



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS
February 2008

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."

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)



Jimmie Lou Fisher

Jimmie Lou Fisher to speak on avoiding identity theft and medicare fraud at February 11 meeting.

Jimmie Lou Fisher, Arkansas State Treasurer from 1981 until 2002, has a long history of service in public office starting as Greene County Treasurer from 1971-1978. She was appointed Arkansas State Auditor in 1979 serving until 1981. In 2002 she was the Democratic Nominee for Governor.

Ms. Fisher has received many distinguished awards including Arkansas Easter Seal Arkansan of the Year in 1997 and she was listed in Top 100 Women in Arkansas 1997, 1998 and 1999. Her list of service to

organizations in the state of Arkansas is lengthy including President of the National Association of State Treasurers in 1990; delegate to the White House Conference on Aging in 1995 and Governor's Task Force on Banking and Interstate Branching, 1996-1997.

Jimmy Lou Fisher is now employed by Attorney General Dustin McDaniel as a Consumer Education Instructor. She will bring AANHR meeting attendees important information on protecting ourselves from **Identity Theft**. Be sure to join us for this meeting to learn how to protect yourself from unnecessary loss. She will also discuss **Medicare Fraud**, how to recognize it and what to do if you suspect Medicare Fraud. This can affect everyone including those in nursing homes. Awareness and education are vital steps to protection.

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 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 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



Happy Valentine's Day

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



From the President's Desk

Nancy Allison

Editor's note: Nancy Allison has stepped down as AANHR's President but will continue to serve as Program Chairperson. AANHR Board members are extremely grateful for the selfless service Nancy has given on behalf of nursing home residents for many years. The following still very relevant article is a favorite of Nancy's from a past newsletter issue.

One of the things that stands out in my mind about the meetings I attended at the NCCNHR conference were comments by speaker Wendy Lustbader on what long-term care really can be. She likened frailty to something she feared more than death. She compared being "put" in a nursing home like being a jar on a lonely shelf. We all know what it is like to be "taken care of" by a parade of paid strangers - we see it just about every time we visit our loved ones in nursing homes.

Does the doctor or nurse speak to the person pushing the wheelchair "how is *she* feeling today?" Does the person helping feed in the dining room say "I've got to cut *this one's* meat, then I'll feed *that one*"? The fight to be seen, to be recognized as a person is what causes even more damage than the disability of age and disease. These people are more than a mouth or someone's task. We must hope that the person holding the fork or assisting in any manner will have a feeling for that person and an awareness that will grow as they get to know each other. I will always be grateful to Gloria, in the Conway nursing home where my mother resided, who knew my mother was from the Chicago area well known for Polish sausage. She would say "shall we go get us a Polish for lunch today?" Mom's eyes would light up, even when she was no longer able to speak. The difficult people in nursing homes are usually those who refuse to be diminished. They are probably not able to communicate what they are thinking clearly, but they demand, threaten, rage and refuse to cooperate. Creative approaches to solving problems arise from knowing the resident as a person but this requires an investment of time as well as sensitivity that ends up rewarding both the giver and receiver of care.

Consistent staff assignment allows aides and residents to get to know and understand each other, thus avoiding battles over control. Nursing home administrators will give you many arguments for rotating staff and keeping to strict scheduling. But the facts are that when people know each other, understand each other, and respect each other they work well together. AANHR would like to see more of this kind of staffing and caring among the staff in nursing homes. We think that more sensitivity training for the CNAs and nurses would be a good place to start.

"Care Matters"

Created by the Resident Council of the Harborside Healthcare Willows, Woodbridge, Connecticut

We have a voice and live in the land of the free
 Even in a Nursing Home we have our liberties
 Our Rights are important, it makes us feel free
 To have choices in our daily lives the things that are important to you and to me
 The way that we are cared for matters in how we feel the entire day
 To always be comfortable, protected, and respected in the best loving way.

(reprinted from CARE Matters to Residents, A Collection of Essays and Poems, compiled by NCCNHR, 2006, pg 5.)

**FYI: Office of Long Term Care email address from the medicaid website:
 OLTC2@arkansas.gov**

The State of AANHR as 2008 Begins

Two-thousand seven was a tumultuous year for the leadership of AANHR. The first huge jolt came in June with the death of Ralph Erwin, our long-time treasurer, financial advisor, liaison to our financial backers, newsletter editor, official lobbyist, man-who-did-everything, and jokester. We miss him terribly. Martha Blount took over editing the newsletter and Nancy Johnson assumed the treasurer's position. The Board of Directors hired John Satterfield as Executive Director with the mandate to try to expand our financial base and to increase membership. He found this to be a daunting task. Meanwhile, President Nancy Allison was facing health issues and increasing family responsibilities. Following surgery, she was forced to effectively withdraw from active participation as president. With the dawning of 2008 your Board found itself facing the fact that we could no longer function as we had. With regret we had to terminate the employment of an Executive Director and to accept the resignation of Nancy Allison. Martha Deaver has agreed to take on the duties of president. Nancy Allison will stay on as a board member and will continue to provide program speakers for monthly meetings.

AANHR remains in a precarious position. The need for a strong voice for better care for nursing home residents is stronger than ever. The number of people who will be needing nursing home care will explode in the near future as the "Baby Boomers" age. However, the active membership of our organization has dwindled down to a few. Present board members are attempting to combine the duties of two or more positions. If you are concerned about nursing home residents we urgently need your support. We need your financial support in the form of dues and donations. Even more, we need your time and effort to get the word to family members, to state regulators, and to legislators. Please help us get the word out about nursing home residents however you can.

AANHR has numerous past successes to build upon. During the present reorganization period, a chief goal is to make AANHR a household word, much like AARP, so that the public immediately recognizes whom they can call upon in time of need for nursing home residents' questions and crises. Please take a few moments to clip the membership blank on the back page of this newsletter. Send in your dues to support this worthy cause. Join us as we move forward in our support of some of the frailest citizens of our society. AANHR appreciates your past support and looks forward to working with you in the future.

AFMC (Arkansas Foundation for Medical Care) news from January 2008, Vol. 1, Issue 6:

Nursing Home Compare quality measures were updated with data from quarter 2, 2007, in October. AFMC mailed the updated Nursing Home Quality Initiative (NHQI) facility table and graphs on December 4, 2007. **View your facility's current information** at <http://www.medicare.gov/NHCompare>.

Based on the updated quality measures, **Arkansas continues to hold the nation's worst ranking for the reported use of restraints**; however, Arkansas is making progress toward further restraint use reduction. Since the NHQI Advisory Group sponsored statewide restraint training this past fall, facility self-reports to AFMC indicate more homes are becoming restraint-free. View the four selected NHQI QM trending graphs and other national ranks for our state at this website: http://www.afmc.org/Documents/stat_data/nursinghome.pdf

USEFUL WEBSITES:

www.medicare.gov/NHCompare
www.memberofthefamily.net
www.aanhr.org

AANHR deeply appreciates the role that Ombudsmen and Certified Volunteer Ombudsmen play in the day to day lives of Arkansas nursing homes residents. This reprint of an article from the Division of Aging & Adult Services newsletter is AANHR's small way of recognizing those who give so much.

Arkansas LTC Ombudsman Program Celebrates Third Annual Outstanding Volunteer LTC Ombudsman Recognition Banquet

On November the 30th the Arkansas LTC Ombudsman Program celebrated its third annual Volunteer LTC Ombudsman Recognition Banquet at the Fern Cliff Resort Center in Ferndale, Arkansas. The banquet was well attended with representation from all eight of the Area Agencies on Aging, Division of Aging and Adult Services, Arkansas Foundation for Medical Care, Arkansas Health Care Association, and Arkansas Advocates for Nursing Home Residents. Our keynote speakers this year provided inspirational and educational remarks to the LTC Ombudsmen. **Connie Parker, Assistant Director** with the Division of Aging and Adult Services shared significant stories involving Certified Volunteer LTC Ombudsmen from around the state and their impact upon the improvement of quality of care and quality of life in the facilities that they serve. **Ed Haas, Executive Director** of the White River Area Agency on Aging and the current President of the Arkansas Area Agencies on Aging Association enlightened the LTC Ombudsmen with information regarding long term care insurance and new initiative home and community base services.

Presentation of the Certificates of Service was conducted by all Regional LTC Ombudsmen to the Certified Volunteer LTC Ombudsmen. How magnificent that these invaluable Ombudsmen have provided over three thousand hours during 2007!

The excitement was in the air as each region's nomination for the Arkansas Certified Outstanding Volunteer LTC Ombudsman Royce Haigwood Award was presented throughout the awards luncheon by **Debra Bearden, CFO** for the Division of Aging and Adult Services.

This year's nominees were **Caroline Templeton, CVO** nominated by **Peggy Parker, RO** Region II; **Rosie Bilbrey, CVO** nominated by **David Martin, RO** Region III; **Joe and Juanita Miller, CVO** nominated by **Carolyn Thomas, RO**; **Carol Silverstrom, CVO** nominated by **Herman Estaun, RO** and **Tim Allen, RO** Region V; **Judy Hughes, CVOC, CBUO** nominated by **Deborah Hanson, RO, SCVOI** Region VII; and **Jim Newcomb, CVO** nominated by **Debbie Medley, RO, SCVOI** Region VIII.

However, before this year's recipient could be announced, the 2007 awards for most recruits and hours would need to be presented. What a thrill to watch the various Regional LTC Ombudsmen and their Certified Volunteer LTC Ombudsmen Coordinators sit on the edge of their chairs awaiting the results! **Christopher Donahue, AA, Office of the State LTC Ombudsman** could hardly wait to hand out the blue and silver trophies! **Carolyn Thomas, RO** and **Ora Mays, CVO** walked away with the 1st place trophy for most CVO hours, a total of 1793! **Deborah Hanson, RO, SCVOI** and **Judy Hughes, CVOC, CBUO** placed second with 1623 CVO hours. Our third place recipient for 1007 was **Peggy Parker, RO** and **Debbie Blevins, CVOC** with 1326.5 hours. The Arkansas LTC Ombudsman program provided over 3000 CVO hours! Way to go Ombudsman Family!

As we have our humble beginnings of 3 CVO's it is always a chill to celebrate our growth each year. 2007 was no different! **Peggy Parker, RO** and **Debbie Blevins, CVOC** grabbed hold of the 1st Place trophy for most recruits **Carolyn Thomas, RO** and **Ora Mays, CVOC** were our 2nd place trophy recipients and this year we had two 3rd place trophies, **Sally Alvey, RO** and **Tonia Barnes, RO** jumped for joy as they received the 3rd place trophy, along with **Deborah Hanson, RO, SCVOI** and **Judy Hughes, CVOC, CBUO**. On a statewide basis we have expanded the LTC Ombudsman program by another 55 CVO's! Congratulations to all of you!!!

As we have established numerous LTC Ombudsman traditions, we always announce and appreciate the chosen and brave judges. **Carol Shockley, Director, OLTC**; **Connie Parker, Assistant Director, DAAS**; **Carol Compas, Project Manager, AFMC** and **Sherry Anderson, Director, DOV** conducted a professional job at diligently scoring each nomination. It was such a spectacular and special moment when this year's recipient, with tears in his eyes came forth to accept our most prestigious award, the **Arkansas Outstanding Certified Volunteer LTC Ombudsman Royce Haigwood 2007 Award, Mr. Jim Newcomb** from Region VIII.

AANHR Awarded at LTC Ombudsman Award Banquet



Left to right: Julie Edwards, Francis Walker, Pat McGuire, Ann Pinney, James Brooks, Jr.

AANHR was honored: "In Special Appreciation for Your Overwhelming Support Toward the Success of the NASOP Conference 2007" at The Third Annual Arkansas Certified Volunteer LTC Ombudsman Recognition Banquet on November 30th, 2007 in Ferndale. Newsletter readers may recall that Katie Gately (with AANHR's backing) successfully bid for the honor of hosting the National Association of State Ombudsmen (NASOP) training conference in Little Rock last summer. Nancy Allison, Martha Deaver and Nancy Johnson were given individual honors for their "outstanding support and encouragement."

AANHR members Julie Edwards, Francis Walker, Pat McGuire, Ann Pinney and James Brooks, Jr. attended the banquet and accepted the awards on behalf of AANHR. Kathie Gately, Arkansas State Ombudsman, is to be commended for the selfless sacrifices she makes to ensure the success of the Certified Volunteer Ombudsman Program and her ever faithful encouragement and recognition of the outstanding volunteers. A volunteer's hands on, one-on-one rapport with a nursing home resident is invaluable to the resident and a blessed, rewarding experience for the volunteer.

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.



"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

CARE Matters

By the Residents at Rose Tara Plantation
King, North Carolina

What we want from you is patience,
Patience is a virtue.

What we crave is love and attention,
Love is from GOD.

Please care for our feelings,
We hurt like you.

Treat us like your family,
That is something we need.

We need to feel safe and secure,
It comforts our minds.

Love us so we can love you,
Do unto us as you would have us do unto you.

We like good nature with a little humor tossed in,
Laughter is the best medicine.

When we cry, be tender and understanding.
Don't pity us, give us comfort.

Please don't tear us down
have compassion and build us up.

Give your best to the Master,
And you will be rewarded.

CARE Matters to us!

Care Matters, pg. 38

"Our Caring Community"

By The Bayview Health Care Poets
Waterford, Connecticut

We have turned a corner in our lives
Who knows what lies ahead?
We have a different kind of home now,
We've entrusted our care instead.

The rituals that were common place,
And performed with so much ease,
The loss of Independence,
Is now fulfilled through expertise.

Special people fill our lives,
In them – compassion shines,
Easing our burdens, day by day,
Bringing comfort to our minds.

Our health is our primary concern,
It ensures a better life,
We have a plan of care here,
To battle and balance our strife.

The care that MATTERS MOST,
Is given with respect and dignity,
To blossom and to thrive,
Within our own Community!
Care Matters, pg. 9

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"

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:

- Bob Davidson** of the Law Offices Of Bob Davidsonj, 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

- President** - Martha Deaver, Conway
- Vice President** - Nancy Johnson, Fairfield Bay
- Program Chairman** - Nancy Allison, Conway
- Secretary** - Betty Buckta, Judsonia
- Treasurer** - Nancy Johnson, Fairfield Bay
- Members of the Board:** James Brooks, North Little Rock; Betty Buckta, Judsonia; Martha Deaver, Conway; Julie Edwards, Mabelvale; Gleason McGuire, Bryant; Ann Pinney, Benton.
- 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 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, 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
135 Hillside Dr #112 Fairfield Bay AR 72088-4026

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.



AANHR

135 Hillside Dr #112 Fairfield Bay AR 72088-4026
www.aanhr.org

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