



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING  
HOME RESIDENTS

Sept  
2019

## Next Meeting

Sept. 9  
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.

Program Speaker

(See article at right.)

Save the date!

Monday Oct. 7<sup>th</sup>!

RR Rally (pg 3)

Please bring  
picture of your  
family member  
nursing home  
resident.

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."**



AANHR Meeting Sept. 9th, 11:00 AM

## Protect, Detect, and Report!

Speaker: Kathleen Pursell,  
Program Director, Arkansas SMP

Still waiting for your new Medicare card? If you didn't receive your new card with a new Medicare number, please call 1-800-633-4227 to order one. There may be a problem that needs to be corrected like updating your mailing address. Kathleen Pursell will provide valuable info about this and other identity issues at our meeting.

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 September 9<sup>th</sup> as we learn tips to help protect us and our frailest loved ones from those who would take advantage and/or defraud us.



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



October 7th, a Monday, FIRST Monday instead of usual Second Monday! (Arkansas Advocates for Nursing Home Residents) will host its fifteenth annual Residents' Rights Rally in the State Capitol Rotunda. If you have never been to the Capitol, there is a drop off area available under the front steps, eliminating the necessity of walking to the site. Seating is available in the Capitol Rotunda. Consider this your invitation to attend in support of our

frailest Arkansas citizens! At the rally, you will see a Christmas tree (in October!) that has many silver bows on it. Each of those bows represents an occurrence of actual harm to an Arkansas nursing home resident. You may be surprised at the number represented.

It is always gratifying to see all the volunteers who still give freely of their time to attend this rally and also to visit folks in nursing homes. We're all still coming, still visiting, still standing up for those who cannot speak for themselves. It is also reassuring to see all those whose vocation is to oversee the care and better the lives of nursing home residents, as well as see that those who infringe on residents' rights are brought to justice.

We are expecting our usual great turnout of advocates, friends, and relatives of nursing home residents, as well as actual nursing home residents! Our keynote speaker will be Deputy AR Attorney General, Lloyd Warford. Other featured speakers include: Charlotte Bishop, AR State Ombudsman; Colonel Mike Ross, Veteran Advocate; Dr. David Montague, Director of the UALR Senior Justice Center; Kathie Gately, Long-Term Care Resident Advocate; and Dr. Gerald Parker, Sr., Pilgrim Progress Missionary Baptist Church.

AANHR's goal as an organization is to "protect and improve the quality of care and life for nursing home residents in Arkansas". We acknowledge the importance of these rights guaranteed by the Federal Nursing Home Reform Act of 1987. This annual rally is to acknowledge the rights of nursing home residents -- rights we all have, rights that are not forfeited when one enters a nursing home to live. We know that when a person can no longer be responsible for their own care, many go to a long-term care setting. These rights must not be diminished!

Information pertaining to protecting the rights of Arkansas nursing residents will be distributed to every person in attendance. For more information about residents' rights visit [www.aanhr.org](http://www.aanhr.org) or call 501- 607-8976.

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**PLEASE BRING A PICTURE OF YOUR  
FAMILY MEMBER NURSING HOME RESIDENT TO THE RALLY!**



Find us on Facebook: Arkansas Advocates for Nursing Home Residents  
Also check out [aanhr.org](http://aanhr.org) for valuable information  
and to read previous AANHR newsletters.

# Fifteenth Annual Residents' Rights Rally



Monday, October 7th, 2019 - 11:00 AM

AR State Capitol Rotunda

Keynote Speaker: Deputy Arkansas Attorney General Lloyd Warford

Hosted By Arkansas Advocates for Nursing Home Residents  
www.aanhr.org

Call 501-607-8976 for more info

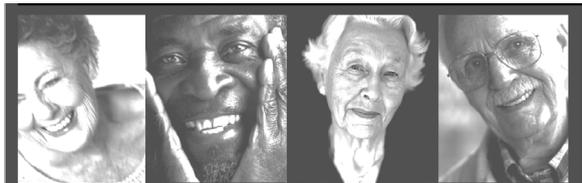
**Program of Events:**

- Martha Deaver, AANHR President ..... Welcome
- Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist ..... Invocation
- Lloyd Warford ..... Deputy AR Attorney General
- Kathi Gately ..... Long-Term Care Resident Advocate
- Dr. David Montague ..... Director of UALR Senior Justice Center
- Colonel Mike Ross ..... Veteran Advocate
- Charlotte Bishop ..... AR State Ombudsman
- Martha Deaver ..... Closing Remarks

**Good Care in Nursing Homes: Everyone's Basic Right**



*October is National Long-Term Care Residents' Rights Month*



*Protecting and improving the quality of care and life for residents in Arkansas nursing homes*

## DHS Executive Resigning For Job At Care Provider

He headed inspections unit

by Eric Besson, Andy Davis (*reprinted from Arkansas Democrat-Gazette, August 16, 2019*)

The director of the state agency responsible for inspecting and licensing businesses that serve Medicaid recipients is stepping down for a job with one of those providers.

Craig Cloud, director of the Department of Human Services' Provider Services and Quality Assurance Division, said he has been hired as the executive vice president over strategy and planning at Friendship Community Care, a Russellville organization that serves people with developmental disabilities and mental illness.

"It was a great opportunity that was presented to me, and I felt that it was the best decision for me and my career at this point in time," Cloud, 49, said Thursday.

The date for his departure from the Human Services Department hasn't been set but likely will be early next month, he said.

Cloud had been director of the Provider Services and Quality Assurance Division since it was created in 2017. The state's transparency website lists his annual salary as \$123,154. Cloud declined to say how much he will make at his new job.

He said he will follow Arkansas Code 19-11-709, which permanently prohibits former state employees from being involved as a "principal or agent for anyone other than the state" regarding any state contract in which that employee provided "decision, approval, disapproval, recommendation, rendering of advice, investigation, or otherwise while an employee." The law also bars state employees for one year from acting for a private company in connection with contracts that were within the person's "official responsibility" while employed by the state. "Anything that I would have had any direct responsibility over, I will not have any involvement in" at Friendship Community Care for the one-year "cooling-period," Cloud said. In a resignation letter dated Monday, he called serving in Gov. Asa Hutchinson's administration "an honor and highlight" of his career.

Under a department reorganization, the Provider Services and Quality Assurance Division took over inspection, certification and licensing duties that had previously been handled by four other department divisions. It also trains providers on department regulations and studies the workforce needs of the department and health care providers.

"During the last four and a half years, Craig has served as a key member of the DHS leadership team and worked incredibly hard to stand up our newest division," Human Services Secretary Cindy Gillespie said in a statement Thursday. "He has focused on making our operations more efficient and on ensuring there are quality-providers serving our most vulnerable populations. "Though we'd love to see him continue his service here, he has a wonderful opportunity, and I wish him all the best."

Among the agencies Cloud's division absorbed was the department's Office of Long Term Care, which licenses and inspects nursing homes. The office's then-director, Carol Shockley, cited differences with Cloud, including his decision to fire the office's business operations manager, when she abruptly quit in January.

Cloud cited manager Frank GoBell's use of "abusive language" toward state officials during a Jan. 14 meeting concerning the transfer of nursing-home ownership from New Jersey's Skyline Health Care, a failed national chain. Cloud said his departure from the Human Services Department was unrelated to the dispute with Shockley and GoBell.

(Continued from pg 4 . . .)

Martha Deaver, president of Arkansas Advocates for Nursing Home Residents, said Cloud's decision to leave "could not have come soon enough." "The failure of DHS to provide effective oversight of nursing homes under Craig Cloud's tenure is breathtaking," Deaver said in an emailed statement. "The number and seriousness of the cases of neglect and abuse that I have been contacted about, is clear evidence that he should have never been allowed to be in the position he had." She called the redaction of public records on nursing home investigations "the worst I have seen in my twenty-five years of advocacy." Deaver also criticized the department's handling of the transfer of Skyline licenses to new operators.

The department seized control of just two of the company's 22 homes in the state and monitored the others until they were sold. One of the homes went to a man who was ordered to pay \$83.1 million in a fraud judgment in 2015, and 19 others went to firms with business or management ties to Skyline. Human Services Department spokeswoman Amy Webb has defended the department's actions as "thoughtful and thorough in a really difficult situation."

Previously, Cloud had been director of the department's Aging and Adult Services Division, which is now part of the Aging, Adult and Behavioral Health Services Division after having been combined with another division. Cloud had been chief compliance officer for Arkansas Enterprises for the Developmentally Disabled before being hired as the Aging, Adult and Behavioral Health Services Division director in 2015.

## 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*



# iCAN - Tools for Life!

Rick Anderson, ATP, hosted our AANHR group at iCAN Headquarters June 10th. Thanks Rick and staff for your wonderful hospitality! This organization might be a good source for readers who are experiencing physical difficulties with some of the daily routines of life. Need help pouring milk from a gallon jug? iCAN has "Roll & Pour" to help with that -- available for loan to you free of charge, just one example of helpful items in iCAN's inventory. Assistive Technology (AT) is any kind of device or tool that helps people live, learn, work, and communicate more independently. AT can be very simple and inexpensive, like a modified knife and fork, or it can be very sophisticated and costly, like a computerized speech device.

iCAN stands for Increasing Capabilities Access Network and Tools for Life is our philosophy—assistive technology for everyone! iCAN offers a number of services to help Arkansans of all ages find the AT tools they need for home, school, work and getting around in the community. Our services include the following:

- Information Assistance
- AT Device Loans
- AT Device Demonstrations
- AT Device Reuse
- AT Device Exchange
- AT Training on devices and issues related to accessibility
- Presentations about iCAN and the benefits of technology
- Tours of the iCAN Tools for Life Demonstration Center
- Technical Assistance to employers, service providers, educators, and others.



*AANHR Group visits iCan Headquarters*

The services offered by iCAN are available to all Arkansans, regardless of age, geographic area, disability, income or eligibility for any other service.

iCAN loans Assistive Technology devices to individuals to try out a device before purchasing or use for a temporary need. Loans require a valid state ID.

Wheelchairs and walkers require a prescription from a doctor or therapist. Augmentative and Alternative Communication (AAC) devices over \$3000 can be checked out only by a speech or an occupational therapist.

iCAN regularly receives assistive technology donations from the community. They ensure all devices are in working order and sanitized, then donate the device to those in need. The re-use program is first come, first serve and is available to all Arkansans. Call for information about pick-up.

Visit the About iCAN page for more information about services: [ar-ican.org](http://ar-ican.org) or email: [info@ar-ican.org](mailto:info@ar-ican.org)

501-666-8868 in Little Rock or 1-800-828-2799 outside of the Little Rock area.

## 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, Little Rock (501-607-8976)

**Vice President** - Cindy Murders, Sheridan

**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); 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: 501-682-7760

For additional assistance or a listening ear, call AANHR at 501-607-8976 in Little Rock

Visit our website at [www.aanhr.org](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)

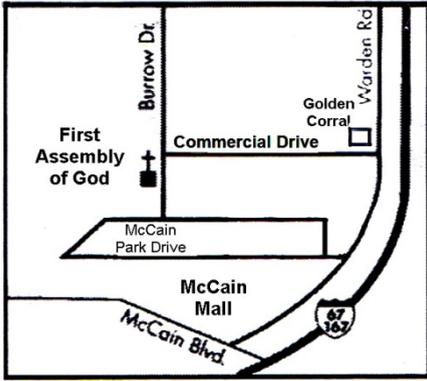


Arkansas Advocates for Nursing Home Residents  
**AANHR**  
 P.O. Box 15562 Little Rock, AR 72216-5562  
[www.aanhr.org](http://www.aanhr.org)

NON-PROFIT ORGANIZATION  
 U.S. POSTAGE PAID  
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 PERMIT NO. 1886

**Address Correction Requested**

**Sept 2019**



**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, 2020.**

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 (fire lane).

The canopied entry door is about half-way down the alley and the meeting room (#102) is located on the left just inside this door off the alley-drive.