

PROTECTING NURSING
HOME RESIDENTS

June
2007

Arkansas Advocates for Nursing Home Residents



Next Meeting June 11

MEETING
PLACE:

First Assembly of God
Church

4501 Burrow Road
North Little Rock
Directions to church
on back of Newsletter.

Please Note

There will be no
AANHR regular
meeting on June 11.
Instead, AANHR is
honoring CNAs as
part of National
Nursing Assistants'
Week. Please join
us.

(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."

Annual C.N.A. Appreciation Luncheon June 11

If you are regularly present at AANHR meetings, be prepared for a different meeting scenario this month. AANHR is modifying its itinerary for the June meeting. In lieu of the regular meeting, AANHR members will host their third annual appreciation luncheon at 12:30 PM on Monday June 11, 2007, recognizing the very important role that Certified Nursing Assistants play in the care of Arkansas' nursing home residents. You may come at the regular meeting time of 10:00 AM and help us with the finishing touches or arrive in time for lunch, program, and awards presentation.

AANHR members may make reservations by calling Martha Deaver at 501-450-9619, then mailing a check to AANHR, PO Box 22421, Little Rock, AR 72221-2421, or pay at the door on luncheon day. The cost of the luncheon is \$10.00 per person.

Carol Compas, Project Manager for the Arkansas Foundation for Medical Care, will deliver the keynote address. Also, a national tour is scheduled to stop during the luncheon: On April 20, 2007 the U.S. Department of Health and Human Services (DHHS) and the Centers for Medicare and Medicaid Services (CMS) joined by other Administration officials as well as leaders from national disease management and health care advocacy organizations launched "*A Healthier US Starts Here*," tour to motivate seniors and others with Medicare to make the most of Medicare's preventive services.

Over the next four months, the tour will visit each of the 48 continental states to promote preventive services with Medicare beneficiaries, families, caregivers, health professionals, community organizations, civic and state leaders and others who want to help people live longer, healthier lives.

"*A Healthier US Starts Here*" tour will also teach people how to make the most of a special prevention-targeted CMS website, MyMedicare.gov -- a one-stop, user-friendly website that gives registered Medicare users access to personalized information on benefits and services.



From the President's Desk

Nancy Allison

In 1995 several letters to the editor were printed in the Arkansas Democrat-Gazette dealing with poor conditions in nursing homes. The writers contacted one another, met, and formed an advocacy group. Officers were elected and the group continues to hold monthly public meetings. Some of those same people have remained as officers or members of the board of directors for almost 12 years. These officers and board members meet twice a month or in the case of a legislative year, as often as necessary. On the legislative front we have been successful in setting minimum staffing ratios and requiring that a sign-in list of direct-care staff on duty at any time be posted in plain sight in the nursing home. These same people have been a presence during all these sessions.

AANHR has attempted to educate residents and family members by being available for counseling, providing topical speakers at monthly meetings, speaking to senior citizen organizations and groups, by actively promoting Family Councils, and the publication of information regarding residents' rights and what constitutes good care. We have continued to be active in the National Citizens' Coalition for Nursing Home Reform and attend their conference each fall in Washington, D.C. and meet periodically with representatives from the Arkansas Office of Long Term Care. Besides their titles, these officers have taken on the job of program chair, corresponding secretary, hospitality, public speaking, organizer, lobbyist, arranging for meeting rooms and locations for press conferences, and are writers and newsletter editors.

A great deal of planning goes into our Residents' Rights Rally that has been held each October since 2004. As you read this newsletter preparations are underway for our 3rd annual luncheon honoring many Arkansas CNAs. Letters have been sent to all the nursing homes asking to send one or two deserving CNAs to be honored at this luncheon.

The time has come that these original founders, those who have served so tirelessly for almost 12 years, be allowed to step down. We are hoping to hire an executive director to take over the day to day running of this organization. However, we need those of you who have supported the organization to understand how important it is that you become the new leadership and step up, allowing some of us to step back and rest. We will soon be setting a slate of officers for the year 2008. I encourage you to attend the meetings and accept a position with AANHR. Only you can keep this organization going.



Transforming Institutional Care to Individualized Care

Members who attended the May 14 AANHR meeting viewed a video of a panel discussion by advocates and Directors of Nursing who are instituting changes that improve both quality of life and quality of care for nursing home residents. These changes are sometimes called culture change. They represent a shift in thinking about nursing home care from doing what is easiest from an institutional standpoint to what makes a facility most homelike for the residents. Currently, much that constitutes nursing home care is done in a way which is most convenient for the institution and residents are forced to conform.

The video discussed the concept of "home". Where does a person feel at home: where they have privacy, are surrounded by possessions that have meaning to them, and they have control over the space around them. This constitutes comfort. Physical infirmity may rob a person of much of the control he previously had but persons still prefer to remain "at home". Many residents live in a nursing home for years. It is their home. Yet traditional nursing facility practices rob residents of their belongings, their privacy, and control over their life. Is it any wonder that no one wants to go to a nursing home? Nursing homes do not have to be this way! Finally, the focus is shifting from being an institution to providing individualized care. We are finding that when this happens all - staff as well as residents - are happier for it.

In one facility, asking residents what they liked and disliked about being bathed resulted in such small changes as using robes when transporting residents to the shower room instead of draping them with insecure towels or sheets. They discovered that the shower chairs were painful to arthritic backs and that a lock on the shower room door meant a great deal. They took a look at the shower room with the eyes of a resident and realized it looked like anything but a place of relaxation and renewal, which could be remedied with paint, borders, colorful shower curtains, etc. The staff discovered that when showering became a pleasant experience instead of one to be dreaded, it was done in much less time and all were happier.

One facility made the transition from serving breakfast on a set schedule to allowing residents to wake on their own. As staff made early morning rounds they spoke quietly to residents. If the resident answered and indicated they wanted to get up they were assisted to do so and served their breakfast in their rooms. Residents who preferred to sleep until 9:00 or 10:00 were allowed to do so. The snack refrigerator was stocked with breakfast items such as cereal, bread for toast, and juice for those who wished to eat later. To satisfy requirements about the length of time between evening meals and breakfast, a hearty late night snack was made available. The staff discovered that they were much less rushed when they did not have to get everyone up at the same time and residents were much more comfortable.

Changes are taking place in many nursing homes that emphasize the "home". These facilities are finding that doing so results in better over-all care.

"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

Quapaw Family Council's 20th Annual Spring Tea and Fashion Show

Quapaw Family Council celebrated its 20th Annual Spring Tea and Fashion Show on Sunday, May 20, 2007. The event was well attended by residents and their families. Residents were dressed in their best dressy, casual and sports clothing for the Fashion Show. The residents stood in front of a floral garden photographic background to have their pictures taken as they beamed with joy! Family members cheered and applauded each resident. The Fashion Show was judged, and gifts were awarded to the 1st, 2nd and 3rd place winners in the men and women's division. Gifts were also given to honorable mention winners and to all other participants.

Entertainment for the residents included a special keyboard rendition of "I Believe I Can Fly", performed by 14 year old Braylon Everette dedicating it to his aunt, resident Francis Everette, who cried tears of joy. The 'Expressions of Praise' from St. John Missionary Baptist Church, provided spiritual uplift to the audience. The keynote address was delivered by the Administrator, Mr. Glenn Clark. Not only was the 20th Annual Spring Tea a milestone but also it was an event that exemplified the working collaboration with Family Council and the administration and staff of the facility.

The Family Council Spring Tea is the only fundraising activity of the organization. Members, friends, churches, businesses, and organizations purchase ads for the Spring Tea Souvenir Book each year. The mission of the Quapaw Family Council is to aid and assist administration in maintaining the best possible care of Quapaw Quarter Nursing Center residents. This is done through programs designed to address the specific needs of residents that only family or family-related persons can provide. The Council's goals are to: (1.) stimulate the resident's social interest through individual contact group functions; (2.) encourage employee performance excellence through respect and appreciation; (3.) foster goodwill toward all service providers. Some of the funds raised in this event will be used to purchase clothing and beauty or barber services for those residents who otherwise could not afford it. At the end of each year, Christmas is celebrated with the residents, and each will receive an outfit of clothing or whatever they may need at the time. The Quapaw Family Council strives to lift the residents' spirit by providing as many happy moments as possible.



AANHR Board members James Brooks and Lela Burns who also serve on the Quapaw Family Council Board



Quapaw Family Council Board Members

Care Matters

By Dorothy Major

South Shore Nursing & Rehab Center
South shore, Kentucky

Me go into a nursing home? No, Never!!! I want to stay in my home. That has been my thinking for the last 30 years of my life.

My thinking changed in January of 2006 when, after a 3-week hospital stay, my doctor said I needed to go to a nursing home for rehabilitation. I was not happy.

After I moved into South Shore Nursing and Rehab Center I was very quiet, but I began to settle in within a short time. The staff worked to make me feel comfortable. The nurses carefully explained my medication to me and my family. The girls who gave me my medicine always have something nice to say. The therapists were so nice and made therapy fun. Because the nurses, aides and therapists were so kind and upbeat, it was hard for me to stay in a snit.

Since my arrival, I have had two flare-ups and have had to go into the hospital. Surprisingly, I am always glad to get back. The staff here is very good to me. They meet all my needs, and they do it with a smile. Most of them have pet names for me and I have names for them too.

I really don't think I will ever go home again, and that is fine. The care I get here is great. Care really does count. It has given me a new home.

Not Such a Simple Twist of Fate

By Rose Marie

Marshall Lane Manor
Derby, Connecticut

I sit here today and contemplate why, all the while afraid of the truth, knowing it will make me cry.

My heart surgery healed each and every other stitch but the healing of my soul I evidently missed.

My doctor said "I think it would be best if you would consider Assisted Living or ICT."

ICT sounds great I softly exclaimed. Three days after that I was in a room which bared my name.

I knew inside I was trading in a cat, my apartment, and belongings for three meals and a cot.

I learned two weeks later, I had a paid an exuberant price. I was told because I was gone, my fiance' chose to end his life.

I was met with acceptance the first day or two. When my tears did fall so many said, "I really feel for you".

But, before a week could run its course, their tone simply changed, implying I could cry no more.

Unbeknownst to me, my chart simply states, "She's a 49 year old white female who we feel will overcome this simple "Twist of Fate".

(Reprinted from CARE Matters to Residents, A Collection of Essays and Poems, compiled by NCCNHR, 2006, pg 35 & pg 19, respectively.)

FYI

Office of Long Term Care email address from medicaid website:

OLTC2@arkansas.gov

"Project Respect"

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



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:

- 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*.
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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.
- Eric Wewers of The Law Offices of Eric Wewers, PLLC, for advising AANHR's Board of Directors.

AANHR Officers and Board Members

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



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For
Nursing Home Residents

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