

November  
2007

# Arkansas Advocates for Nursing Home Residents



## Next Meeting Nov. 12

### 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)

## Important Notice

As usual, to allow AANHR members to spend time with their families during the Christmas holiday activities, there will be no December meeting nor newsletter. Watch the mail in early January for the first newsletter of 2008. Please join us at the January meeting as we begin another year of advocating for our nursing home residents.

Conway (501) 450-9619 · Fairfield Bay (501) 884-6728

### AANHR's Mission Statement:

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



Mark Malcolm, Pulaski  
County Coroner

## Pulaski County Coroner to speak on Mass Fatality Program and Nursing Home Investigations at November 12th Meeting.

In June 2007 Mark Malcolm was appointed to the FEMA National Advisory Council created by Congress to provide advice and guidance on all aspects of preparedness and emergency management. He was named Director of Mass Fatality for the Arkansas Department of Health and sits on a National committee that is responsible for developing a mass fatality training module for use in all 50 states.

Mr. Malcolm served as Director of Field Operations for International Emergency Services during the search and recovery of those who died following Hurricane Katrina and also served as Director of Morgue Operations in Phuket, Thailand following the December 2004 tsunami.

Mark Malcolm was appointed Pulaski Coroner in 1995 and is the only full-time coroner in Arkansas. He has worked tirelessly to help improve the care of residents in nursing homes. In March of 2002 he appeared before the United States Committee on Aging and provided testimony regarding the Arkansas law he authored mandating the reporting of all nursing home deaths to the county coroner.

Mr. Malcolm holds Fellow status with the American Board of Medicolegal Death Investigation at the St. Louis University School of Medicine and is one of only one hundred ten board certified death investigators in the United States. He serves as an instructor at the University of Arkansas Criminal Justice Institute and the University of Arkansas for Medical Sciences.



## From the President's Desk

Nancy Allison

I recently participated in the Alzheimer's Arkansas Walk in Conway. I was proud to be part of a group that raised roughly \$23,000 for research, seeking a cure for this disease. While at this rally I was reminded that Alzheimer's Arkansas disaffiliated from the national organization in 2002 because consolidation of offices would have meant moving to another state. Alzheimer's Arkansas chose to keep their offices in Little Rock and provide information and support for the people of Arkansas.

Some key facts about Alzheimer's disease:

- Almost 5 million Americans have Alzheimer's disease.
- 100,952 Arkansans have Alzheimer's disease.
- By the year 2050 an estimated 14 million will have the disease.
- Alzheimer's disease affects 10% of people over 65 and 50% of those over 85.
- Alzheimer's is the 4<sup>th</sup> leading cause of death of persons 65 and older.
- Alzheimer's is the leading cause of dementia.
- Almost one-half of nursing home patients have dementia.
- Most Alzheimer's patients are cared for at home by a spouse or adult child.

Alzheimer's Arkansas provides these programs and services free of charge:

- Family support groups and financial assistance to caregivers
- Early stage patient/caregiver support and family education
- In-service training for professional caregivers
- Community awareness presentations
- Lending library of printed and videotaped materials
- Monthly newsletter
- A toll-free 24-hour telephone support for caregivers (1-800-689-6090).

[www.alzark.org](http://www.alzark.org)

A recent article on weapons against Alzheimer's mentioned a new drug, Memantine, released in January 2004 to fight the disease. It attacks the disease differently than the existing drugs, Aricept, Reminyl and Exelon. The good news is that when dual therapy is used, the new Memantine with one of the older drugs, the likelihood of successful treatment is improved. Studies have shown improved cognitive performance along with improved mood and decreased incidence of depression. However, Memantine had been approved only for the treatment of moderate-to-severe Alzheimer's disease. Assessment of this drug will continue and it is pointed out that it is not a "wonder drug"; it is not a cure. It is just one step closer to improving the lives of millions of Alzheimer's patients.

When each of us takes steps in the annual "WALK" the cure will come.

## Hospice Care Can Supplement Nursing Home Care

Attendees at the October 8 AANHR meeting heard Dena Carr, Director of Community Outreach of Arkansas Hospice, Inc. speak about hospice care and how it can supplement care in the nursing home.

Hospice provides comfortable, compassionate care for patients and family when medical cure of an illness is no longer possible. In the words of Dr. Cecily Saunders, founder of the modern hospice movement, "You matter to the last moment of your life, and we will do all that we can, not only to help you die peacefully, but also to let you live until you die."

Hospice care can be given to nursing home residents exactly the same as if they were living in their own home; the nursing home staff stands in for the family caregiver. Hospice does not replace the basic nursing home care but provides extra care to provide physical and emotional comfort.

Hospice care is funded by Medicare and insurance but is provided to anyone with a terminal illness regardless of ability to pay for the service. It will not, however, pay for basic nursing home costs. It is provided to anyone of any age; you do not have to be over 65. It is available for any diagnosis. Fifty-four percent of hospice patients do NOT have cancer.

Patients do not have to sign a "Do Not Resuscitate" directive to receive hospice and can continue to receive aggressive treatment for conditions other than the diagnosis for which they are receiving hospice care. For example, a cancer patient may be hospitalized for treatment of pneumonia.

Services available from hospice over and above basic nursing home include:

- \* Oversight by an RN weekly and on call 24/7 when there is a change in condition.
- \* Comfort care and medications by a physician skilled in pain management
- \* All medications related to the terminal diagnosis, medications needed for pain, and equipment needed for comfort.
- \* Extra bathing and personal care
- \* Regular visits from trained volunteers
- \* Spiritual care from a specially trained chaplain as requested or needed
- \* Services of a social worker 24 hours a day.
- \* Bereavement services for loved ones for one year following the death.

Anyone may request an initial consultation. A doctor's order is NOT necessary for an informational visit. Such a visit may be provided at a time and place convenient to the family.

There are many hospice agencies in Arkansas, four in Little Rock alone, so patients have a choice. However, the nursing home may have a contract with a specific agency which may limit the choice in that home.

Arkansas Hospice, Inc. may be contacted by telephone at 501-748-3333 or toll-free at 877-257-3400, or by e-mail at Contact Hospice at ArkansasHospice.org. Their mailing address is 5600 West 12th Street, Little Rock, AR 72204.

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*"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*

Each ribbon  
on the ribbon tree  
represents a  
nursing home  
that has caused  
**ACTUAL HARM**  
to residents in their care.



Arkansas Advocates for Nursing Home Residents (AANHR)



AANHR members Francis Walker and Gleason McGuire



Nancy Allison, AANHR President

### Rally for Residents' Rights

For the fourth consecutive year, National Residents' Rights Week was celebrated on the steps of the Arkansas Capitol building on October 1, 2007. Sponsored by AANHR and attended by approximately 50 advocates, ombudsmen, and media, it featured a proclamation by the governor recognizing the week and speeches by Arkansas Attorney General Dustin McDaniel, State Ombudsman Kathie Gately, AARP President Billieann Myers, and AANHR President Nancy Allison.

Centerpiece of the presentation was a tree completely covered with 54 silver bows. Each bow represented a nursing home that has been cited by the state Office of Long Term Care for actually causing harm to a resident during the past year. At this year's observance AANHR paid special recognition to volunteer ombudsmen and the work they do in representing nursing home residents and upholding their rights.



REMEMBER  
THE  
ELDERLY



Dr. Gerald Parker Sr. of Pilgrim Progress Missionary Baptist Church and James Brooks, AANHR Board Member



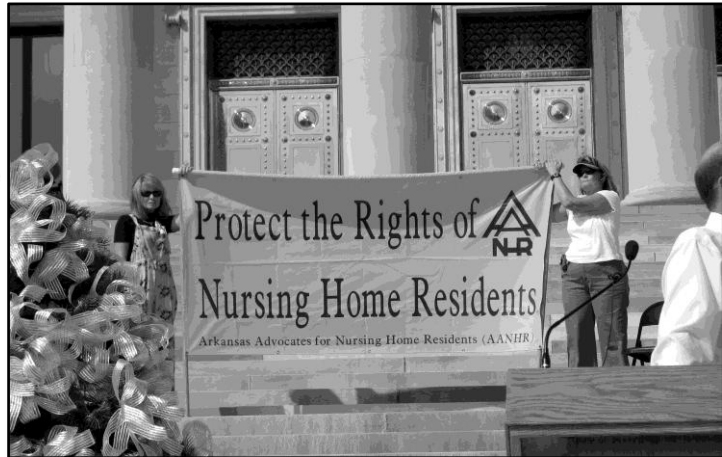
AANHR member Julie Edwards presented leis to volunteer ombudsmen present



**Rally speakers: (L to R)  
 Dr. Gerald Parker Sr. of Pilgrim Progress Missionary Baptist Church;  
 Martha Deaver, Rally Chairperson; Dustin McDaniel, Arkansas  
 Attorney General; Kathi Gately, Arkansas State Ombudsman;  
 Billieann Meyers, AARP President, Arkansas.**



  
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 ELDERLY



## Election at November Meeting for AANHR Officers and Board Members

### Nominating Committee for November Election:

**Chairperson** - Martha Deaver - 501-450-9619

**Committee Members** - Martha Blount - (501) 268-7654

James Brooks - (501) 753-6680

Call any member of the Nominating Committee if you wish to nominate someone for an officer or board position. You must have the permission of your nominee.

The AANHR by-laws require a presentation of a slate of officers nominated by the Committee for the coming year at the October meeting. For 2008, they are:

**President** - Nancy Allison, Conway

**Vice-President** - Nancy Johnson, Fairfield Bay

**Secretary** - Betty Buckta, Judsonia

**Treasurer** - Nancy Johnson, Fairfield Bay

### Members of the Board of Directors:

James Brooks, North Little Rock

Martha Deaver, Conway

Julie Edwards, Mabelvale

Gleason McGuire, Alexander

Ann Pinney, Benton

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## CORRECTION:

In AANHR's October Newsletter Article entitled "20 Common Nursing Home Problems and How to Resolve Them" the length of time that a nursing home must keep a bed available for residents who have been hospitalized was incorrect. The important thing to remember is that the nursing home cannot arbitrarily use a resident's hospitalization as an excuse not to re-admit him. Residents and family members need to contact the Office of Long Term Care or an ombudsman to determine the rules that will apply in each specific case.

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## 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"

### AANHR Special Thanks

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

- 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.
- 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.
- 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.
- 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.
- First Assembly of God Church in North Little Rock for providing AANHR a meeting room.

### AANHR Officers and Board Members

**Executive Director - John Satterfield, Mt. View**

**President - Nancy Allison, Conway**

**Vice President - Nancy Johnson, Fairfield Bay**

**Secretary - Betty Buckta**

**Treasurer - Nancy Johnson, Fairfield Bay**

**Members of the Board:** James Brooks, N. Little Rock; Betty Buckta, Judsonia; Martha Deaver, Conway; Gleason McGuire, Bryant.

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

**Newsletter Editors:** Martha & Ernie Blount, Searcy

### 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](http://www.aanhr.org) or e-mail us at [Info@aanhr.org](mailto: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, 2008.

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](http://www.aanhr.org)

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### **AANHR's Mission Statement:**

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