



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING
HOME RESIDENTS

Nov
2019

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

Nov 4th

Meeting

Place:

First Assembly of God
Church

4501 Burrow Road

North Little Rock

Directions to church

On back of

Newsletter.



November 4th, 11:00 AM Meeting Topic:

Latest Arbitration Ruling

2020 Legislative Session

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.

10:00 - 11:00 A.M.

Open Forum

11:00 A.M.

Program Speaker:

(See article at right.)

PLEASE NOTE:
Open Enrollment
for Medicare
Part "D" ends
December 7

NO meeting nor
Newsletter in
December!



From the President's Desk . . . Martha Deaver

I am very grateful to receive this award for advocacy put forth on behalf of nursing home residents around the state and also those with Alzheimer issues.

2019 Consumer Voice Leadership Award Winners

Based on your nominations, Consumer Voice recognizes people who have demonstrated an exceptional commitment to improving the lives of long-term care consumers. Awards will be presented at our 43rd Annual Conference, November 4, 2019 at the Crystal Gateway Marriott in Arlington, Virginia from 7:00 pm to 9:00 pm in the Grand Ballroom.

CERNORIA JOHNSON MEMORIAL ADVOCACY AWARD: Martha Deaver

Cernoria McGowan Johnson (1909-1990) set up the national program of Nursing Home Ombudsmen in 1974. The award in her honor is presented to someone whose work has had national impact or is a model for national excellence and who exemplifies accomplishment in his or her chosen field.

Martha Deaver has been doing advocacy work since the 1980's. For the past 20 years, she has served as the President of the Arkansas Advocates for Nursing Home Residents. In 2010, Martha was honored with the FBI Director's Community Leadership Award. She also received the 2016 Arkansas Trial Lawyers Advocacy Leadership Award. In 2014, Martha worked with Jeff Lowenstein with the Center for Public Integrity. In 2006, Martha worked with Trudy Lieberman and Consumer Reports, and her story was featured in the *Ladies' Home Journal*. In 2005, Martha also received the Consumer Voice Janet Tulloch Memorial Award. For the past 15 years, Martha chaired the Annual National Residents' Rights rally. After finding only annual surveys were posted, Martha worked with GOA culminating in complaint surveys being added to the CMS Nursing Home Compare website. She also served three terms on the Governor's Long-Term Care Advisory Board. Martha serves on two committees focusing on long-term care needs for our Veterans and serves on the Professional Advisory Council for Alzheimer's Arkansas.

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.

In Case You Missed It:

Three Nursing Homes Put Under State

by Kat Stromquist AR Democrat Gazette: October 4, 2019

Arkansas assumed control of three privately owned nursing homes Thursday after the takeover of two homes run by the same ownership group earlier this week.

The Department of Human Services asked circuit judges to appoint a receiver for Lexington Place Healthcare and Rehabilitation in Jonesboro, Lincoln Heights Healthcare in Star City and Prescott Manor Nursing Center in Prescott.

According to court filings, the sites appeared "to be financially unable to secure or maintain continuing and regular sources of food, medicines, services, and supplies necessary for the safe and continued operation of the facility." It was "uncertain and questionable" whether the facilities would be able to maintain minimum staffing levels as a result of problems meeting payroll, attorneys for the department wrote in their complaints.

By Thursday afternoon, circuit judges in Craighead, Lincoln and Nevada counties signed off on the requests, appointing the state as a temporary receiver for the facilities over a 30-day period. On Monday, the department had asked to have Arlington Cove Healthcare in Trumann and Deerview in Ola put in receivership while officials monitored the three remaining facilities.

The five nursing homes were licensed to companies owned by Keith Head and Cathy Parsons of Conway, according to previous reports. A person who answered the phone Thursday evening at a number listed for Head said he was not available and hung up, and an attorney for Parsons previously told the *Arkansas Democrat-Gazette* that she has not been involved with the group since March 2018.

Facebook posts about payroll problems at the Jonesboro facility tipped off the Human Services Department about potential problems at the group of homes in late September, and agency surveyors had been on-site at all five facilities since Sept. 25.

Under the receivership status, the department will ensure that the homes remain open, residents are cared for and the staffs are paid, according to a news release.

"We are taking these steps to ensure the health and safety of the residents living at these facilities," Jerry Sharum, director of the Provider Services and Quality Assurance Division, said in a statement.

"We will stay at these facilities until we can be assured residents are getting the services they need, and the staff is getting the necessary supplies needed to care for the residents."

The Jonesboro facility, licensed for 117 beds, has 93 residents. The Star City home is licensed for 87 beds and has 53 residents, and the Prescott site has a license for 111 beds and 54 residents.

No residents have been moved or are expected to be moved from the homes, and day-to-day operations will be temporarily managed by Reliance Health Care, Human Services Department spokeswoman Amy Webb wrote in an email.

The company will also help manage the Trumann and Ola homes placed in receivership earlier.

Of the five homes, overall ratings on a nursing home comparison database maintained by the federal government range from "average" for the Prescott and Trumann homes to "much below average" for Star City and Ola.

That data is compiled from Centers for Medicare and Medicaid Services inspections and other sources.

Asked whether fines, penalties or other sanctions would be levied against the homes' operators, Webb said that "right now our priority is the health and safety of residents, though we have notified state and federal officials of these actions."

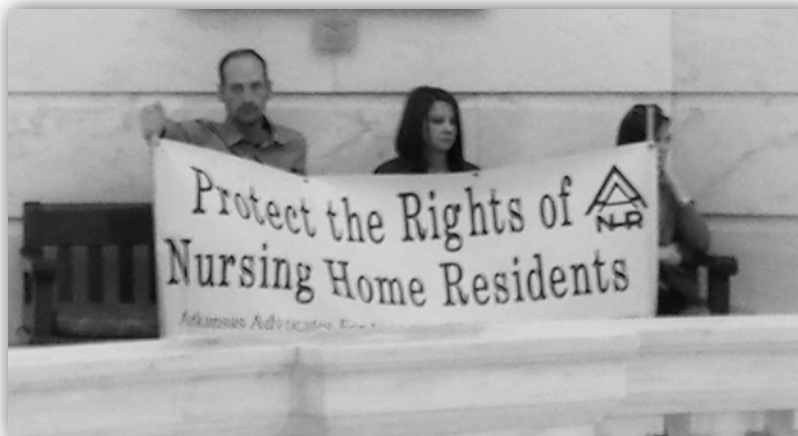
Fifteenth Annual

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 4th Meeting for 2019 AANHR Officers and Board Members

Nominating Committee for November Election:

Chairperson: Julie Shaw, Memphis -- (901)508-0558
 Committee Members: Nancy Patterson, Searcy (501) 278-6577
 Martha Deaver, Conway -(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 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 2019:

President: Martha Deaver, Conway (501-607-8976)
 Vice-President: Cindy Murders, Sheridan
 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
 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:

First Assembly of God Church in North Little Rock for providing AANHR a meeting room.

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.

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, 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: 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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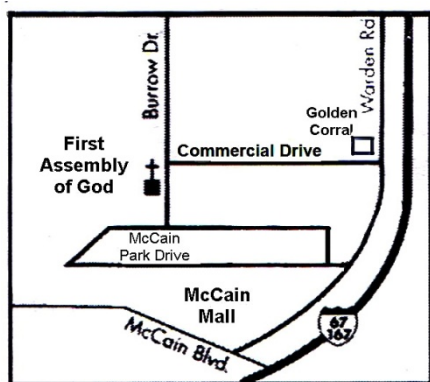
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www.aanhr.org

NON-PROFIT
ORGANIZATION
U.S. POSTAGE PAID
LITTLE ROCK, AR
PERMIT NO. 1886

Nov 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.