

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, 2007.

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



Arkansas Advocates
For

Nursing Home Residents

P. O. Box 22421 Little Rock, AR 72221-2421
www.aanhr.org

AANHR's Mission Statement:

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

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, get 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, get into the right hand lane, as you will be turning right at the Golden Coral 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.

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

PROTECTING NURSING
HOME RESIDENTS

November
2006

Next Meeting
November 13

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).

11:00 a.m.

Public Meeting:
(see gray box on page
one)

12 noon

Bring a sack lunch, &
stay for the Board
Meeting

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

Arkansas Advocates for Nursing Home Residents



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

AANHR's Mission Statement:

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Program and Speaker for the November 13th Meeting

DAVID COUCH OF THE COUCH LAW FIRM
Member of the NCCNHR Board of Directors

This past summer AANHR was asked to nominate someone from Arkansas to the Board of Directors of the National Citizen's Coalition for Nursing Home Reform (NCCNHR). When asked, David Couch told us he would be happy to serve NCCNHR, AANHR, and Arkansas in that capacity.

The nomination was submitted by AANHR; he was elected and serves us well. As this newsletter is going to print, David Couch is attending the current conference in Washington, D.C.

David is a good friend, one of many who support AANHR in many ways. He indicated he would like to speak to us on legislative issues. Don't miss this opportunity to get information regarding what we can expect from the 2007 legislative session. David will speak at the 11:00 public portion of the meeting.

Please note

No AANHR Newsletter or Meeting during the month of
DECEMBER, due to the Christmas holiday season



From the President's Desk

Nancy Allison

FROM THE PRESIDENT'S DESK:

We have mentioned on many occasions the concept of *person directed care*, care that reflects the way the individual chooses to finish out his life. The Eden Alternative, which is one example of person directed care, speaks of the three plagues of loneliness, helplessness and boredom that account for much of the suffering among residents in long term care facilities.

Dr. Bill Thomas, founder of the Eden Principle, believes that life in an elder community should revolve around relationships. It should include daily opportunities to give as well as receive to eliminate the feeling of helplessness. It should also include opportunities for spontaneity that happens when unexpected and unpredictable happenings take place.

Each of us can help if we spend 20-30 minutes each month making the day brighter by visiting those who are unable to leave their "homes." Talk with the nursing directors and ask who might respond to a little extra attention. If you make the staff at the nursing home aware that you want to help them, they will be more responsive and soon realize the residents are responding and happier. The staff must be willing to recognize that residents don't want to be treated as though they were in the army with tasks being done on a specific schedule. Interviews with residents have resulted in the following quotes:

"I have become a task to complete rather than a human being with a personality and a personal history".

"The problem is that no one has time to talk to me".

We would like the facility to recognize the ability of many residents to make decisions about the way they choose to live their life even though they must be in a facility that oversees and assists in their care. Residents can be allowed to share their ideas about decorating their rooms and the facility, what type of activity they want to have and what meals they would like served. Residents should be encouraged to become social and eliminate the isolationist appearance where each sits in their room and stares out a window. Many of the "able" could assist the "unable" with simple things. Some need a project to feel they have a purpose to life. This is what creates a neighborhood. If the staff will use some imagination, they will recognize bathing schedules and eating habits can be easily adjusted to conform to habits that resident had before making the move to a nursing home. There are many ways you and the staff can contribute to the change to *person directed care*.

Nursing homes cannot rebuild overnight, but "that's the way we've always done it" isn't acceptable anymore. Perhaps if we all do our part to encourage the new person directed environment; the change can come much faster. I am not suggesting that we do their work - I am saying we can show them how to have a happy environment for both staff and residents and all show respect for each other.

AANHR SPECIAL THANKS

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

1. Chad Trammel and Don Sorey of The Law Offices of Nix, Patterson and Roach for gift memorials and financial support.
2. Bob Davidson of The Law Offices of Bob Davidson, PLLC, for advising AANHR's Board of Directors.
3. Brian Reddick and Bob Edwards of Wilkes and McHugh for its financial assistance in the printing and mailing of AANHR's newsletter and other publications as well as financing the attendance of two board members to the annual NCCNHR conference.
4. Eric Wewers of The Law Offices of Eric Wewers, PLLC, for advising AANHR's Board of Directors.
5. Hare Wynn Newell & Newton for financial and promotional support over the years.
6. Todd Griffin of The Law Offices of Todd Griffin, PLLC, for advising AANHR's Board of Directors.
7. Jack Wagoner and Gene Ludwig for keeping AANHR supplied with copies of the book *DANGER ZONE*.
8. Brandon Clark of The Law Offices of Brandon Clark, PLLC, for ongoing support of AANHR activities.
9. David Couch of the Law Offices of David A. Couch, PLLC, PA, for employing Brent Birch of One6Media, LLC, to create and maintain AANHR's website.
10. 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.
11. First Assembly of God in North Little Rock for providing AANHR a meeting room.
12. Jana Barnett of The Law Offices of Darren O'Quinn, PLLC, for composing the newsletter.

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

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

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://www.medicaid.state.ar.us/General/units/oltc/index.htm](http://www.medicaid.state.ar.us/General/units/oltc/index.htm)

You should also report complaints to the Attorney General

TOLL FREE: 1-866-810-0016

LITTLE ROCK LOCAL: 682-7760

For additional assistance or a listening ear, call AANHR at

(501) 450-9619 in Conway;

(501) 884-6728 in Fairfield Bay;

Visit our website at www.aanhr.org or e-mail us at Info@aanhr.org

Your local Ombudsman's number should be posted in the nursing home. You may also call your local Area Agency on Aging to secure **the name and phone number** of the Ombudsman

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."

Consumer Reports has included its Nursing Home Quality Monitor in the September issue:

- Learn which homes in each state to consider and which to avoid.
- Learn which 12 nursing homes have been on all of the *Consumer Reports* Watch Lists since the first one appeared in 2000.
- Get unbiased *Consumer Reports* advice on how to choose a nursing home.
- What type of homes are likely to provide better care?
- What can family members do to find the best possible home for a loved one?

The *Consumer Reports* Nursing Home Quality Monitor, a national database of homes to choose and homes to avoid, will be available free as of August 6, 2006 at www.ConsumerReports.org/nursinghomes

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 on 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 Invited to Participate in Kick-Off of National Campaign Advancing Excellence in America's Nursing Homes

AANHR was honored to be invited to a national conference in Washington DC on September 29. Nancy Johnson, AANHR Vice President, represented AANHR at the one-day conference, which was the beginning of a two-year campaign to improve the quality of care and quality of life for those living or recuperating in America's nursing homes. This campaign is the result of an unprecedented coalition of long-term care providers, medical equipment companies, governmental agencies, health care professionals, caregivers, and consumers. Co-coordinators are Former Senator Bob Kerry, now president of New School University, and Former Speaker of the House Newt Gingrich, Founder of the Center for Health Transformation, both of whom gave key-note addresses.

The campaign asks nursing facilities to voluntarily be monitored on eight key indicators of nursing home care quality. These are:

- 1) reducing pressure ulcers
- 2) reducing the use of physical restraints
- 3) improving pain management for residents with chronic pain
- 4) improving pain management for acute pain
- 5) establishing individual targets for improving quality
- 6) assessing resident and family satisfaction with the quality of care
- 7) increasing staff retention
- 8) improving consistent assignment of nursing home staff so that residents regularly receive care from the same caregivers.

Progress on improving quality of care in participating nursing homes will be reported on a website at www.nhqualitycampaign.org.

The campaign will be coordinated at the local level by Local Area Networks for Excellence (LANES). In Arkansas that is the Coalition for Nursing Home Excellence, which is composed of representatives from AHCA (the nursing home trade organization), AFMC, OLTC, the Gerontology department at UAMS, and UALR College of Nursing. AANHR has recently been asked to join this group.

Other speakers included Mark McClellan, Administrator of Centers for Medicare and Medicaid Services (CMS), Senator Charles Grassley, long-time champion and critic of nursing homes, Jennie Chin Hansen, president-elect of AARP, the President of the American Medical Directors Association, governors, geriatricians, and other CMS staff persons. Panels presented information on the present quality of care in America's nursing homes, the importance of cultivating and retaining good staff - especially the CNAs who give hands-on care, and how to give care that meets resident's wants and needs as opposed to meeting institutional wants and needs (also known as "culture change").

One of the very nicest aspects of the day was that at least a dozen nursing home residents were in attendance and after each presentation they were asked for their comments and responses.



Dustin McDaniel

Left to Right

Nancy Allison, Martha Deaver, Maria Reynolds-Diaz

Gunner DeLay

AANHR HOSTS RESIDENTS' RIGHTS RALLY AT CAPITOL

Monday, October 2, 2006, Arkansas Advocates for Nursing Home Residents gathered outside of the State Capitol to help spread the word about nursing home residents' rights. Governor Mike Huckabee signed a proclamation declaring the week of October 1 – 7 as National Residents' Rights Week. The rally opened with a prayer by the Rev. Leonard Hawkins of St. John's Baptist Church. Martha Deaver, the event chairperson, read the proclamation. Other speakers included Dustin McDaniel, Democratic candidate for Attorney General, Gunner DeLay, Republican candidate for Attorney General, Kathie Gately, Director of the Arkansas Ombudsman program, and Maria Reynolds-Diaz, Director of the Arkansas AARP program. All spoke of their concern for individuals unable to care for themselves who find it necessary to enter a facility where they can be helped. Their rights and dignity must never be compromised. AANHR stressed the importance of families taking part in their loved ones' care.

AANHR members were very pleased to see a group of residents from a Lonoke nursing home who were brought to the capitol by staff members. We salute the residents and the wonderful staff who made it possible for them to be there. We hope that as we continue the tradition of holding this rally each October, we will see other homes bringing residents to the capitol to be honored.



Residents and advocates rally on the Capitol Grounds.

Election will be held at November 13 Meeting For AANHR Officers and Board Members

Nominating Committee for November election:
Chairman: Martha Deaver (501) 450- 9619
Committee Members - James Brooks (501) 753-6680
Gleason McGuire (501) 847-0357

Call any member of the Nominating Committee if you wish to nominate someone (with their permission) for an office or board position.

The AANHR by-laws required a presentation of a slate of officers nominated by the Committee for the coming year at the October meeting. They are:

President - Nancy Allison, Conway
Vice President - Nancy Johnson, Fairfield Bay
Secretary - OPEN
Treasurer - Ralph Erwin, Little Rock

Members of the Board of Directors

James Brooks, North Little Rock
Betty Buckta, Judsonia
Ruth Dapremont, Conway
Martha Deaver, Conway
Gleason McGuire, Bryant
Horace McGuire, Alexander
Larry Wakefield, Fairfield Bay

AANHR Members Learn of Another Resource When Abuse Occurs: UALR Senior Justice Center 501-683-7153

Dr. David Montague told members attending the October 9 meeting of the work of the UALR Senior Justice Center, another resource available to family members who are concerned about the care of their loved ones. This center attempts to remedy senior abuse with a hot-line (number listed above), a newsletter, community education, and research.

Because of Dr. Montague's past experience with the US Drug Enforcement Administration (DEA), he is especially interested in the abuse of medications, such as over- or under-medication of nursing home residents or the stealing of medications by staff. However, the center deals with all forms of abuse, whether in a senior's home or in a nursing facility.

He advised family members to choose a nursing home carefully and then to visit frequently and to be inquisitive! Carefully oversee your loved one's medication consumption. Read all nursing home policies, become conversant with state regulations. Tell the charge staff about anything unusual and insist on follow-up information. If unsatisfied, ask more questions and seek outside help. BE PERSISTENT!

Keep a record of all problems and your efforts remedy them. Documentation is essential in dealing with problems. Take pictures every step of the way (easy to do with new cell phones). A picture at admission compared to a picture a few weeks down the line may be invaluable.