



# AANHR

*Arkansas Advocates for Nursing Home Residents*

**PROTECTING NURSING  
HOME RESIDENTS  
April  
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 April 13**

**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)**

**Lynn Vigneault, Program Director TAP, to speak  
on telephone communication for people with  
disabilities at 11:00 a.m., April 13**



Lynn Vigneault is the Program Director for the Telecommunications Access Program (TAP). As Director, Lynn is responsible for planning, coordinating and administering this statewide program. She is also responsible for marketing and outreach to assure that the word gets out to all Arkansans in need of the program's services.

The Telecommunications Access Program, TAP, is a program within Arkansas Department of Workforce Education/ Rehabilitation Services Division that provides specialized telecommunication equipment to any individual in the state with some type of disability or impairment (deafness, deaf-blind, hearing, visual, speech, cognitive or mobility) that prevents them from being able to use a standard telephone. This state program will provide the equipment **FREE** to any individual that qualifies with an income of \$50,000 or less. If someone doesn't meet income eligibility, a shared cost option is available. TAP currently serves about 7000 customers throughout the state.

Lynn has a Bachelor's degree in Elementary Education from the University of Arkansas in Fayetteville and was an elementary schoolteacher for 9 years in the state, teaching second and fourth graders as well as a reading lab, before taking a hiatus to raise her two children. She has been the Director of TAP for almost 6 years.

**DID YOU KNOW?**  
The AANHR  
Newsletter Is  
Available Online  
At [aanhr.org](http://aanhr.org)



### **AANHR Videos for Loan**

***Nursing Home Care Plans  
The Importance of Nursing Home Family Councils  
Bathing Without a Battle***



## *From the President's Desk . . . Martha Deaver*

“What does “ Culture Change” mean in caring for nursing home residents?”

Arkansas Advocates for Nursing Home Residents (AANHR) are repeatedly asked the meaning of “Culture Change.” The Centers for Medicare and Medicaid Services supports the notion that “Culture Change is simply the fulfillment of part of the Nursing Home Reform Law of 1987, OBRA. This law requires that each nursing home “care for its residents in such a manner and in such an environment as will promote maintenance or enhancement of the quality of life of each resident.” This requirement emphasizes dignity, choice, and self-determination for residents, as do the principles of “Culture Change.”

Furthermore, each nursing home is required by law to “provide services and activities to attain or maintain the highest practicable psychosocial, mental, and physical well-being of each resident in accordance with a written plan of care which is initially prepared, with participation to the extent practicable, of the resident, the resident’s family or legal representative.” This means that a resident should not decline in health or well-being as a result of the way a nursing home provides care! These provisions of the law require that resident care should be individualized to the need of the resident. “Culture Change” is an attempt to make this part of the law a reality.

“Culture Change,” (person-directed care) is defined as the common name given to the process of transforming older adult services based on person-directed values and practices where the voices of the elders and those working with them are considered and respected and person always comes before task. A home-like atmosphere along with consistent assignment of direct care employees with residents is also an important part of the “Culture Change” movement.

Our organization has seen first hand what happens when you have nursing home owners who care and are dedicated to following the laws put in place by the “Nursing Home Reform Act of 1987.” Greenhurst Nursing Center in Charleston, AR, has been a family owned nursing home for thirty years. Their commitment to care for residents by following the laws set forth over thirty years ago shows in every aspect of “Culture Change.” They are dedicated to person-directed care in a homelike atmosphere.

AANHR is dedicated to working with various other groups advocating for nursing home residents in a continual effort to educate the public. One such group is the Pioneer Network, formed in 1997, to advocate for person-directed care through “Culture Change.” AANHR is proud to be a sponsor of the Pioneer Network’s Ninth National Conference that will be held in Little Rock, AR, August 12-14, 2009.

AANHR knows there are some nursing homes in our state that are dedicated to giving good care but all AANHR can do is go by the State and Federal findings. The latest survey data shows 95% of Arkansas nursing homes were cited for health and safety standards. Sadly, the findings nationwide are similar. The recognition for the culture to change and demand that nursing home residents finally get the care the laws have required for over thirty years cannot come a moment too soon. Meanwhile, AANHR will continue to carry out our mission, “To protect and improve the quality of care and life for residents in Arkansas nursing homes.”

## Congrats Martha !!

AANHR is pleased to inform you that Governor Mike Beebe has appointed Martha Deaver, AANHR President, to the Long Term Care Facility Advisory Board. The board meets quarterly with the Arkansas Director of Long Term Care, Carol Shockley, to discuss new regulations and laws pertaining to long term care facilities. They discuss the latest data pertaining to the federal programs put in place to help improve nursing home care. The current federal program being critiqued is the Nursing Home Quality Initiative, which is overseen by Arkansas Federation for Medical Care (AFMC). Entities represented, other than AANHR, include representatives from the Attorney General's office, nursing home industry, and several other interested parties that deal with long term care issues. Martha's term expires October 15, 2009.

## They Care, They Matter

By Marian Kanaley

Palo Alto Nursing Center

Palo Alto, California

Where am I? Was I always here?

Warm cozy room...safe...they care, why fear?

The bed is soft, the linens are fresh,  
How good it feels now...It does express,  
The caring ways shown to me each day  
While I am here, mending they say.

Who are these people that I see?

Smiling faces, warm hands caring for me.  
And with compassion they fill life's needs,  
What matters most is they spread life's seeds.  
That grow and flourish about this place,  
And add the joys, hopes and loving grace.



When I'm ready and their work complete,  
I will charge ahead...never retreat.  
Venturing forth with my spirit so strong,  
For someone cared and helped me belong.  
Find greater heights I aspire to seek,  
What matters most was not being weak.  
But to take charge of self...challenges too.  
Then reach my goals for a life Brand New.



**Remember: Caring Matters and is the TOUCH candy for the soul.**

*Reprinted from CARE Matters to Residents, A Collection of Essays and Poems, pg 8, (compiled by NCCNHR, 2006).*

## What to do if you find care lacking?

Talk to the CNAs on duty for your hall. →

Talk to the nurse for your hall. →

Talk to the Charge (RN) nurse on duty for your wing. →

Talk to the Director of Nursing or the Administrator. →

Call the Office of Long Term Care or the Regional Ombudsman. →

The Office of Long Term Care phone number is 1-800-582-4887.

Contact information, along with a picture, of your Regional Ombudsman should be posted in a prominent place in your facility. You may also have a certified volunteer ombudsman (CVO) for your facility who might offer advice.



**OMBUDSMAN**



### Dear Friends:

Nutritional well-being is important for successful and healthy aging. For nursing home residents, malnutrition and dehydration can lead to a number of serious health problems including infections, pressure ulcers, confusion, and weight loss. Severe dehydration can be fatal. Malnutrition lowers the quality of consumers' lives, can be costly and is often completely avoidable.

Federal law requires nursing homes to assess the nutritional status of nursing home residents -- both at the time of admission and every three months thereafter. Although the law would seem to guarantee adequate nutrition for residents, studies show that many nursing home residents are still malnourished.

March is designated as National Nutrition Month® by the American Dietetic Association - this is an excellent time to remember how important nutrition issues are to long-term care consumers.



Executive Director

NCCNHR 1828 L St., NW, Suite 801

Washington, DC 20036

### About NCCNHR: The National Consumer Voice for Quality Long-Term Care

NCCNHR is a nonprofit, 501(c)(3) organization founded by Elma L. Holder in 1975 to protect the rights, safety, and dignity of America's long-term care residents. In 2007, the organization changed its name from the National Citizen's Coalition for Nursing Home Reform (NCCNHR) to reflect its increasing involvement in assisted living, board and care facilities, and home and community based alternatives. NCCNHR is governed by a 22-member board representing consumer organizations from across the United States including residents of long-term care facilities. For over thirty years, NCCNHR has worked with its members to carry out its mission to inform, educate and empower consumers; equip citizen groups and ombudsman programs to be effective advocates for residents; and promote best practices in care delivery and the enforcement of quality standards.

<http://www.nccnhr.org>



Pioneer Network in Culture Change  
P.O. Box 18648  
Rochester, NY 14618-0648  
tel: 585 271-7570  
fax: 585 244-9114  
[www.PioneerNetwork.net](http://www.PioneerNetwork.net)

***Coming This Summer:***  
**Ninth Annual National Pioneer Network Conference**  
**Little Rock, AR**  
**August 12-14, 2009**

**Inspiring Person-Directed Care through Culture Change Practices and Principles  
in Aging and Long-Term Care**

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**Audience**

Attendees include 1,200+ health care decision makers:

- 41% health care executives
- 28% nursing leaders
- 15% direct care staff
- 10% architects, physicians, researchers, advocates and consumers
- 6% public policy leaders and grant makers.
- National leaders from all care environments including: long-term care; home care; assisted living; adult day services; aging network agencies; hospice; PACE programs; rehabilitation/post-acute services; retirement communities; senior centers; senior housing; and wellness centers.

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**Conference Content: What you will experience**

Participants say this conference energizes, inspires and helps them renew their commitment to the aging field. Conference Highlights include:

- Content that showcases innovative thought and practices in culture change
- Opportunity for attendees to learn, network and inspire
- Over 60 conference sessions and 10 conference intensives that focus on strategy, research, practical approaches, processes and programs for system change
- Topics include architecture, design, new environments and models, operations, strategic planning, financial management, leadership, hiring and recruiting, training, staffing, team building, diversity, activities, dining, bathing, medications management, marketing, sustainability, admissions, regulatory issues, program design and management, end-of-life, family and community relations.
- Opportunities to share products and services that support our nation's aging.

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**Become a Sponsor, Exhibitor, Advertiser:** to learn of these new opportunities to reach those transforming long-term care and aging through person-directed products, practices, and programs.

Contact Cheryl Ritzi of Pioneer Network at 312-587-7327 and at [Cheryl.Ritzi@PioneerNetwork.net](mailto:Cheryl.Ritzi@PioneerNetwork.net). To learn more about Pioneer Network, visit our new Website at [www.PioneerNetwork.net](http://www.PioneerNetwork.net).



**Volunteer Ombudsmen Needed**

Do you have one hour per week to visit with residents (those who have few/if any visitors) in a nursing home? We have a place for you. After one day of training and a short orientation period one can become a Certified Volunteer Ombudsman and can choose to be assigned to a specific nursing home where just two hours service per week is expected.

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 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. If interested, please contact Martha Deaver at 501-450-7405; she will put you in touch with your regional ombudsman.



**Great Source of Information!**

AANHR would like to recommend the publication AGING ARKANSAS as a source for helpful news relevant to senior citizens. One can subscribe to this monthly newsletter for one year by mailing a \$12.00 check to AGING ARKANSAS, 706 South Pulaski St., Little Rock, AR 72201. Phone 501-376-6083

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***

4301 West Markham Slot 748  
Little Rock, Arkansas 72205

Phone: 501-686-7984

Fax: 501-686-8350

Email: SRBennett@uams.edu

LubinSandraA@uams.edu

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:

- 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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 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.  
 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 - 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: Nancy Allison, Conway; Martha Blount, Searcy; James Brooks, North Little Rock; Betty Buckta, Judsonia; Martha Deaver, Conway; Julie Edwards, Mabelvale; Nancy Johnson, Fairfield Bay; Gleason McGuire, Bryant; Pat McGuire, Alexander; Gary Melton, Searcy; Ann Pinney, Benton; Frances Walker, Benton.  
 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;**

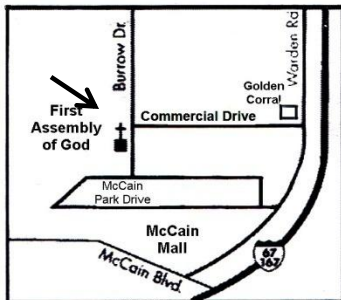
Visit our website at [www.aanhr.org](http://www.aanhr.org) or e-mail us at [Info@aanhr.org](mailto:Info@aanhr.org)

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.



Place label here



**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.