



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING
HOME RESIDENTS

**October
2018**

Conway (501) 607-8976

AANHR's Mission Statement:
"To protect and improve the quality of care and life for residents
in Arkansas nursing homes."

Next Meeting October 8th

Meeting Location:
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:
NO October
Residents Rights
Rally this year!

NO meeting nor
Newsletter
in November!



**October 8th, 11:00 AM Meeting Topic:
Current Issues Affecting Nursing Homes
(Issue 1 on the November 6 Ballot)**

Speaker: Attorney Bob Edwards

Bob Edwards is one of AANHR's longest running and staunchest supporters. He has attended our meetings frequently through the years, providing advocate support as well as monetary support for such things as our Good Care booklets. He also spends many hours working on legislative issues that affect long term care. Please join us as Bob brings us up to date on happenings related to nursing home residents.

Bob Edwards, Esquire grew up in south Lonoke County, in the small farming community of Tomberlin. After graduating from England Public High School, he attended Hendrix College in Conway where he received his B.A. in Biology in 1991. After spending some time in the political arena working for Senator Dale Bumpers, among others, Bob earned his JD from the Bowen School of Law in Little Rock in 1998. Upon graduation, Bob was an integral part of the successful team that helped elect Mark Pryor to the Attorney General's Office. After the election, he went to work for General Pryor, eventually serving as the Chief of Staff in the Attorney General's Office. Bob was with the law firm of Wilkes & McHugh, P.A. in Little Rock from 2003 to July 1, 2013 when he started his own firm. He is licensed to practice law in Arkansas, Kentucky, Georgia, Illinois, Missouri, Pennsylvania, and Tennessee with his practice being focused primarily on nursing home and tractor-trailer litigation. He currently serves as president of the Arkansas Trial Lawyers Association, and is also a member of the Arkansas Bar Association, the American Bar Association, and the American Association for Justice. He is also active in AAJ's Nursing Home Litigation Group and Interstate Trucking Litigation Group. In addition to practicing law, Bob has served as a member of the Board of Directors of the England Public School District in England, Arkansas. He currently is a member of the Board of Alumni at the Bowen School of Law having recently served as its President. Bob is married to Tiffany Fitch of Hindsville. They have one daughter, Katharine Grace, and live in Little Rock where they attend Trinity Episcopal Church.

From the President's Desk . . . Martha Deaver

VA Contract Nursing Homes and State Veterans' Homes

Did you know an eligible veteran can not only receive nursing home care at a VA medical center (i.e., community living center) but also a private or public nursing home at VA's expense?

Currently, there is no limit on the length of time a veteran can remain in a VA-paid contract nursing home (called either community nursing home care or contract nursing home care).

VA will ensure, however, all alternatives to other available resources are addressed, such as home health care and adult day health care, before a contract nursing home is the first resort.

Each VA medical center maintains a list of approved available local nursing homes they conduct contracts with. The purpose of VA contracting with community nursing homes is to meet the needs of veterans requiring long-term care in their own community, while remaining close to their families. VA nursing home care is for veterans too sick, disabled or elderly to care for their self, but do not require hospital care.

Veterans with a combined service-connected disability rating of 70 percent or more have priority. If space and resources are available, VA can also provide nursing home care to veterans rated below 70 percent and non-service connected veterans—but for a limited amount of time.

Many states operate state veterans homes to provide care to veterans, spouses, and surviving spouses. Most states receive some type of VA funding to cover a portion of the cost of the veteran's care. State homes provide hospital care, nursing home care, and domiciliary care. State homes are inspected annually and audited by VA to ensure they meet certain standards. Since most states have their own eligibility requirements for admission, veterans and advocates will need to contact the individual state home for information.

For more information, please visit http://www.va.gov/geriatrics/Nursing_Home_Eligibility.asp.

Christine Golden, Regional Service Director

Reprinted from: www.vetsfirst.org/va-contract-nursing-homes-and-state-veterans-homes

Volunteer Ombudsmen Always Needed to Assist Regional Ombudsmen

Paid Regional Ombudsman contact info along with their pictures should be posted in a prominent location in your facility.

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 your local Area Agency on Aging or 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



VA Contracted Nursing Homes in Arkansas 2018

Dermott City Nursing Home 702 West Gaines Dermott, AR 71638	Des Arc Nursing and Rehabilitation 2216 West Main Street Des Arc, AR 72040
Courtyard Gardens 2701 Twin Rivers Drive Arkadelphia, AR 71923	Premier Health & Rehab, LLC 3600 Richards Road North Little Rock, AR 72117
Highland of Heber Springs 1040 Weddingford Road Heber Springs, AR 72543	Heartland Rehab & care center 19701 Interstate 30 Benton, AR 72015
Green House Cottages 701 Main Street Rison, AR 714665	Ash Flat Nursing & Rehab 66 Ozbirn Lane Ash Flat, AR 72513
Brookridge Cove 1000 Brookridge Lane Morrilton, AR 72110	Courtyard Rehab & Health Center 2415 Est Hillsboro El Dorado, AR 71730
Conway Healthcare 2603 Dave Ward Drive Conway, AR 72034	Mitchell's Nursing Home 501 West 10 th St Danville, AR 72833
Heritage of Hot Springs, LLC 552 Golf Links Rd Hot Springs, AR 71901	Woodruff County Nursing Home 139 West Highway 64 McCrary, AR 72101
The Pines Nursing & Rehab 524 Carpenter Dam Road Hot Springs, AR 71901	Concordia Nursing & Rehab 7 Professional Drive Bella Vista, AR 72714
Sheridan Nursing and Rehab 113 S. Briarwood Street, Sheridan, AR 72150	Crawford Healthcare and Rehabilitation Center 2010 Main Street Van Buren, AR 72956
Batesville Healthcare Center 1975 White Dr. Batesville, AR 72501	Meadowview Healthcare and Rehab 825 North Gaskill Huntsville, AR 72740
Lindley Health & Rehab 326 Lindley Lane Newport, AR 72112	Newton County Nursing Home 610 E. Court St Jasper, AR 72641
Davis East Nursing Home 6811 South Hazel Street Pine Bluff, AR 71603	Fianna Hills Nursing and Rehab 8411 South 28 th Street Fort Smith, AR 72908
Chambers Nursing Home Center 1001 E. Park Street Hwy 70E Carlisle, AR 72024	Pink Bud Home for the Golden Years Greenwood AR 72956
Pine Hills Health & Rehab 900 Magnolia Road Camden, AR 71701	River Ridge Rehab and Care center 1100 East Martin Dr Wynne AR 72396
Rich Mountain Nursing & Rehab 306 Hornbeck Ave Mena, AR 71953	Monette Manor 6698 Highway Monette AR 72443

What are Residents' Rights?

Reprinted from <http://theconsumervoicework.org/issues/recipients/nursing-home-residents/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

Election at January 14th Meeting for 2019 AANHR Officers and Board Members

Nominating Committee for January 14, 2019 Election:

Chairperson: Julie Shaw, Memphis / 901-508-0558
 Committee Members: Nancy Patterson, Searcy / 501-278-6577
 Martha Deaver, Little Rock / 501-607-8976

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.

Officers are automatically members of the board of directors.

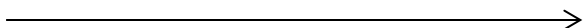
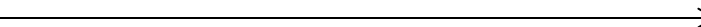
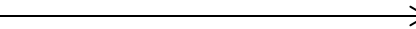
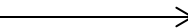

These are the nominees for 2019:

President: Martha Deaver, Little Rock
 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
 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:

Gary Miller of Prosmart Printing for assistance in newsletter and brochure publication.

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.

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); 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 501-607-8976 in Little Rock

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



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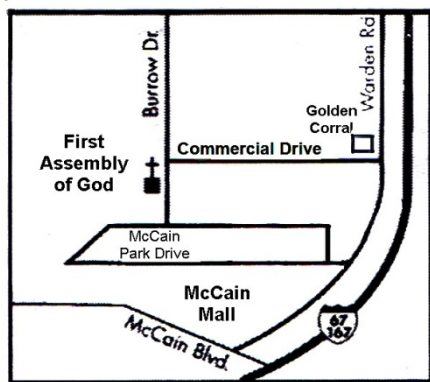
P.O. Box 165641 Little Rock, AR 72216

www.aanhr.org

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U.S. POSTAGE PAID
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Address Service Requested

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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, 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 past the overhang at south end of building. Then, turn right to drive down the narrow alley-like drive.

The entry door is about half-way down the alley and the meeting room is located just inside this door off the alley-drive.