



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**October 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 Oct. 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)

Join the AANHR Rally to support Residents' Rights  
Mon. Oct. 5, 2009  
11:00 AM  
AR State Capitol Steps

## Carol Shockley to Speak at AANHR's October meeting

Do you wish your loved one could have a more homelike experience in the long term care facility? Do you understand what resident directed care means? Do you have questions about nursing home care? You will have an opportunity to ask them at the October AANHR meeting. Our speaker is Carol Shockley, Director of the Office of Long Term Care. She will discuss some of the new regulations and how changes can make nursing homes more like home. You won't want to miss this opportunity to hear Ms. Shockley.

Carol Shockley has completed nine years as Director of the OLTC. She was placed on temporary assignment at OLTC in 1998 after working at Conway Human Development Center (CHDC) for 26 years. While employed at CHDC, Ms. Shockley, a Speech Pathologist, was Curriculum Developer for persons with profound mental retardation, Quality Assurance Coordinator for the facility and finally Assistant Superintendent.

Bring your questions for Carol, who will speak at 11:00 AM on October 12<sup>th</sup>.



SAVE THE DATE!



34<sup>th</sup> NCCNHR National Conference and Annual Meeting  
*Quality Care, No Matter Where*

Thursday, October 22 to Sunday, October 25  
Hamilton Crowne Plaza Hotel, Washington, DC

Calendar of Events		
Oct. 5	11:00 AM	Residents' Right Rally - State Captiol Steps
Oct. 12	10:00 AM	AANHR Meeting
Oct. 22-25		NCCNHR Annual Meeting - Washington, DC



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

### Culture Change in Action

A few years ago I and several AANHR members had the opportunity to visit Greenhurst Nursing Home in Charleston, Arkansas. We arrived with no prior notice of our visit. We were welcomed warmly, treated to lunch at the facility, and came away quite impressed with its environment and care.

Therefore, before the term culture change came into being, we in AANHR lifted up Greenhurst as a model of how a nursing home can serve the needs of nursing home residents. Greenhurst administrator Kriss Schaffer addressed AANHR members at the September 14th meeting. He summed up his philosophy by saying, "We try to make it home for our residents. I don't know why everyone doesn't do this."

As far as possible within state regulations residents at Greenhurst are allowed to have their own furniture. Many keep their own pets. They receive care according to their own schedule and they can order special foods. They named their halls, and now they have an address (i.e. 104 Azalea Lane) instead of just a room number. These are just examples of an overarching attitude which puts the wants and needs of residents first, ahead of the institution. This is what culture change is all about.

#### ***END OF LIFE ISSUES (excerpted from AANHR newsletter March 08 pg 5)***

During the admission to a nursing home, your loved one will be asked if they have an Advance Directive, a legal document which will guide the doctor and the nursing home regarding treatment if your resident becomes unable to express his or her own wishes. If a resident does not have an Advance Directive and is or becomes unable to make their own decisions someone else will make those decisions and it may not be what the individual would have wished. It is important to understand that these documents take effect only when the resident is unable to make or express his or her own wishes and that they can be revoked or changed at any time.

There are at least three important kinds of Advance Directives:

- \* A **Living Will** tells family members and medical professionals to what extent special means should or should not be used when a person becomes incurably ill or permanently unconscious. Such a statement can relieve family members of the burden and stress of trying to guess at a very emotional what their loved one might want.
- \* **Financial Durable Power of Attorney** - in which a person is appointed to make business and financial decisions for the resident. This person is not authorized to make health decisions.
- \* **Health Care Durable Power of Attorney** - which names the person to make decisions about health care and treatment. Appointment of such a person may avoid later quarrels between family members who may disagree about treatment.

Advance Directives must be in writing, signed by the maker, and witnessed by two other adults. Forms prepared by the Health Law section of the Arkansas Bar Association are available at <http://www.arkbar.com> or from any attorney.



**AANHR Videos for Loan**  
***Nursing Home Care Plans***  
***The Importance of Nursing Home Family Councils***  
***Bathing Without a Battle***



## Bryan Wann, Administrator, Details Culture Change Points At Montgomery County Nursing Home

Culture change is something that is very abstract. It represents different meanings to each person. For many years, our nursing home (Montgomery County) has implemented a simplistic approach to culture change. Looking back, we may have been participating in “culture change” and was not aware of it until groups like the Pioneer Network, NCCNHR and our State Advocacy groups began a push towards awareness of this tremendous movement.

The building of strong relationships with Elders, families, employee’s, surveyors, advocacy groups and Ombudsman are not only imperative but essential to success with culture change. It is within these relationships that build trust, confidence in the care provided and ultimately our bonds as people working towards a common goal of the advancement of a culture.

I would like to address three areas of which our home has found success. At anytime during this presentation please feel free to ask questions because the deeper understanding we have of the mechanics the better we can serve.

The first area I would like to address is truly knowing who we are serving. I realized many years ago that the way our system worked is we admit a new Elder, attain Social, Dietary and other pertinent data and this was as close as we came to really knowing who we were serving...it was mainly superficial and task based. About this time I was attending a funeral of an Elder we served for many years. During this funeral I realized that I knew far too little about this person was saddening. Things, tasks and reports that we place importance are really are not compared to knowing whom we are serving. I began to eat lunch with our Elders rotating different tables; we give shadow boxes to our families that are placed on the wall outside their rooms to know more about their lives.

The second area of discussion is to involve our Elders in the operation of their home. Providing them the opportunity to live an existence with purpose and meaning is equally important to the overall health and well-being. We offer volunteer opportunities (a list) of things which are matched up with individual interests. An example of this is a lady that was employed at a local restaurant which is known for the homemade pies. Every Monday she makes over twelve homemade pies that are incredible! She is the “hit of the dining room” and her newfound celebrity status suits her well.

Other examples are we have laundry folding times each day, counting meal money and preparing for bank deposits and other opportunities to suit the individual needs. We even have an Elder that is in charge of all our in-door plants (watering, fertilizing, etc.)

The third area of discussion is empowering our employees. By giving our employees a voice and a seat at the decision making table has proven to be the best thing we have stumbled upon. Over the last five or so years our annual employee turnover is less than 23% at its high. This begins by given them a meaningful orientation rather than the normal demeaning sometimes insult of ones intelligence.

Each new employee is given a list of all the regulations in that department and they are expected to learn them. New employees are also trained in critical thinking skills and strong customer service. We don’t point to a room or hallway; we take them to the room personally. Going the extra mile with people show the truth about what is in our hearts towards service to others. Also, each month we have employee drawings where the Administrator details an employee’s car...remember to mix it up to show the people we serve with that we all are the same, some just have different jobs but we are all one link in the chain.

A few others things that we have implemented over the years are only in an emergency do we ever page overhead. We use radios to communicate...paging makes us sound like a car dealership. Also, after we admit a new Elder we do a 24, 48 and 72 hour follow-up with family to discuss anything they have on their hearts concerning our loved ones.

Never pass an opportunity to attend an Elder’s funeral...our service should not end with the passing. Consider having an annual Memorial Service to honor the passing of the Elders within the last year. Invite families to participate in honoring the memory of our loved ones we were so fortunate to serve.

If Administrators set a standard of complete and total service to Elders, families, employees and beyond I assure you that a transformation will occur before your eyes that you will not believe. Our facility has not had a complaint from the Office of Long Term Care in over five years and you will reach new heights in service to those that depend on us for there every need and to our facility this has been our journey for culture change.

## National Coalition of Citizens Groups Selects Arkansan as Recipient of the 2009 Cernoria Johnson Memorial Advocacy Award



Kathie J. Gately

Arkansas Advocates for Nursing Home Residents (AANHR) is excited to have submitted the winning nomination for the 2009 National NCCNHR Cernoria Johnson Memorial Advocacy Award. AANHR nominated Kathie J. Gately, BSW, SLTCO, Arkansas' State Ombudsman, this past July.

AANHR is a nonprofit organization dedicated to protecting and improving

the quality of care and life for Arkansas residents in long term care facilities. AANHR stated in their letter of nomination "Kathie has been an advocate for the elderly and disabled since the time she was fifteen years old. During her years of involvement with long term care facilities in various capacities, she advocated, protected and enhanced the lives of those who lived there as well as their family members."

Martha Deaver, President of AANHR upon approval from the Board of Directors, reached out to involve others that have known and worked with Kathie over the past twenty-four years of her professional career in providing services to disabled and aging adults. Governor Mike Beebe did not hesitate when contacted. Sharing Kathie's contribution to expanding the program, he said "In 2005, Kathie expanded LTC Ombudsman classroom training to expose future generations to the field of long-term care, opening up training to universities around the State. Southern Arkansas University in Magnolia was the first to take advantage of this opportunity, and all of their students seeking degrees in Social Work successfully completed the program. Gately began working with the local LTC Ombudsman program in Searcy and with the Dean of Harding University's School Of Nursing in 2007, receiving approval for the Certified Volunteer Ombudsman segment of the program to be incorporated into their baccalaureate curriculum. This innovative, first-in-the-nation partnership garnered Harding University School of Nursing a National Award from The Hartford Foundation." Addressing her in the closing of his supportive letter, Governor Beebe commends "In the increasingly complex and rapidly growing area of long-term care, Kathie has proven her ability to serve the needs of our citizens and to earn the trust of those she serves."

Dustin McDaniel, Arkansas Attorney General describes not only her work in his letter of support, but also her character. "Kathie has been an advocate for nursing home residents in Arkansas since the young age of fifteen, when she first volunteered at a long-term care facility. Since then, Kathie has dedicated her life to protecting and enhancing the lives of elderly Arkansans, most recently as our State Long Term Care Ombudsman." "Kathie is a true leader amongst her peers, and as a result, Arkansas stands out as a leader within the long term care arena."

The Office of Long Term is the entity charged with the regulatory compliance of long term care facilities. Carol Shockley, Director of the Office of Long Term Care commented that as such the Office of Long Term Care certainly has significant contacts with the office of Ombudsman, and has long enjoyed an excellent working relationship with that office. Ms. Shockley credited Kathie with the significant growth of the volunteer portion of the Ombudsman program. In addition, "Kathie has been a fierce advocate for culture change in Arkansas. Kathie works closely with the Pioneer Network and the Arkansas Accord - an invaluable resource to both facilities and families for efforts toward person-centric care in the long term arena. These efforts demonstrate Kathie's commitment to improving the lives and conditions of long term care residents and her tireless dedication to reach these goals."

One of the honors that Kathie received from the National Association of State long term care Ombudsman was the opportunity to share her knowledge and experience by mentoring Kimberly Baker, the new State Long Term Care Ombudsman of Kentucky. "She is the consummate advocate for the rights of all elder and other vulnerable adult citizens, not just in Arkansas, but all across the country. Her unselfish willingness to share initiatives she developed in Arkansas has proven to be priceless resources for the advancement of the Ombudsman program in Kentucky. She has proven herself to be a blessing, not only to me, but to the Kentucky residents living in long term care." These are just a few of the examples that Kimberly utilized in her support of Kathie's nomination.

The Director of the Division of Aging & Adult Services was very pleased to supply her letter of support. Krista Hughes spotlighted the growth of the program under Kathie's tenure. "The State Long-Term Care (LTC) Ombudsman supports the Regional Long-Term Care Ombudsmen, who advocate for residents of nursing homes and residential care facilities. Under Kathie's

(continued on next page)

leadership, the Arkansas LTC Ombudsman program has seen significant growth. She developed a training, recruitment and support structure that nurtured the growth to three hundred volunteer ombudsmen. Because of Kathie Gately's efforts, Arkansas has one of the best ratios of ombudsmen to nursing home residents in the nation. The Arkansas program has received national recognition as one of the premier volunteer ombudsman programs in the country."

Remarkably, NCCNHR received a second nomination for the Cernoria Johnson Advocacy Award regarding Kathie by Ms. Debbie Medley, Regional Ombudsman with Western Area Agency on Aging and one of the five State Certified Volunteer LTC Ombudsman Instructors. Ms. Medley acquired the needed letters of support from Connie Parker, Assistant Director with the Division of Aging & Adult Services, Mary Askew, RO, SCVOI and Peggy Moody, Executive Director, Catlett Care. In Debbie's nomination she reviewed numerous accomplishments that have been achieved under Kathie's leadership on the program "Even though Mrs. Gately has been the State Ombudsman for only six years she has made a tremendous impact on the lives of our nursing home residents and assisted living residents. The quality of their lives has greatly been improved due to Mrs. Gately's commitment, passion and tenacity to make the lives of long term care residents the best it can be." Fellow Regional Ombudsman for Northwest Area Agency on Aging, Mary Askew, RO, SCVOI noted in her letter of support "Kathie has been an example for the entire nation through her hard work to develop the Volunteer Ombudsman Program in Arkansas...."

Anyone who is familiar with Ms. Gately is well aware of her core philosophy that it takes everyone working for and listening to those valuable and vulnerable Arkansas citizens to truly make a difference in both the quality of care and quality of life we provide. She has consistently strived to promote positive working relationships among all stakeholders in long term care. Peggy Moody, Executive Director of Catlett Care sums it up in her support letter "I feel like Ms. Gately is deserving of this award as she has worked tirelessly to combine the efforts of the Arkansas Long Term Ombudsman Program along with all agencies and committees who advocate for nursing home residents." In addition, Connie Parker, Assistant Director for the Division of Aging & Adult Services incorporates Kathie's Ombudsman identifying story that has inspired hundreds if not thousands – "One of Kathie's favorite stories is about the child admonished by an adult that returning beached star fish to the ocean one by one would not make a difference because there were thousands of beached star fish to which the child replied "well it makes a difference to this one" as he tosses it into the water. She is one advocate who is making a difference - often one at a time."

Kathie feels that she owes her passion in serving those who reside in long term care facilities and those who live outside to her grandmother. Born in Forrest City with the given name of Kathie Fussell she spent the majority of her childhood in a small Arkansas community named Crow Creek. As Kathie speaks about it she describes it as a rich childhood, not in monetary definitions, but in the vast wealth of wisdom and beliefs that her grandmother, great-grandmother, great-uncle and great aunts instilled in her. "So many of not only our youth, but our generation misses out on such valuable gifts – the teachings of our Elders. I was so blessed." She shares that the joy, knowledge and love that she has received from all the elders and disabled adults that she serves is priceless."

Kathie smilingly recalls when she began college at Arkansas State University in Jonesboro, her advisor, after the first semester recruited her into Social Work from Business Administration. He neglected to inform her that the pay would not be quite a bit less. He did tell her though that no amount of money would ever be as satisfying as the rewards she would receive from doing what is right for those who need her most. He was right; she says that every time she holds a frail hand, listens to a lost story and hears the return of laughter, she is inspired.

She was one of the pioneers in developing Social Work programs in facilities in the mid 1980's. During that time she was the first in the nation to obtain both optometric and audiology treatment in a facility impacting all residents with an emphasis on those who due to physical and medical condition were unable to transfer to a private office, enrollment for the mentally challenged adults living in facilities in local school programs, admission/financial assistance for disabled adults residing in facilities to a University and developed a Social Work In-Service guide. She has always been a strong advocate for the implementation of holistic care and when sharing her experience with others as a learning tool she cheerfully says "I was culture change before culture change was cool."

The National Cernoria Johnson Memorial Advocacy Award will be presented to Ms. Kathie J. Gately at the awards ceremony during the National Coalition of Citizens for Nursing Home Reform (NCCNHR) annual conference on October 25<sup>th</sup> in Washington DC. Cernoria McGowan Johnson (1909-1990) was appointed in 1974 to set up the National program of Nursing Home Ombudsmen, a task that she accomplished within a span of about three years. The award in her honor is presented each year to someone whose work has had national impact or is a model for national excellence and who exemplifies accomplishment in his or her chosen field.



Election at November Meeting  
for 2010 AANHR Officers and Board Members

**Nominating Committee for November Election:**

- Chairperson** Ann Pinney - (501) 249-1084
- Committee Members** Julie Edwards - (501) 455-2565
- Pat McGuire - (501) 847-1016

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 and board members, nominated by the Committee, for the coming year at the October meeting. Officers are automatically members of the board of directors.

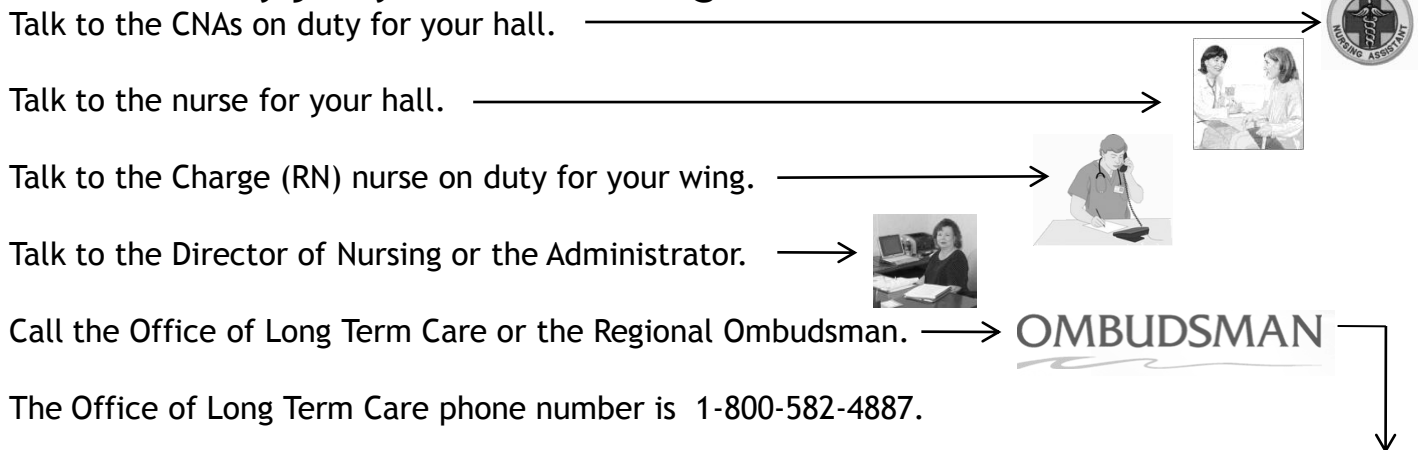
**Current Officers include:**

- President** - Martha Deaver, Conway
- Vice-President** - Nancy Johnson, Fairfield Bay
- Secretary** - Betty Buckta, Judsonia
- Treasurer** - Nancy Johnson, Fairfield Bay
- Program Chairperson** - Nancy Allison, Conway

**Members of the Board of Directors:**

- Martha Blount, Searcy
- James Brooks, North Little Rock
- Julie Edwards, Mabelvale
- Pat McGuire, Alexander
- Gary Melton, Searcy
- Ann Pinney, Benton
- Frances Walker, Benton

***What to do if you find care lacking?***



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.

### AANHR Special Thanks

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

**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.

**Gary Miller** of ProSmart Printing for assistance in newsletter and brochure publication.

**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.

**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:** Nancy Allison, Conway; Martha Blount, Searcy; James Brooks, North Little Rock; Betty Buckta, Judsonia; Martha Deaver, Conway; Julie Edwards, Mabelvale; Nancy Johnson, Fairfield Bay; 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.



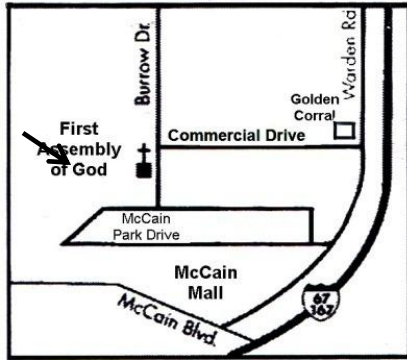
Arkansas Advocates for Nursing Home Residents

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

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October 2009

### 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.