

PROTECTING NURSING
HOME RESIDENTS

January
2006

Arkansas Advocates for Nursing Home Residents



***Note: Warden Road is now going South.**

MEETING PLACE:

First Assembly of God Church
4501 Burrow Road
North Little Rock
Directions to church on
back of Newsletter

10 a.m.

Meeting for Members,
Family and Friends of
Residents (Closed to
persons representing
the nursing home
industry).

11 a.m.

Public Meeting:
(see gray box on page
one)

12 noon

Bring a sack lunch, &
stay for the Board
Meeting

AANHR's Mission:

**"To protect and im-
prove the quality of
care and life for
residents in
Arkansas nursing
homes"**

We're on the web!
www.AANHR.org

Conway (501) 450-9619 • Fairfield Bay (501) 884-6728
Little Rock (501) 224-8431

*Proverbs 31:8-9 "Speak up for those who cannot speak for them-
selves, for the rights of all who are destitute. Speak up and judge
fairly; defend the rights of the poor and needy." NIV*

Three AANHR Representatives to Speak at January Meeting

Nancy Johnson, Martha Deaver & Ralph Erwin who attended the Annual Conference previously held by NCCNHR in Washington D.C. are to report in the upcoming January Meeting on what they experienced in the programs and meetings they were able to attend.

AANHR Special Thanks

We extend heartfelt thanks to the following people and groups who make our outreach possible:

1. **Jack Wagoner** and **Gene Ludwig** for keeping AANHR supplied with copies of the book, DANGER ZONE.
2. **David Couch** of Grayson and Grayson, PA, for employing Brent Birch of One6media, LLC, to do AANHR's new website design.
3. **Clark Mason** of Hare Wynn Newell & Newton for financial and promotional support over the years.
4. **First Assembly of God** in North Little Rock for providing a meeting room free of charge.
5. **Brian Reddick** and **Bob Edwards** of Wilkes and McHugh for its generous donation toward the publication costs of this newsletter.
6. **Darren O'Quinn** of The Law Offices of Darren O'Quinn for assistance in the publication of this newsletter, meeting rooms, lunches and donations to help AANHR
7. **Dan Sorey** and **Chad Trammel** for gift memorials and support.
8. **Jana Barnett** of The Law Offices of Darren O'Quinn for editing the newsletter.

"Scheduled meeting will be cancelled should the L.R. public school classes be canceled due to inclement weather."



From the President's Desk

Nancy Allison

I have used the term “CULTURE CHANGE” in past letters. I want to discuss this again and help you understand what actually is happening. There are many examples of culture change in nursing homes. You will hear them referred to as Eden's' alternative, the Greenhouse, or Pioneer network. These all refer to eliminating the institutional atmosphere of nursing homes, giving residents a home-like atmosphere and allowing them to take part in their own care to the extent they are able.

Nationwide, there are a few nursing homes that consist of individual bedrooms focused around a living room or sitting room area and a kitchen/dining area. The staff basically becomes part of the family of the residents in that “home”. They work together planning the day's activities and meals. This concept is adjusted to the ability of the residents in that complex. Other forms of culture change involve the CNA's being the primary team leaders. The CNA's are the caregivers closest to the resident and they can be very aware of things that please the resident and things that upset them.

Rebuilding Arkansas' 240 nursing homes is not practical. But the industry, recognizing the need for some changes, can start listening to family members who have practical suggestions. Each and every one of us should start encouraging administrators and their staff to look at what would make residents feel at “home” and not prisoners in an institution. We must establish the concept of VALUE THE PERSON in our nursing homes. And that means staff valuing staff from the top down and from the bottom up.

There is a reason for being concerned about the recent buying and selling of nursing homes by large corporations to be used as real estate holdings. In order that we have a successful transaction to CULTURE CHANGE we need owners and administrators, who will work together with each facility, residents and families as they go through the steps to make this change happen. This will not happen if the owners are large corporations who merely lease it to someone else. There is no responsibility to its occupants. Please see article on the Beverly transaction.

On Tuesday, January 31, 2006, 9:00 P.M. CST, PBS will air a documentary chronicling a year in the life of a retirement community implementing “culture change”. While this may not deal directly with life in a nursing home, it should provide an opportunity for advocates and family members to see the impact on the quality of care and life in long-term care facilities. Please mark that date on your calendar.

Nursing Home Sale Raises Questions

(Letter to the Editor from Martha Deaver)

My name is Martha Deaver. I am an advocate for nursing home residents. I am very concerned that the residents of the nursing homes that are part of the pending sale between Beverly and North Americana Senior Care, will continue to receive the level of care and safety for which they have contracted.

We have heard about how the stockholders will fare, as a result of the sale of Beverly Enterprises. We have heard about how the executives of Beverly Enterprises will fare, and (finally) we have heard how it will affect other Beverly employees. But, we have yet to hear what the outcome will be for the people who will be directly affected; the persons who live in the nursing homes and who rely on them, for food medical care and a roof over their heads.

As part of a corporate integrity agreement, which Beverly Enterprises entered into with the office of the Inspector General of the United States, nursing home residents were guaranteed that they would be protected by all federal statutes and regulations, as well as by Beverly's policies and procedures, as discussed in the agreement.

I was told by North American Senior Care that the agreement would be honored as part of the sales agreement. The problem is, after one year the corporate integrity agreement will be moot and the agreement will end. Arkansas nursing home residents and their families deserve to have a long-term commitment, in writing, concerning the quality of care of nursing home residents.

In the three legislative hearings that were held, concerning this issue, the public was not allowed to speak. The residents concerns were never heard. Three strikes and they are out.

We, as Arkansas citizens have to demand that the residents who rely on these nursing homes, for every facet of their lives, are protected and that their well being is the primary consideration in this transaction. I do not want to see Arkansas nursing home residents used as pawns to a financial struggle.

Martha Deaver
Conway

2005 Contributions and Donations

<u>LAST NAME</u>	<u>FIRST NAME</u>	<u>LAST NAME</u>	<u>FIRST NAME</u>
Buzick	Emma Gene	Martin	Donna & Wayne
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Holder & Family	Elma	Stevenson & Family	Caroline
Johnson	Nancy	Wagoner, III	Jack
Lewis	J. Michael	White	Dr. Paul & Celine
Lorenzen & Family	Rod	Wilkes & McHugh, P.A.	

Retiring Board Members

The following are stepping down from the AANHR Board of Officers and Board of Directors: **(From left to right:)**

1. **Fred Plant** served on the Board of Directors for five years, beginning in November 2000.
2. **Betty Buckta** served as AANHR's secretary for three years beginning in November 1997. She was a member of the Board of Directors for five years, beginning in November 2000.
3. **Catherine Donovan** served on the Board of Directors for one year beginning in November 2003. She served as AANHR's Secretary during the year of 2005.
4. **Virginia Cross** served as AANHR's Vice President for four years, from November 1996 through October 2001. She served on AANHR's Board of Directors for five years, from November 2000 through December 2005.



PRESS RELEASE

FOR IMMEDIATE RELEASE
December 19, 2005

Contact: Nancy Allison
501.327.3152

Beverly Executive Bonuses Show Sale's Priorities While Some Get Golden Parachutes, Residents Get Ignored

The recent disclosure of the Beverly Enterprises executive bonuses show the priorities of the current proposed sale to Fillmore Capital Partners, a California investment firm with no experience in the nursing home business, nursing home advocates say. Executive of BEI stand to gain more than \$109 million in bonuses at the completion of this sale, according to SEC filings, while residents of the nursing homes that Beverly currently operates will almost certainly see a decline in what is just barely adequate care.

"Every legislative session, the nursing home industry sends lobbyists to the capitol to plead poverty to the legislature," said Nancy Allison, President of Arkansas Advocates for Nursing Home Residents. "Every time advocates ask for more staff, better care, or improved facilities, we are met with the refrain that there is simply no money to do those things. But now that there is some money, is it going to care for residents? No, it's going to line the pockets of a few big-wigs in the company who plan to take the money and run."

Since 85 percent of the revenue generated for the nursing home industry comes from tax dollars, AANHR expressed outrage that more government oversight hasn't been applied to the possible sale of Beverly.

"That \$109 million could hire more than 2,500 new nurse aides to assist nursing home residents in every single Beverly home," Allison continued. "Instead of making residents the priority in this sale, Fillmore Capital and Beverly Enterprises are looking to make a hefty profit at residents' expense. Residents deserve better."

The Arkansas legislature held hearings earlier this year on the potential sale of Beverly Enterprises. During the course of those hearings, it was revealed there are serious holes in the regulatory system that governs nursing homes in the state. The sale of BEI could easily exploit those holes, leaving residents in a perilous situation.

"It's time for resident care to be the top priority," Allison concluded. "It's time for state officials, oversight agencies and the nursing home owners themselves to put resident care above all else. The lives of our grandmothers and grandfathers depend on it."

STATE LONG TERM CARE OMBUDSMAN HITS HOME RUN

Since Mrs. Kathie Gately took over the reins of the Arkansas Office of Long Term Care Ombudsman, the number of Certified Volunteer Ombudsman has increased from three to seventy-five, an 850% increase. Mrs. Gately said her ultimate goal is to provide at least one, preferably more, volunteer ombudsman for every nursing home in Arkansas. Currently, Arkansas has two-hundred and twenty-seven nursing homes.

The Certified Volunteer Ombudsman program's primary purpose is to provide weekly visits to Arkansas nursing homes with an emphasis on visiting those residents who have no visitors on a regular basis, ensuring that they have someone listening, caring and watching over them. Slowly but surely more residents will have someone to assist them with the understanding of their rights.

Each volunteer ombudsman is at least 18 years of age, has reliable transportation, experience in working with older people and do not have any immediate family presently employed by a long-term care facility. To maintain an active status each volunteer ombudsman is required to visit their assigned facility at least two hours per week.

This writer knows of three members of Arkansas Advocates for Nursing Home Residents who have achieved the title of Certified Volunteer Ombudsman. Elizabeth Eppinette of Camden and both Tom Shircliff and Dr. Virginia Vollmer of Little Rock are active in the program and heartily endorse it.

On December 2, 2005, Mrs. Gately chaired the 1st Annual Certified Volunteer Ombudsman Recognition Banquet at the Ferncliff Center in Little Rock. Over 100 persons recognized for their part in this project included Regional Ombudsman, Volunteer Coordinators, Back-Up Ombudsman, Certified Volunteer Ombudsman and a host of supportive friends. Mike Beebe, Attorney General was the keynote speaker. Of the several speakers that participated included Maria Diaz, State Director of Arkansas AARP and Carol Shockley, Director of the Office of Long Term Care.

Caregiver's Guide to Dealing with Dementia

The November program was presented by Dr. Cagle Harrendorf, MD, psychotherapist, pharmacist, and poet.

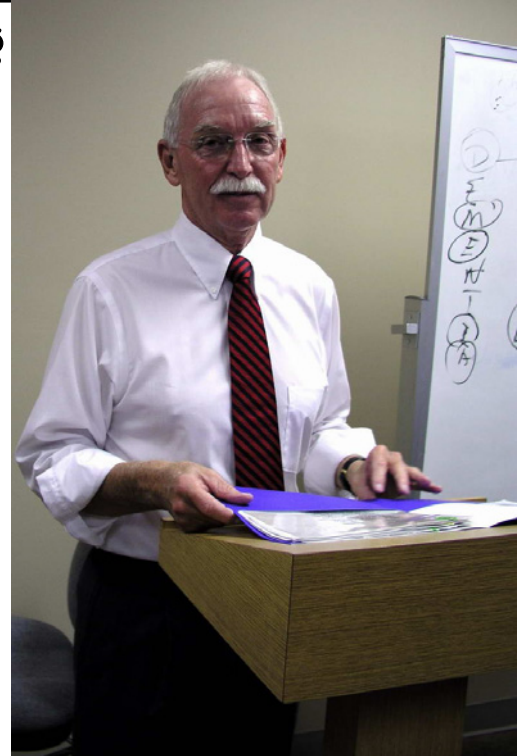
He began his presentation with a poem in honor of advocates.

He stated that "You can be knowledgeable with other's knowledge but you can't be wise with another's wisdom." He stated that a lot of "knowledge" has been written about aging by people who haven't experienced it. Likewise, much has been written about caring for persons with dementia by people who haven't experienced what it means to do this and he asked who had the actual wisdom.

He listed six degrees of separation from the actual problem:

- 1) spouse and/or family,**
- 2) professional and hired caregivers,**
- 3) administrators,**
- 4) educators,**
- 5) researchers, and**
- 6) regulators.**

Dementia affects all areas of life. Dr. Harrendorf described the demented person as experiencing an internal hurricane at all times and the expression of this confusion and disorientation affects life for caregivers as well as the patient. He concluded the presentation with poems which described the sensations of confusion and illness.



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 until December 31, 2006.

We are so appreciative of people like you who support us and our cause, because together we can make a difference.

- I wish to receive the AANHR newsletter.
- \$15 per individual membership enclosed.
- \$20 per family or corporate membership.
- \$4 per student or CNA membership.
- Waive dues because of financial hardship.

Please make checks payable to: AANHR and mail to PO Box 22421, Little Rock, AR 72221

AANHR Meeting Directions

First Assembly of God Church, 4501 Burrow Road, North Little Rock, Arkansas

From Little Rock on Highway 67-167, take the West McCain Blvd. Exit. Immediately after crossing under the McCain Blvd. bridge, turn right (east) onto the newly constructed ramp. Get into the left lane as you will be turning left (north) at the first opportunity onto Landers Road. Once on Landers Road, keep in the far left hand lane as you will be turning left when you get to the new "turn around." At the turn around, you will go under Highway 67/167 and enter Warden Road going southbound. As soon as you can move safely, get into the far right hand lane as you will be turning right immediately past the Golden Coral Restaurant onto Commercial Street.

Commercial Street dead ends in about three blocks into Burrow Road at the church, which will be recognized by its three large crosses. Proceed straight into the church's parking lot and turn right at the west end 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 (#113) is immediately inside the entrance door.



Arkansas Advocates

For

Nursing Home Residents

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www.aanhr.org

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