Rehabilitation and Health Center	\$ 207,500
Dardanelle Nursing and Rehabilitation Center, Inc.	\$ 171,702

Facility Name	Professional Liability Insurance
Davis East	\$ -
Davis Life Care Center	\$ 17,100
Deerview, LLC	\$ 32,605
Dermott City Nursing Home	\$ -
Des Arc Nursing And Rehabilitation Center	\$ 245,000
DeWitt Nursing Home	\$ -
Eaglecrest Nursing and Rehab	\$ 250,000
Encore Healthcare and Rehabilitation	\$ 64,545
Fayetteville Health and Rehabilitation Center	\$ 75,508
Fianna Hills Nursing and Rehabilitation Center	\$ 61,799
Fort Smith Health and Rehabilitation Center	\$ 132,575
Gardner Nursing and Rehabilitation	\$ 189,000
Garland Nursing and Rehabilitation Center	\$ 262,500
Gassville Therapy and Living	\$ 262,500
General Baptist Nursing Home of Piggott	\$ 35,470
Glenwood Health and Rehabilitation, LLC	\$ 106,329
Good Samaritan Society - Hot Springs Village	\$ 21,470
Good Samaritan Society - Mountain Home	\$ 30,781
Gosnell Therapy and Living	\$ 175,000
Grace Point, LLC	\$ 29,188
Green House Cottages of Wentworth Place-HS	\$ 182,500
Green House Cottages of Wentworth Place-TS	\$ 85,121
Greenbrier Nursing and Rehabilitation Center	\$ 135,822
Greene Acres Nursing Home	\$ 147,867
Greenhurst Nursing Center	\$ 38,916
Greystone Nursing and Rehab, LLC	\$ 124,902
Happy Valley Nursing & Rehabilitation	\$ 72,579
Harrison Rehabilitation and Health Center	\$ 225,000
Heartland Rehabilitation and Care Center	\$ 297,500
Heather Manor Nursing and Rehabilitation Center	\$ 199,782
Heritage Living Center	\$ 252,000
Heritage of Hot Springs Health and Rehab	\$ 257,382
Heritage Square Nursing And Rehabilitation Center, Inc.	\$ 154,800
Hickory Heights Health and Rehab, LLC	\$ 187,302
Highland Court, A Rehabilitation and Resident Care Facility	\$ 195,000
Highland Healthcare and Rehabilitation Center	\$ 141,536
Hillcrest Care and Rehab	\$ 35,335
Hillcrest Home	\$ 360
Hillview Post Acute and Rehabilitation Center	\$ 127,595
Hiram Shaddox Geriatric Health and Rehab	\$ 145,800
Homestead Health and Rehabilitation Center	\$ 101,717
Hudson Memorial Nursing Home	\$ 82,024
Indian Rock Village Health Center	\$ 87,735
Innisfree Health and Rehab, LLC	\$ 124,902
Jamestown Nursing and Rehab, LLC	\$ 201,342
Johnson County Health and Rehab, LLC	\$ 187,302
Jonesboro Health and Rehab	\$ 195,130
Katherine's Place at Wedington	\$ 196,200

Facility Name	Professional Liability Insurance
Lake Hamilton Health and Rehab	\$ 131,142
Lake Village Rehabilitation and Care Center	\$ 255,000
Lakeside Nursing Center	\$ 135,000
Lakewood Health and Rehab, LLC	\$ 132,702
Lakewood Healthcare, Inc.	\$ -
Lawrence Hall Nursing Center	\$ 27,626
Legacy Health and Rehabilitation Center	\$ 32,978
Legacy Heights Nursing and Rehab, LLC	\$ 148,302
Lexington Place Healthcare and Rehabilitation LLC	\$ 62,130
Lincoln Heights Healthcare	\$ 43,176
Lindley Healthcare and Rehabilitation Center	\$ 154,764
Little River Nursing & Rehab	\$ -
Little Rock Post Acute and Rehabilitation	\$ 157,730
Longmeadow Nursing Center - Camden	\$ 42,149
Lonoke Health and Rehab Center, LLC	\$ 124,902
Madison Healthcare and Rehabilitation Center	\$ 158,960
Magnolia Health and Rehab	\$ 207,738
Manila Nursing Center	\$ 126,000
McGehee Health and Rehabilitation Center	\$ 350,000
Meadowview Healthcare and Rehab	\$ 123,359
Mena Manor	\$ 99,395
Methodist Health and Rehab	\$ 39,199
Mine Creek Health and Rehab	\$ 129,960
Mitchells Nursing Home, Inc.	\$ 36,008
Monette Manor, LLC	\$ 51,338
Montgomery County Nursing Home	\$ 633
Mount Vista Rehabilitation and Health Center	\$ 385,000
Mountain Meadows Health and Rehabilitation	\$ 231,000
Mountain View Health and Rehabilitation Center	\$ 122,097
Murfreesboro Rehab & Nursing, Inc.	\$ -
Nashville Nursing and Rehab, Inc.	\$ 126,000
Newton County Nursing Home	\$ 24,109
North Hills Life Care and Rehab	\$ 165,600
North Little Rock Health and Rehabilitation Center	\$ 136,552
Nursing and Rehabilitation Center at Good Shepherd, LLC	\$ 187,302
Oak Manor Nursing and Rehabilitation Center, Inc.	\$ 187,302
Oak Ridge Nursing Home	\$ 159,505
Oakdale Nursing Facility	\$ 64,296
Osceola Therapy and Living	\$ 287,500
Ouachita Nursing and Rehabilitation Center	\$ 355,000
Ozark Health Nursing and Rehab Center	\$ -
Ozark Nursing Home, Inc.	\$ 60,748
Ozark Terrace Health and Rehabilitation Center	\$ 131,584
Paris Health and Rehabilitation Center	\$ 46,102
Perry County Nursing and Rehabilitation Center	\$ 148,302
Pine Hills Health and Rehabilitation Center	\$ 265,000
Pink Bud Home for the Golden Years	\$ 109,513
Pioneer Therapy and Living	\$ 215,000
Pleasant Manor Nursing & Rehab	\$ 36,561
Pleasant Valley Nursing & Rehabilitation	\$ 66,489
Pocahontas Healthcare and Rehabilitation Center	\$ 242,500
Prairie Grove Health and Rehabilitation, LLC	\$ 28,052
Premier Health and Rehabilitation Center	\$ 330,000
Presbyterian Village, Inc.	\$ 45,660
Prescott Manor Nursing Center	\$ 127,798
Quapaw Care and Rehabilitation Center, LLC	\$ 196,662

Facility Name	Professional Liability Insurance
Randolph County Nursing Home	\$ 22,148
Rector Nursing and Rehab	\$ 175,000
Rich Mountain Nursing and Rehabilitation Center	\$ 287,500
River Chase Rehabilitation and Care Center	\$ 220,000
River Ridge Rehabilitation and Care Center	\$ 250,000
Robinson Nursing and Rehabilitation Center, LLC	\$ 171,702
Rogers Health and Rehabilitation Center	\$ 350,000
Russellville Nursing and Rehabilitation Center	\$ 156,102
Salem Place Nursing and Rehabilitation Center, Inc.	\$ 188,862
Searcy Health and Rehab	\$ 305,016
Seven Springs Rehabilitation and Health Center	\$ 350,000
Sheridan Healthcare and Rehabilitation Center	\$ 302,500
Sherwood Nursing & Rehabilitation Center, Inc.	\$ 152,982
Shiloh Nursing and Rehab, LLC	\$ 118,662
Siloam Springs Nursing and Rehabilitation Center	\$ 60,146
Silver Oaks Health and Rehabilitation	\$ 187,200
Southern Trace Rehabilitation and Care Center	\$ 290,000
Southfork River Therapy and Living	\$ 210,000
Southridge Village Nursing and Rehab	\$ 305,000
Spring Creek Health & Rehab	\$ 196,200
Springdale Health and Rehabilitation Center	\$ 41,100
St. Andrews Place	\$ 62,972
St. Elizabeths Place	\$ 198,000
St. Johns Place of Arkansas, LLC	\$ 315,000
St. Michael's Place, Inc.	\$ 76,796
Stella Manor Nursing and Rehabilitation Center	\$ 193,542
Stonegate Villa Health and Rehabilitation, LLC	\$ 106,329
Summit Health & Rehab Center	\$ 175,000
The Crossing at Riverside Health and Rehabilitation	\$ 289,800
The Green House Cottages of Southern Hills	\$ 187,500
The Lakes at Maumelle Health and Rehabilitation	\$ 147,000
The Maples at Har-Ber Meadows	\$ 252,000
The Pines Nursing and Rehabilitation Center	\$ 175,000
The Woods of Monticello Health and Rehabilitation Center	\$ 305,000
Three Rivers Healthcare and Rehabilitation	\$ 74,253
Timberlane Health & Rehabilitation	\$ 172,800
Trinity Village Medical Center	\$ 61,609
Twin Lakes Therapy and Living	\$ 200,000
Twin Rivers Health and Rehabilitation	\$ 47,282
Valley Ranch Nursing & Rehab Center	\$ 145,584
Valley Springs Rehabilitation and Health Center	\$ 264,058
Van Buren Healthcare and Rehabilitation Center	\$ 60,356
Village Springs Health and Rehabilitation	\$ 252,000
Waldron Nursing Center, Inc.	\$ -
Walnut Grove Nursing and Rehabilitation Center	\$ 65,573
Walnut Ridge Nursing and Rehabilitation Center	\$ 297,500
West Memphis Health and Rehab	\$ 24,494
Westwood Health and Rehab, Inc.	\$ 135,000
White Hall Health and Rehab	\$ 168,000
White River Healthcare	\$ 40,017
Willowbend at Marion	\$ 66,556
Windcrest Health and Rehab, Inc.	\$ 133,200
Woodbriar Nursing Home	\$ 64,360
Woodland Hills Healthcare and Rehabilitation of Jacksonville	\$ 188,982
Wood-Lawn Heights	\$ 49,547
Woodruff County Health Center	\$ 75,528
Total	\$ 30,192,346

Hospital Discharge Planning *(Continued from page 3)*

Too often, however, choosing a facility can be a source of stress for families. You may have very little time and little information on which to base your decision. You might simply be given a list of facilities, and asked to choose one. To help, a private geriatric care manager (for whom you will pay an hourly fee) or a social worker can offer much needed advice and support. There are also online sources of information that rate nursing homes, NursingHomeCompare.org for example.

Convenience is a factor—you need to be able to easily get to the facility—but the quality of care is very important, and you may have to sacrifice your convenience for the sake of better care.

What if You Feel It's Too Early for Discharge?

If you don't agree that your loved one is ready for discharge, you have the right to appeal the decision. Your first step is to talk with the physician and discharge planner and express your reservations. If that isn't enough, you will need to contact Medicare, Medicaid, or your insurance company. Formal appeals are handled through designated Quality Improvement Organizations (see the Resources section). You should know that if the QIO rules against you, you will be required to pay for the additional hospital care. The hospital must let you know the steps to take to get the case reviewed.

* AANHR Editor's note: "Hospital discharge planners will tell you you've got 24 to 48 hours to find a nursing home and get out. That's not true; they need to give you time to make appropriate arrangements. They're trying to get you out the door because the hospital may be paid a flat fee, so if you stay five days instead of three, it's going to cost the hospital more money. Take the extra time to find a place that offers high-quality care."—Charlene Harrington (excerpted from "50 Secrets a Nursing Home Won't Tell You" By Michelle Crouch from Reader's Digest Magazine | April 2013

Discussions among experts on improving transitional care and discharge planning have centered on improvements that emphasize education and training, preventive care, and including caregivers as members of the healthcare team. Some studies have revealed that surprisingly simple steps can help. For example, sending the summary of care to the patients regular doctor increases the likelihood of effective follow-up care. Likewise, telephone calls from knowledgeable professionals to patients and caregivers within two days after discharge help anticipate problems and improve care at home.

Conclusion

Multiple studies have explored the importance of effective discharge planning and transitional care, and have highlighted the very real benefits in improved patient outcomes and lower rehospitalization rates. Several pilot programs have illustrated those benefits, but until healthcare financing systems are changed to support such innovations in care, they will remain unavailable to many people. Caregivers, patients, and advocates are continuing their efforts to alter our healthcare system to make discharge planning a priority. With our graying population, these changes are ever more necessary.

Resources

Family Caregiver Alliance
National Center on Caregiving
 (415) 434-3388 | (800) 445-8106

Website: www.caregiver.org
 E-mail: info@caregiver.org
 FCA CareJourney: www.caregiver.org/carejourney
 Family Care Navigator: www.caregiver.org/family-care-navigator

Family Caregiver Alliance (FCA) seeks to improve the quality of life for caregivers through education, services, research, and advocacy. Through its National Center on Caregiving, FCA offers information on current social, public policy and caregiving issues, provides assistance in the development of public and private programs for caregivers, and assists caregivers nationwide in locating resources in their communities. For residents of the greater San Francisco Bay Area, FCA provides direct family support services for caregivers of those with Alzheimer's disease, stroke, ALS, head injury, Parkinson's, and other debilitating health conditions that strike adults.

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 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 (501-607-8976)

Vice President - Pat McGuire, Conway (501-847-1016)

Secretary - Julie Shaw, Memphis (901-508-0558)

Treasurer - Nancy Patterson, Searcy (501-278-6577)

Members of the Board: Martha Blount, Searcy (501-278-9168); James Brooks, North Little Rock (501-454-6279); Harry Burns Jr. White Hall (870-267-5298) Julie Edwards, Alexander (501-425-9959); Cindy Murders, Sheridan; and Ann Pinney, Benton (501-249-1084).

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

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

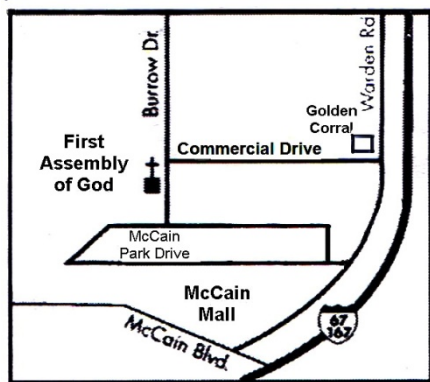
AANHR

P.O. Box 165641 Little Rock, AR 72216

www.aanhr.org

NON-PROFIT ORGANIZATION
U.S. POSTAGE PAID
LITTLE ROCK, AR
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July 2018



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, 2019.

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 just inside the door off the alley-drive.