

May
2007

Arkansas Advocates for Nursing Home Residents



**Next Meeting
May 14**

MEETING

PLACE:

First Assembly of God
Church

4501 Burrow Road
North Little Rock

Directions to church
on back of Newsletter.

10:00 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 article at right)

Local NBC affiliate
KARK ran a story,
"Finding A Good
Nursing Home," on
February 14 featuring
AANHR members. The
news clip of this
segment is available
on DVD for use by
Family Councils etc.
by contacting AANHR.

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

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."

FROM INSTITUTIONAL TO INDIVIDUALIZED CARE: INTEGRATING INDIVIDUALIZED CARE AND QUALITY IMPROVEMENT

AANHR recently previewed a DVD from CMS (Centers for Medicare & Medicaid Services) documenting a study to move forward to Resident Directed Care. Two members of the panel were Barbara Frank and Cathy Brady, both well known nationally in the field of nursing home care. Barbara recently received the Elma Holder Lifetime Achievement Award from NCCNHR. You will be most interested and enlightened by hearing what this panel has to say and also the interviews with nursing home staff and their reaction to leaving the institutional model. As they left the task-oriented jobs and moved toward resident directed care they were to think, "how would I like to be treated?"

They listened to comments from the residents such as "*you haven't lived till you go to the bathroom on someone else's schedule*".

Interviews with nursing home staff give very enlightening insight into their attitude when first approached with the concept of Resident Directed Care and how their minds were changed with the remarkable differences that were made without spending a lot of money or rebuilding the facility.

Please join us at our General Meeting while we view the video and have time for discussion.

AANHR is interested in hiring a paid part-time Executive Director. If you would like information regarding job description, please contact Vice President Nancy Johnson at 501-884-6728 or President Nancy Allison at 501-327-3152.



From the President's Desk

Nancy Allison

I would like to remind you Federal law requires that residents receive care and services that allow them to reach and maintain the highest practicable level of physical, mental and social well-being. It is not about merely sustaining life. Quality of care and quality of life go hand-in-hand. You cannot have one without the other and it is all contingent on providers and numbers of providers. It is most important that families and nursing home staff work together for the best interest of the resident.

MISTAKES FAMILIES MAKE - Reprinted from Aging Arkansas

The following is a list of mistakes that families make when they place a loved one in a nursing home. Being aware of these can help you avoid the same mistakes and help insure a smooth transition for the patient and family.

- Not getting a Durable Power of Attorney or guardianship.
 - Accepting the facility medical director as the resident's physician.
 - Allowing admission on a weekend when staffing is lower.
 - Failing to ask to see the facility's last five annual inspection reports.
 - Not informing the facility that resident is not to be hospitalized without permission.
 - Not keeping detailed notes of care.
 - Failing to seriously question skin tears, bruises or do regular complete body checks.
 - Not taking pictures of all suspicious injuries and neglect incidents.
 - Not filing well-documented (who, what, when, where and why) complaints with the state.
 - Not calling the police and insisting on a police investigation when abuse is suspected.
 - Not taking residents seriously when they complain of abuse; failing to pay attention to body language that may indicate fear or anxiety.
 - Not attending quarterly, required Care Plan meetings and asking for a written copy.
 - Ignoring the appeal process when complaint determinations come back "invalid".
 - Failing to visit often and at "off" hours like evenings, weekend, midnight and early morning.
 - Not becoming familiar with state and federal laws governing nursing home care.
 - Not challenging the facility when they ask to move the resident elsewhere.
 - Failing to look at the resident's chart and asking for copies of the records periodically.
 - Not getting an itemized bill of all charges billed on behalf of the resident.
- FAILING TO JOIN AN ADVOCACY GROUP THAT CAN PROVIDE SUPPORT AND ADVICE.**

"Project Respect"

Celebrating the 30th annual National Nursing Assistant's Week.
June 14th through 21st, 2007.



DHHS Division of Aging and Adult Services

DAAS Promoting New and Exciting Programs



Information was presented to members present at the April AANHR meeting about new and pilot programs being administered through the Arkansas Department of Aging and Adult Services (DAAS). Kris Baldwin, a long-time AANHR friend and now Assistant Chief Administrator of the department, told of new programs for which the department has acquired grants.

1) Direct Service Workers Demonstration Program. This would provide a registry of persons seeking caregiving positions. She emphasized that this would be a bulletin board, so to speak, for persons seeking work and it would be entirely up to employers to seek references and do background checks. In other words, the registry would make no promises about qualifications or reliability of the caregivers listed with it. It would simply be a listing of persons seeking this type of work.

2) Alzheimer's Demonstration Grant - This is a grant to support development of respite care in faith-based organizations and programs with the Alzheimer's Association and Alzheimer's Arkansas.

3) Quality Assurance in Home Based Care Services - Up to now there has been little federally mandated oversight or regulation of home-based care (as there is in nursing homes). This will be an effort to see whether people are getting the care and services they need in their homes.

4) Systems Transformation - an information clearing house about home-based services. It is hoped that people seeking information can get it from one source instead of having to contact many different agencies or sources.

5) Money Follows the Person - allows persons on Medicaid in nursing homes to move to the community and obtain services outside the nursing home.

6) Integrating Supports with Affordable Housing - This is a program about which Ms. Baldwin devoted the majority of her presentation. Assisted living has been recognized as a needed level of care but which has been lacking until recently. It is now being offered in institutional settings. However the existing programs tend to be expensive and out of the reach of many financially. With this grant the hope is to develop adult homes, which are envisioned as family homes in which a trained couple or person would care for no more than three residents who need assistive care. The number of residents would be kept low to maintain the family atmosphere. These homes would have to be certified Medicaid providers, would have to meet dietary, safety and care standards, and would be carefully supervised.

"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

STARTING A FAMILY COUNCIL

By Gary Melton, Searcy, Arkansas

During the past six years, I have had family members in two nursing homes. Sometimes I have found the care to be adequate. However, a few times the care is less than adequate and that is unacceptable!

Having recently retired from the military and wanting to improve the quality of care of residents, I thought of starting a Family Council. First, I got the administration to announce a meeting and help spread the word by posting announcements on doors, talking to acquaintances and posting a notice in the nursing home newsletter.

The first Family Council meeting we discussed the election of officers, our goals, organization of the meetings and plans for the next meeting. Fortunately, the six people in attendance were persons with a can-do attitude. Our vice-president elect is a school teacher who has received major awards in her career field, the secretary is a CPA, and the treasurer/staff advisor is a social worker on the staff of the facility.

By the second meeting, I was hearing the questions: What is a Family Council? What does a Family Council do? And, I don't need you to help take care of my love one! Fortunately, in talking with my Regional Ombudsman she had a movie entitled, "Strength in Numbers, The Importance of Nursing Home Family Councils." The movie was our next program.

By working hard and spreading word of the movie, we had 20 present. At this second meeting, we passed a budget of \$1000 for the year. We arrived at this amount by deciding on our projects: (1) donate \$25.00 to the employee of the month, (2) furnish snacks to the midnight shift, once a quarter and (3) a complimentary meal for each dietary staff member and spouse at a local restaurant. We discovered having our meetings in the dining room was disrupting the feeding/bingo schedule, so we moved to the big, front lobby. Our meetings are from 6:30 PM to 7:30 PM and everyone walking in or out of the facility during this high visitation period is exposed to us.

Much work by the leaders is required between meetings. For example, our secretary established us as a non-profit organization under U.S. Tax Code 501 (C) (3). This allows us to collect tax-deductible donations for our budget. One local bank has agreed to donate a \$50.00 savings bond in its name and the Family Council name to the employee of the month for a year. Another member worked with a local artist to have a painting donated for a raffle.

By the third meeting, we were starting to get comfortable with each other. A member always volunteers to furnish the next month's refreshments. We all wear nametags and start our meetings by introducing ourselves and stating our relationship with the facility. Near the end of a meeting, facility staff is asked to step outside so we can discuss care issues without any hesitancy. Areas of concern are agreed on and are submitted in writing to the administration.

The most favorable comments I have had concern starting on time and ending on time. Most people work during the day and are ready to go home but can give their full attention for 1 hour to a worthwhile endeavor.

If you want to start or already have a council, I recommend the aforementioned movie available from your Regional Ombudsman or the AAHNR. In addition, I recommend the publication, "The Family Council Guide" located at www.medicaid.state.ar.us. This publication is a guide to organizing and maintaining an effective family council.

Editor's note: This article is being reprinted from the April 2006 newsletter. Mr. Melton's Family Council is well-established and well-run. He has interesting speakers that have included the Searcy mayor in April to address disaster plans for nursing facilities in the city. AANHR congratulates Mr. Melton on a job well-done.

Care Matters

By Joan Thibodeau
Danielson, Connecticut

I need the care
To wash my face,
To push my glasses,
To find my place.

I need the care
To start my day,
To hope to make it,
Come what may.

I need the hug
That care can offer,
To cease the pain
I try to buffer.

I need a friend
To know my rights,
To make good sense
And give life light.

I need the care of friendship
To make the feeling good;
I need them blessing these blessings from
above,
Especially the care called love.

My Second Home

By Mary Ellen
Arnot Health - Elmira, New York

Even though I can't be at home
Now I am safe and never alone
And my bed is always made
I have three Square meals
And they deliver it on wheels
For creativity I draw and paint
And exercise with music until I faint
And for the outings I have a beauty shop
To make me ready from bottom to top
At the end of the day when I go to bed
I know I have another fun day ahead.

(Reprinted from CARE Matters to Residents, A Collection of Essays and Poems, compiled by NCCNHR, 2006, pg 18 & pg 42, respectively.)

FYI

Office of Long Term
Care email address
from medicaid website:

OLTC2@arkansas.gov

Annual C.N.A. Appreciation Luncheon Scheduled



On Monday June 11, 2007, Arkansas Advocates for Nursing Home Residents will host their 3rd annual Appreciation Luncheon recognizing the very important roles that Certified Nursing Assistants play in the care of Arkansas nursing home residents.

The special awards ceremony and luncheon will be held at First Assembly of God church at 12:30 PM. The church is located at 4501 Burrow Drive in North Little Rock, Arkansas.

AANHR members may make reservations by mailing a check to AANHR, PO Box 22421, Little Rock, AR 72221-2421. The cost of the luncheon is \$10.00 per person. Should you have any questions, please call Martha Deaver at 501-450-9619.

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 has 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 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 501-450-7405; she will put you in touch with your regional ombudsman.

AANHR Videos for Loan

AANHR has several wonderful videos that we would like to loan for use at Family Council meetings, or to help any family member seeing 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 offices 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*

Consumer Reports

included its Nursing Home Quality Monitor in the September 2006 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 *Consumers 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, became available free on August 6, 2006 at www.ConsumerReports.org/nursinghomes

AANHR Special Thanks

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

- Eric Wewers of The Law Offices of Eric Wewers, PLLC, for advising AANHR's Board of Directors.
 Hare Wynn Newell & Newton for financial and promotional support over the years.
 Todd Griffin of The Law Offices of Todd Griffin, PLLC, for advising AANHR's Board of Directors.
 Jack Waggoner and Gene Ludwig for keeping AANHR supplied with copies of the book *DANGER ZONE*.
 Brandon Clark of the Law Offices of Brandon Clark, PLLC, for ongoing support of AANHR activities.
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 First Assembly of God Church in North Little Rock for providing AANHR a meeting room.
 Bob Davidson of The Law Offices of Bob Davidson, PLLC, for advising AANHR's Board of Directors.
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 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.

AANHR Officers and Board Members

- President - Nancy Allison, Conway
 Vice President - Nancy Johnson, Fairfield Bay
 Secretary - Open
 Treasurer - Ralph Erwin, Little Rock
 Members of the Board: James Brooks, North Little Rock; Betty Buckta, Judsonia; 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 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) 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 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.

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, 2007.

Name_____

Mailing address_____

City/State/Zip_____

Phone_____

Email_____

- 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

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 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 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

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

NON-PROFIT
ORGANIZATION
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