



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING
HOME RESIDENTS

January
2009

Conway (501) 450-9619 · Fairfield Bay (501) 884-6728
Conway (501) 450-7405

AANHR's Mission Statement:

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

Next Meeting January 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)

DID YOU KNOW?

The AANHR
Newsletter Is
Available Online
At aanhr.org

January 12th Meeting: 2008 NCCNHR CONFERENCE ADVOCACY INTO ACTION - ACTION INTO CARE

Julie Edwards and Ann Pinney, two of AANHR's newer Board Members, were delegates to NCCNHR's 33rd National Conference and Annual Meeting. The conference was held October 15-17 in Indianapolis, Indiana. This is the first time the Conference was not held in the nation's capitol and NCCNHR officials state they would like to alternate the Conference each year between Washington, D.C., and another U.S. city.

Julie and Ann will tell us what they learned about **Advocacy Into Action and Action Into Care**, the Conference theme. They were able to learn, network, and exchange ideas with advocates from all over the country. Some of the meetings that were available for them to attend were *Advocates and Culture Change; Citizen Advocates Making It Happen; Conflict Resolution; Public Information as a Tool in Nursing Home Advocacy; How to Have Sustainable and Meaningful Change; Dealing with Common Problems in Nursing Homes; Can Staff Stability be Improved and Training Improved?*

Be with us at the meeting Monday, January 12, 2009. These two are anxious to share the information they obtained from NCCNHR and other Advocates. Start the New Year right and support AANHR's board as we continue to protect and improve the quality of care and life for residents in Arkansas Nursing Homes.

AARP To Hold Second Annual Day at the Capitol

AARP Arkansas will hold its 2nd annual Day at the Capitol on Monday, January 12, 2008 beginning with a press conference at 1:00pm in the Rotunda of the Capitol. Volunteers from across the state will be bused to the Capitol to attend the press conference and hear the Governor's State Address. They will also be visiting with their legislators from their districts to speak on AARP issues. Joining us will be our Divided We Fail Mascot Champ.



From the President's Desk Martha Deaver

**It is time to renew your AANHR membership.
(See page 8)**

We are beginning a new fiscal year so I'm reminding you it's time to renew your membership. Occasionally I ask myself "why do I stay involved in AANHR". My immediate reaction is that, although my mother is gone and there is nothing I can do now to make her life in a nursing home easier, I can work to make it better for someone else. I can try to correct the things that are still wrong. I think of the thirty years Elma Holder dedicated to improving a situation she KNEW had to be better, the obstacles she overcame in the federal government, the inspiration she gave to me when I last spoke with her, the challenge she gives us all to continue the work she started - AND I GO ON. I hope you will too.

I quote from an article by Donna Lenhoff, executive director of the National Citizens' Coalition for Nursing Home Reform (NCCNHR). Ms. Lenhoff states that "most of America's 17,000 nursing homes are so dangerously understaffed that residents are needlessly suffering and dying from neglect, while nursing home profits climb amid nursing home corporate scandals over misuse of public funds". This is not just her opinion - she quotes from reports by the General Accounting Office and the federal Centers for Medicare and Medicaid Services. We have this information and are in contact with state and federal legislators making them aware of it. We know legislators who have pledged their help in trying to see that minimum staffing is increased to more than 80% of the time. They want to help us improve the training requirements for CNAs which will enable them to do a better job, command more respect from their superiors and the families of their patients and give them the right to a better salary.

We need each and every one of you. If you are still receiving this newsletter and are questioning whether you need to stay involved - PLEASE - reach through your pain and know how much your help can mean to this organization and the many who are tirelessly working to improve conditions for all nursing home residents. Again, I quote Donna Lenhoff who says "if nursing homes were staffed according to the minimum levels reported by the Dept. of Health and Human Services, there would be one certified nursing assistant for every five or six residents during the day. In the majority of America's nursing homes, there is one certified nursing assistant for every eight to fourteen residents. Most families of nursing home residents know the ratio is much higher - especially at night and on weekends". When the burden of doing the job of two or more people is removed from each position, it will be easier to hire and retain good CNA's.

If you can renew your membership for \$15 or \$20, we will appreciate it. If you can stay active by attending our meetings, helping us make phone calls, writing letters to legislators, or attending legislative committee meetings, that is appreciated also. Either by your financial support or your help in contacting legislators, we need each and every one of you and I appreciate your dedication to staying involved in a cause that must be seen through until we are all satisfied with care in nursing homes.

What's Right, What's Wrong with Long Term Care in Arkansas

Under the able leadership of Ray Scott, long-time leader in government in Arkansas, AANHR members had the opportunity to have their say about long term care in our state at the November 10 meeting.

Members identified the following things as being strengths of the present system:

- 1) Efforts at changing the culture within nursing homes into self-directed care. This is evidenced by the publicity given to new models of care such as the Eden Alternative and Greenhouse models.
- 2) Availability of home-based care programs.
- 3) A regulatory system (Office of Long Term Care) which, compared to other regions of our country, is good.

Weaknesses of the system are almost all a result of the lack of sufficient numbers of adequately trained health care workers. This results in:

- 1) Lack of respect for residents and their rights
- 2) Poor management of medications in nursing homes
- 3) Inadequate and sometimes false record keeping
- 4) Lack of supervision and management
- 5) Poor care of residents
- 6) High staff turnover
- 7) Lack of coordination between programs and different levels of care

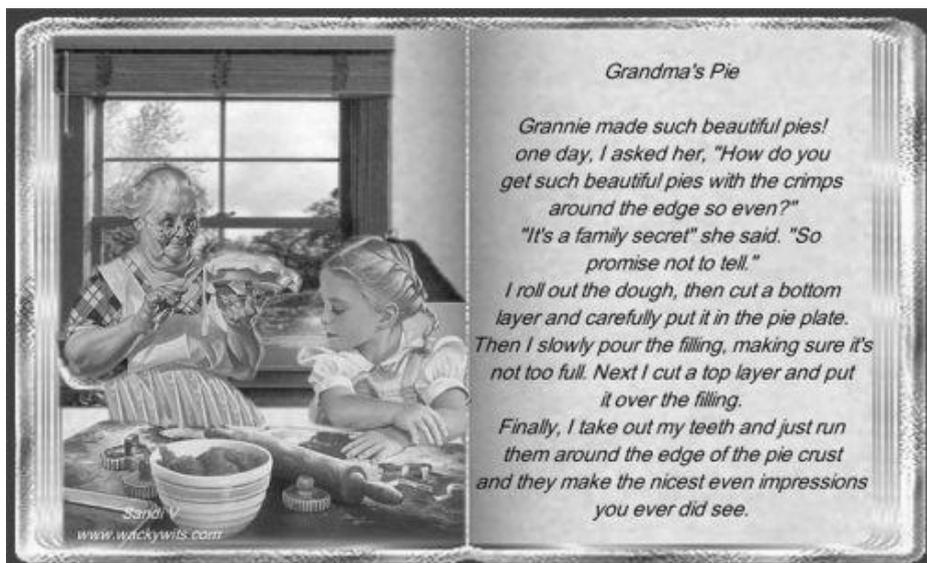
Opportunities for improvement of the system were seen to lie in:

- 1) Better education and training of staff
- 2) More emphasis on new models of care (culture change)
- 3) Availability of programs for home-based care (including getting sufficient funding for these programs)
- 4) Communication and coordination between programs

Threats to obtaining improvement in long term care were identified as:

- 1) Lack and instability of funding
- 2) Shortage of trained health care workers
- 3) Providers' greed.

Thanks to Mr. Scott for helping our AANHR members think through our priorities.



Grandma's Pie

*Grannie made such beautiful pies!
one day, I asked her, "How do you
get such beautiful pies with the crimps
around the edge so even?"
"It's a family secret" she said. "So
promise not to tell."
I roll out the dough, then cut a bottom
layer and carefully put it in the pie plate.
Then I slowly pour the filling, making sure it's
not too full. Next I cut a top layer and put
it over the filling.
Finally, I take out my teeth and just run
them around the edge of the pie crust
and they make the nicest even impressions
you ever did see.*

Strength in Numbers: Empowerment Through Education

AANHR works with various other groups advocating for nursing home residents in a continual effort to gain strength by multiplying both numbers and thus empowerment. One such group is the *Pioneer Network*, formed in 1997, to advocate for person-directed care.

AANHR is pleased to inform you that the Pioneer Network's Ninth National Conference will be held in Little Rock, August 12-14, 2009. We're including a consumer guide to finding a facility that is working toward person-directed care, developed for the Network. We hope you find it helpful. More invaluable information is available at pioneernetwork.net

The Pioneer Network is working to create person-directed care in all long-term care settings including nursing homes, assisted living facilities and a wide variety of residential care settings such as group homes. Person-directed care allows the elder to make their own choices, continue familiar routines and maintain their dignity after moving into the new setting – or in other words, be at home wherever home may be.

Do you have a parent or loved one who needs long-term care? Not sure what to ask to find a setting that practices person-directed care? There are many choices available, but many elders will still need nursing home care. Here is a set of questions that we have developed to help families determine whether or not a nursing home is engaged in person-directed care.

A Consumer's Guide to Finding a Facility on the Culture Change Journey:

Key Questions to Ask the Nursing Home Staff to Determine if They are Focused on Providing Person-directed Care:

1. What type of nursing assistant assignment plan do you utilize? In other words, do your nursing assistants (CNAs) care for the same group of residents each time they work or do you rotate the assignments after a period of time?
 - Best response - "We use consistent assignments. With few exceptions, our caregivers care for the same group of residents each time they come to work."
 - Rationale - Backed by research studies, consistent assignment of the same nursing assistants (CNAs) to an individual resident allows for the caregivers to remember the routines and preferences of each individual resident and provide individualized care.
2. Do you measure CNA turnover? If so, what is your nursing assistant (CNA) turnover rate?
 - Best response - Any number under 40%.
 - Rationale - The national average is 70%. Research studies indicate a correlation between caregiver turnover and poor clinical care and service.
3. Do you measure your licensed nursing staff turnover rate? If so, what is your turnover rate of licensed nurses?
 - Best response - Any number under 30%.
 - Rationale - The national average is 50%. Research studies indicate a correlation between licensed nurse's turnover rate and poor clinical care and service.
4. What is your facility's policy regarding the use of agency nurses?
 - Best response - "No. Only our own nurses work here. However, in a dire short staffing emergency, we would call-in an agency nurse."
 - Rationale - Agency nurses are temporary workers who travel to various healthcare centers. Therefore, they do not have time to develop a detailed knowledge about individual residents.
5. What is your facility's policy on bathing and shower schedules? In other words, can my loved one be given a shower/bath when they choose?
 - Best response - "Yes. We can accommodate any individual's lifelong pattern of bathing. Please let the admitting nurse know what his/her preference is and we will make accommodations."
 - Rationale - The facility should be able to flex its staffing practices to meet individual resident preferences regarding bathing and showers.

(continued on the next page)

(continued from pg. 4)

6. What is your policy on morning routines; can my loved one be awakened in the morning according to their lifelong pattern?

- Best response - "Yes. We can accommodate any individual's preferences."
- Rationale - The facility should be able to flex its staffing practices to meet individual resident preferences regarding their morning routine.

7. What is your policy regarding the main meal being served; do you offer alternatives if my loved one does not like the main entrée being offered?

- Best response - "Yes. Let me show you a list of the alternatives which we always have on hand if someone does not prefer the main entree being offered."
- Rationale - The facility should have alternatives available to meet any individual's request.

8. May I see your facility's mission statement?

- Best response - "Yes. Please let me show you our mission statement."
- Rationale - Research studies have indicated that leaders who can easily access their mission statement are leaders who are mission driven. These leaders believe in their organization's mission to serve. They are also more likely to remind caregivers of their organization's mission.

9. How do you measure caregiver satisfaction? Do you conduct staff satisfaction surveys? If yes; what do you do with the satisfaction survey results?

- Best response - "Yes. We measure our caregivers' morale by conducting staff satisfaction surveys. We analyze and act on the results. Our staff satisfaction is very important to us. We are always working to improve the quality of work life of our staff."
- Rationale - Leaders who allow their staff an opportunity to complete staff satisfaction surveys are more likely to be committed to improving their quality of work life. Simply put, the happier the staff, the better the care the residents will receive.

10. What is the role here for family members? Do you have a family council and are we welcome at your facility?

- Best response - "We welcome and encourage family members to visit here any time, to volunteer here and to participate in our family council. I am happy to provide you with our family council meeting schedule."
- Rationale - Research indicates that families establish regular visiting patterns soon after a resident enters into a facility, and that support of families is a source of significant support for both the elders and the nursing home staff. Family members are keen observers of residents' quality of life. An active and involved family council has been proven to have a positive effect on the facility.

11. What type of recreational activities are offered here?

- Best response - "We offer our residents a wide variety of activities here and encourage them to participate in those which are of interest to them. Once we learn about an elder's interests, we inform them of which activities match their interests on a daily basis."
- Rationale - An individualized activities program based on an elder's interests has been shown to result in improved quality-of-life indicators.

Developed by David Farrell and the California Culture Change Coalition.

Used with permission.

I slept and dreamed that life is all joy;
I woke and saw that life is all service;
I served and saw that service is joy.

Mother Teresa

Always do right. This will gratify some people and astonish the rest.



- Mark Twain

Join the *Advancing Excellence in America's Nursing Homes Campaign* as a Consumer to make a difference for resident-directed care.

Name: _____

Email Address: _____

Address: _____

I would like to be included on the Arkansas LANE electronic mailing list to receive updates on educational opportunities and events.

I do not wish to be included at this time.



RETURN TO:

Arkansas LANE

Advancing Excellence in America's Nursing Homes

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Email: SRBennett@uams.edu

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www.arkansaslane.org

www.nhqualitycampaign.org



“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

AANHR Special Thanks

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

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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Todd Griffin of The Law Offices of Todd Griffin, PLLC, for advising AANHR's Board of Directors.

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

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Honorary Board Members: Jim and Faye Sandstrum, Searcy.

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:

<https://www.medicaid.state.ar.us/InternetSolution/General/units/oltc/index.aspx>

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, 2009.

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:

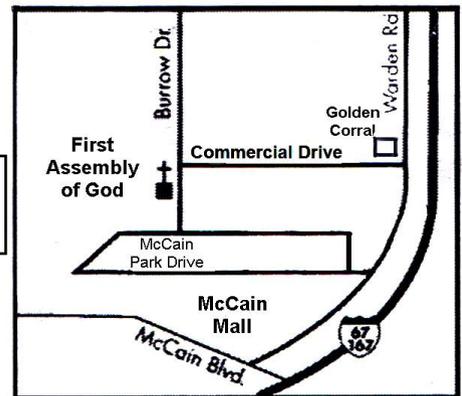
If you are on either I-30 or I-40, take Highway 67/167 North. Take exit #2 onto Landers Road. Stay in the left-hand lane, as you will be turning left and going under Highway 67/167 and enter Warden Road going southbound. As soon as you safely can, move into the right-hand lane, as you will be turning 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's Mission Statement:
"To protect and improve the quality of care and life for residents in Arkansas nursing homes."

Map To
Meeting



AANHR

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

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ORGANIZATION
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LITTLE ROCK, AR
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