

PROTECTING NURSING
HOME RESIDENTS

July
2006

Arkansas Advocates for Nursing Home Residents



Next Meeting

July 10

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).

10:30 a.m.

Public Meeting:

(see gray box on page
one)

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

AANHR's Mission Statement:

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

Program and Speaker for the July 10th Meeting

WORKING TOGETHER TO IMPROVE QUALITY OF LIFE BY REDUCING RESTRAINTS

Carol Compas, RN, BSN, CPHQ, has 18 years of clinical nursing experience including geriatrics nursing and a strong background in education, quality assurance/improvement and risk management.

In April, she brought us information on Arkansas' participation in the Federal Nursing Home Quality Initiative that rolled out in November 2002. The mission of NHQI is to make nursing homes a better place to work and a better place to live. Ms. Compas is returning to speak on July 10, with AANHR and plans to focus on the correct usage of restraints, nursing home restraint management and how to further reduce restraints through Person Directed Care principles. She will share with us the successes she has had working with some of the homes here in Arkansas. As in April, and because she brings us so much information, we have asked her to start her program at 10:30 so there will be time for questions.

NOTICE

As usual, due to summer travel plans, AANHR will have no newsletter nor meeting during August. Have a safe summer and we'll see you in September.

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



From the President's Desk

Nancy Allison

FROM THE PRESIDENT'S DESK:

Monday, June 12, 2006, after our regular meeting, AANHRR hosted the second annual CNA appreciation luncheon. Martha Deaver, program chairperson, proclaiming June 15 through 21 as National CNAWeek, read a proclamation signed by Governor Huckabee and the names of 38 honorees were read along with a statement from each facility stating why that person had been chosen for this honor. Thirty-eight Nursing Homes were represented and all the honorees were praised for their dedication to their work, their dependability, and their patience and loving kindness to the residents. Each received a Certificate of Merit, a pin stating "caring is my career as a nursing assistant" and a Wal-Mart gift card for \$30.

Carol Compas, RN, and Nursing Home Quality Initiative Project Manager for Arkansas Foundation for Medical Care was the featured speaker referring to her years as a nursing aide and what led her to become a nurse. Now she works with CNA's helping them improve their skills and promoting ***culture change***, which will restore control to elders and those who work closest with them. She encouraged these CNA's to think how they would feel in many situations and act accordingly as they cared for the residents.

Ms. Compas challenged these men and women to choose a flower from bouquets on each table, return to their facility, and institute the particular form of *culture change* noted on the card. Examples such as changing the environment that fosters isolation and loneliness to a sense of community where individual preferences are honored and defended. Change the sterile, institutional environment that increases anxiety, behavior problems, and puts both staff and residents at risk for injury by encouraging personal preferences in a private warm and comfortable environment. In addition, to work to have consistent assignments building and strengthening relationships, which are the cornerstones of culture change. Consistent assignments allow the caregiver to know and understand what the resident's needs are.

Ms. Compas concluded her presentation with a 4-minute video showing the relationships that develop between residents/employees and employees/employees with background music **Trust In Me**.

Ruth Dapremont, an LPN for over 20 years was also a guest speaker. Ms. Dapremont has an extensive background as a Registered Health Care Educator that has resulted in her operating her own business. She is presently contracted with American College of Health Sciences in Conway where she trains CNA's. She spoke of her experience in a nursing home after Hurricane Katrina as she and others risked their lives to save those entrusted to their care.

AANHRR asks everyone who knows someone who works in a nursing home to remember to thank him or her for their work - not just during CNA week, but everyday.

Hopkins & Associates Featured Speakers at AANHR's June Meeting

Jon Hopkins and Kim Laffoon of Hopkins & Associates, an investigative firm with many facets, one of which is nursing homes abuse and neglect investigations, spoke at AANHR's June 12 meeting. Mr. Hopkins stated that he does not investigate nursing homes only alleged detrimental activities within the walls of such. His goal is not shutting down homes but seeking to raise the standard of care for residents within them. There are many homes that provide high quality care and many others which need to raise the bar on the care given residents.



Hopkins indicated his work is limited and/or empowered by three criteria: the laws involved resources available, and lastly his own creativity. No manual exists to cover "all" investigations for each contain different aspects. In the early stages of an investigation, Hopkins' associates check out procedures at the nursing home. Questions involve: Do the established care procedures fulfill the intended goal for care; do reviews of nurse notes reveal any inconsistencies in care; are the ADLs followed? Hopkins advised those present to "tattle" about the "bad stuff" they encounter, ask for and get resident records as soon as possible after an incident, for records do "change," and keep a log on a calendar of persons involved and circumstances related to any/all incidents which affect one's family member resident. Be aware and be alert and "write it down" - do not trust one's memory.

According to Hopkins, nursing home abuse and neglect investigations include five areas: Facts involved - about specific complaints, hazards related to, history behind (a medication error, for instance).

Staffing - many issues tie back to a shortage in trained staff members or members not performing tasks according to proper protocol.

Supply issues - were supplies adequate to promote good care such as having a sufficient and readily accessible supply of adult diapers for the timely changes that help ward off skin problems.

Charting - must be performed in a timely, accurate, and readily decipherable manner. A HIPPA release must be signed by family members to allow investigators access to a resident's records.

How does the facility change during a survey? How would overall care improve if care and/or staffing levels at survey time were implemented at all times?

Mr. Hopkins frames his business ethics around the "Seven Habits of Highly Effective Persons." Among the principles, Hopkins adheres to being proactive; beginning with the end in mind; and putting first things first. He encouraged those present to keep a log to catalog suspected infractions by staff members employed where their family member resident lives. One must be specific because generalities are not a good basis for investigations. He also suggested that AANHR might sponsor and put together seminars for law enforcement personnel who

AANHR AWARDS 2006



AANHR 2006 Ceremony Attendees



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AANHR AWARDS 2006



AANHR MEMBERS



Martha Deaver Speaks at AANHR Ceremony

CNA AWARDS 2006



CNA AWARDS 2006



CNA AWARDS 2006



CNA AWARDS 2006



Public Notice

Arkansas Advocates for Nursing Home Residents are here to help with any problems you might face in dealing with nursing home care. As consumers, you need to know, there had not been a congressional report written in the past twenty years documenting that nursing home residents are being cared for and protected the way the federal laws require.

In order that you are better informed, we urge you to order GAO congressional reports illustrating the serious problems government investigators have found in nursing homes.

To receive the government studies free of charge either:

- Telephone AANHR at (501) 450-9619
- Go to our web site at <http://www.aanhr.org> and click on "Contact Us."

Volunteer Ombudsman Needed

Regardless of whether or not you plan to become a volunteer ombudsman your knowledge will increase ten fold 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. Please contact Martha Deaver at 501-450-7405, she will put you in contact with your regional ombudsman.

AANHR has several wonderful videos that we would like to loan for use at Family Council meetings, or to help any family member seeking to learn more about receiving good care of residents in nursing homes. If you cannot attend our monthly meetings in Little Rock, please contact one of the officers listed in this Newsletter and make arrangements to have one of these helpful videos mailed to you. The Videos are:

- NURSING HOME CARE PLANS
- THE IMPORTANCE OF NURSING HOME FAMILY COUNCILS
- BATHING WITHOUT A BATTLE

AANHR Special Thanks

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

1. **Dan Sorey and Chad Trammel** for gift memorials and support.
2. **Darren O'Quinn** of The Law Offices of Darren O'Quinn, PLLC, for assistance in the publication of this newsletter, meeting rooms, lunches and donations.
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9. **First Assembly of God** in North Little Rock for providing a meeting room free of charge.
10. **Eric Wewers** of The Law Offices of Eric D. Wewers, P.L.L.C. for advising AANHR's Board of Directors.
11. **David Couch** of The Law Offices of David A. Couch, PLLC, PA, for employing Brent Birch of One6media, LLC, to do AANHR's new website design.

AANHR Officers and Board Members

President - Nancy Allison, Conway

Vice President - Nancy Johnson, Fairfield Bay

Secretary - Martha Blount, Searcy

Treasurer - Ralph Erwin, Little Rock

Members of the Board: Marce Best, Maumelle; James Brooks, North Little Rock; Lela Burns, Sherwood; Martha Deaver, Conway; Gleason McGuire, Bryant; Horace McGuire, Alexander; Larry Wakefield, Fairfield Bay.

Honorary Board Members: Jim and Faye Sandstrum, Pine Bluff.

AANHR BOARD MEMBER FEATURED IN LADIES' HOME JOURNAL

("It Broke My Heart That I Couldn't Protect My Mom")

The June issue of Ladies' Home Journal has brought important attention to the struggle families go through trying to get good care for loved ones in nursing homes. Martha Deaver, a board member with the Arkansas Advocates for Nursing Home Residents (AANHR) is featured on the cover of the article pages 98-112. Martha was recognized by the National Citizens Collation for Nursing Home Reform (NCCNHR) in Washington, DC in 2005, where she received the Janet Tulloch Advocacy Memorial Award. Martha is know for her exceptional work, as a citizen advocate for nursing home residents and their families. The article helps to reinforce one of AANHR's and NCCNHR's most important goals: workforce issues including training, adequate benefits, and the strong need for a minimum staffing standard nationwide. Serious nursing home abuse and neglect has been shown to be a direct result of serious understaffing, according to numerous congressional reports. Congressman Henry Waxman, of California, has introduced H.R. 4293 (The Nursing Home Staffing Act Of 2005) which requires a minimum of 4.1 direct care staffing hours for nursing home residents. This is what the U.S. Department of Health and Human services recommends. Please sign the petition in the Ladies' Home Journal article and mail it in as soon as possible. You can also sign the petition online by going to www.lhj.com/nursinghome. You will be letting Congress know that you will not stand for the mistreatment of America's elderly!

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

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

Coming from the North:

When driving South on Highway 67/167, take Exit #1 onto Warden Road. As soon as you safely can, move into the right hand lane, as you will be turning right at the Golden Coral Restaurant onto Commercial Street.

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 Street.

Commercial Street 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 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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