

PROTECTING NURSING
HOME RESIDENTS

July
2007

Arkansas Advocates for Nursing Home Residents



Next Meeting July 9

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).

10:30 a.m.

Public Meeting:
(see box to 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."

INSTITUTIONAL OR INDIVIDUALIZED CARE? RESIDENT DIRECTED CARE

The program at the June AANHR meeting consisted of a video received from CMS (Centers for Medicare & Medicaid Services) documenting a study to move forward to Resident Directed Care. Attendees at the meeting were enlightened hearing what this panel had to say about culture change and hearing the interviews with nursing home staff. AANHR members began to understand what Culture Change or Resident Directed Care would mean to their loved ones living in nursing homes.

"What you're doing is getting you what you're getting
To get something different you have to do something different"

"Quality of care and quality of life go hand in hand
You can't have one without the other" *[sic]*

The above phrases are quotes from the panel members that are featured in the two videos we received. They caused the featured home staff to look for a better way to do their job; how do you create quality of life? Simply thinking how they would feel with alarms going off, not being allowed to sleep in the a.m., being rushed down the hall in a towel to the shower made one nurse say "it makes me mad to think it has taken me this long to figure this out". See how they dealt with the unwillingness of some staff to try something new and the remarkable changes they created. Please join us at the July 9th meeting as we view the second video in this case study of a nursing home that took the step to create culture change and we will have time for discussion.



From the President's Desk

Nancy Allison

If you were in attendance at the 3rd annual CNA appreciation luncheon on June 11th, you will agree it was a festive and exciting affair. Everyone entering the room commented on the appearance of the room with the colorful baskets of flowers on each table. I want to thank Martha Deaver, Martha Blount and Ralph Erwin for all the work they did getting invitations out, tabulating the honorees, creating certificates and programs and then making it all come together on Monday. I also thank all the AANHR members who were there helping in a million different ways, including reading off the names when my voice was failing. You are appreciated!!!

Our special guest speaker was Ms. Carol Compas, Nursing Home Quality Initiative Project Manager for Arkansas Foundation for Medical Care. Ms. Compas works regularly with CNAs as she trains them to deal with the problems addressed by the Nursing Home Quality Initiative - the initiative dedicated to improving the nursing home experience for both the resident *and* the employee. She referred to the "skin police" and "freedom fighters" as she mentioned previous programs to reduce pressure sores and the use of restraints.

Ms. Compas said that Culture Change, which is Person Directed Care, requires team building. She suggested that with the CNA working with a resident in consistent assignments, the CNA and the resident become a family. In this way the resident can express likes and dislikes which the CNA can share with others and work out solutions to simple problems before they are escalated to major problems. She asked the CNAs what they personally enjoy each day and then asked them to imagine life without being able to do that thing. She pointed out to the CNAs that that is exactly what happens when one becomes a resident in a nursing home. You suddenly are on someone else's schedule, you no longer direct your own daily activities. You share a room with a stranger and you bathe with strangers at a time that is decided for you. No more sleeping-in each morning because you like to watch the late news. No having "brunch" or late night snacks. With each CNA working to become part of a resident's family, adjustments in schedules can be made. The interesting thing is that caregivers have more time because they are not dealing with hostile non-cooperative residents. CNAs attending the luncheon agreed that they like having consistent assignments and being a friend to their residents.

An interesting fact is that with happy working conditions there is a lower rate of employee turnover. One fact we were given indicated that in twenty-two homes with 109% employee turnover in one year, the cost to the industry was \$4 million dollars. Let's see more Person Directed Care in Nursing Homes, and make work "*play with a purpose*".

BE AWARE!

As usual, due to summer travel plans, AANHR will have NO newsletter, NOR meeting during August. Have a safe summer and we look forward to seeing you in September.



Satterfield named Executive Director

John M. Satterfield has recently been named by AANHR as Executive Director to help us become a better and more effective organization. Mr. Satterfield has a degree in communications and has twenty years experience working on marketing and sales strategies. With a background within the health care industry he has been successful at fundraising and has established and marketed a buffet dining program for three nursing homes. He has written press releases and developed and implemented LTC marketing programs and is an experienced public speaker. We know he will be up to speed on AANHR's mission in short time and we look forward to working with him. Please welcome him at our July 9th meeting.

Congrats Kathi !!

Congratulations to our Arkansas State Ombudsman, Kathi Gately, on the milestone achieved with the enlistment of the 150th Certified Volunteer Ombudsman to serve in Arkansas' nursing homes. This means that we now have 150 volunteers making a minimum two hour visit once each week, checking on the well being of nursing home residents. It is truly a "hands on" effort. A CVO quickly becomes attached to residents assigned to him/her and looks forward to each visit.



Becoming a CVO is one of the best ways to make a difference in the care our beloved seniors receive. 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. If interested, please contact Martha Deaver at 501-450-7405; she will put you in touch with your regional ombudsman.

"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



2007 AAHNR CNA Awards Luncheon attendees



AAHNR members



Luncheon Chairperson Martha Deaver serving

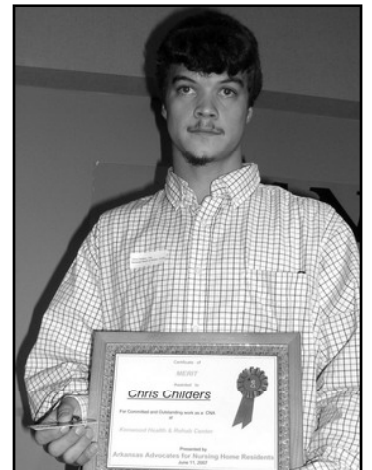
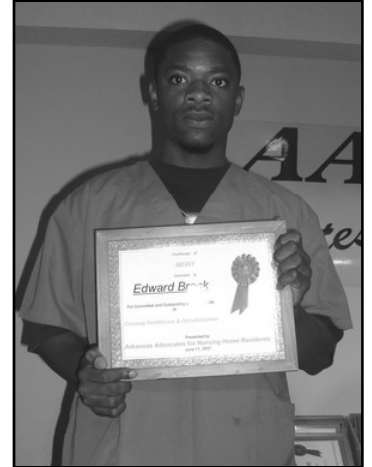


Guest Speaker Carol Compas



Honored CNAs at the third annual CNA Award Luncheon

CNA Awards 2007



CNA Awards 2007



CNA Awards 2007



CNA Awards 2007



Luncheon Chairperson Martha Deaver



AANHR Executive Director John Satterfield presents a \$100 check to CNA Danielle Collier, winner of the surprise drawing.

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*.

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David Couch of The Law Offices of David A. Couch, PLLC, PA, for employing Brent Birch of One6 Media, LLC, to create and maintain AANHR's website.

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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.

Chad Trammel and Don Sorey of The Law Offices of Nix, Patterson and Roach for gift memorials and financial support.

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 - Betty Buckta

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.

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
U.S. POSTAGE PAID
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PERMIT NO. 1886

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