



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING
HOME RESIDENTS

**November
2009**

**Next Meeting
Nov. 9**

**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)**

**Please Note!!!
No AANHR meeting or
newsletter in
December. We're
looking forward to
further successful
advocating in 2010.**

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



**Cathleen M. Shultz, PhD, RN, CNE, FAAN
To Speak at November 9th
AANHR meeting, 11:00 AM**

Dr. Cathleen Shultz began her nursing career after completing the diploma program at East Liverpool (Ohio) City Hospital. She followed that with a BSN at the University of South Carolina and a Masters of Nursing at Emory University (Atlanta, GA). In 1983, she received her PhD from Vanderbilt University.

She was recruited to Harding University, Searcy, Arkansas, in 1976 to help start a nursing program. In 1977, she became head of the department and the

first and only Dean of the College of Nursing in 1980. A leader in Arkansas nursing for over 30 years, Dr. Shultz is the only nurse to have served as president of both the state board and state nurse association.

On the national level, she was inducted as a Fellow of the American Academy of Nursing in 1992. She has been active in Sigma Theta Tau International since 1976 and was elected Secretary in 1995. Her involvement with the National League for Nursing on the national level began with the Committee on Accreditation, Board of Review, and later the Task Force on Assessment and Evaluation. She served as Treasurer and Chair of the Finance Committee from 2005-2007 and was elected as President-Elect in 2007.

She was installed as President of the National League for Nursing, the nation's oldest nursing organization, on September 26, 2009 in Philadelphia, PA. The organization has over 1300 member agencies and 30,000+ individual members.

As reported in the *AR Democrat-Gazette* (10-27-08 5B) SEARCY-"Harding University's College of Nursing received the 2008 Award for Excellence in Gerontological Nursing Education for the category of Baccalaureate-Level Curricular Innovation on Oct. 19, 2008 at the Fairmont Washington Hotel in Washington, D.C. The college received a \$500 award and national recognition from the John A. Hartford Foundation Institute for Geriatric Nursing and American Association of Colleges of Nursing for its gerontology program. One graduate and one undergraduate institution receive the award each year. Receipt of the award was largely based on a change in curriculum involving student participation in the Ombudsmen program, which was founded in 1972 to meet the needs of nursing home residents. Each state is now required to have an Ombudsmen program, according to the federal Older Americans Act of 1992. Harding nursing students participate in the Certified Volunteer Ombudsman program under the supervision of the state ombudsman program."

Ms Shultz will bring AANHR members up to date on Harding University's involvement with the volunteer ombudsmen program in Arkansas' nursing homes. Please join us at 11:00 AM for her inspiring presentation.

Calendar of Events

Nov. 9	10:00 AM	AANHR Meeting
December	No Meeting nor Newsletter	
Jan. 11	10:00 AM	AANHR Meeting



From the President's Desk . . . Martha Deaver

Since I will be in Washington, D.C. attending the annual National Citizens Coalition for Nursing Home Reform (NCCNHR) as this issue goes to print, I wish to yield the “floor” to AANHR’s good friend, Carol Shockley, who spoke at the October 9th monthly meeting. She has some very important information that I have asked her to share with you.

Culture Change in Arkansas’ Nursing Homes

By Carol Shockley

As a regulator, my primary job is to assess facility compliance with state and federal regulations. At the same time, I am mindful of opportunities to enhance the quality of life of long-term care residents. This dovetails with my passion to assist in the development of creative living environments in nursing homes and assisted living facilities and to provide a true home to residents as opposed to an institutional setting. My excitement about culture change evolved as I was exposed to The Green House® model for long term care facilities and the Eden philosophy. I am fortunate that my desire for home like settings is mirrored by my partners in Arkansas who feel similarly.

The Pioneer Network has defined culture change as a “transformation anchored in values and beliefs that return control to elders and those who work closest with them. Its ultimate vision is to create a culture of aging that is ‘life affirming, satisfying, humane and meaningful.’ Culture change can transform a ‘facility’ into a ‘home’, a ‘patient’ into a ‘person’ and a ‘schedule’ into a ‘choice.’”

The Green House® model is one of the embodiments of that definition of culture change. The Green House® model is defined as a group of small houses designed like private homes, housing 10 to 12 elders, each with his/her own bedroom and full bathroom. The physical space is meant to be a home with universal care and clinical services provided by certified nursing assistants (a CNA is known in the Green House® model as a Shabaz) supported by a core team of nurses, therapists and a medical director.

In 2005, while trying to identify a quality improvement project worthy of Civil Money Penalty funding, I attended an Eden Associate workshop and learned about The Green House® model. To my mind, the Eden Alternative and The Green House® concept gave promise to improvements in quality of life and gave meaning to culture change.

With Governor Beebe’s approval, the Department of Human Services, the OLTC, AHCA’s president, board and executive director agreed that incentivizing the building of Green Houses® in Arkansas was an admirable plan and together we tackled the statutory barrier to allow the use of Long Term Care Civil Money Penalty (CMP) funds and the regulatory barriers to build Green Houses in Arkansas. Early on, our coalition determined that the barriers to real culture change were statutory, regulatory and funding.

First Barrier: STATUTORY

- Arkansas Code did not allow the use of the CMP fund for quality improvement projects; nor for universal workers in nursing facilities.
- Bills were crafted for the legislative session with the first bill allowing the use of CMP funds “to enhance the quality of life for LTC facility residents through the adoption of principles and building designs established by the Eden Alternative or Green House programs or other means”.
- The second bill allowed the use of universal workers in Green House® nursing homes since for several years Arkansas has had a minimum staffing requirement which resulted in increased staffing state wide. The intent was to permit universal workers in Green House® and “Home-Style” facilities without weakening current staffing requirements.
- In the 2007 General Session of the Arkansas Legislature, both bills were passed without opposition.

Second Barrier: REGULATORY

- To assure buy-in for culture change generally and for The Green House® or Home-Style concept specifically, the OLTC examined its regulations and, with all of our partners, we were able to think creatively and to draft regulations that support these philosophies, and to provide flexibility to facilities where needed TO ASSURE THAT CULTURE CHANGE CAN THRIVE. This has been a long and difficult process but with tremendous cooperation from all partners the end is in sight!

•To establish fertile ground for the development of Green House facilities and for culture change in general, we believe that facilities must know what is required and what is allowed and know what OLTC, the state survey agency, will expect. While other states' survey agencies are granting waivers for various culture change issues, Arkansas OLTC prefers to develop regulations to give clear guidance and to help avoid controversy down the road. This framework is a reassurance to all interested in Green House or "Home-Style" facilities and culture change.

•While many Arkansas nursing homes are unable to replace their existing structures, those facilities have eagerly embraced culture change and have implemented changes to support culture change. As you enter these homes you might notice the absence of nursing stations; the addition of small accessible snack kitchens in the hallways; a snack/beverage cart; better lighting; buffet dining and other evidence of resident choice and other implementations of culture change.

•To further assure that we as regulators have the right mindset, we will have surveyors who are trained Eden Associates. Indeed, nursing home staff, owners, advocates and Office of Long Term Care surveyors have already participated in joint training for culture change, Eden Alternative, and Green House®.

•As noted earlier, we are not just drafting for Green House®; we are redrafting regulations to remove barriers to culture change in existing facilities.

Final Barrier: **COST OR FUNDING**

This very deep subject is beyond the scope of my available space today so I'll only tell you more about our use of the CMP fund.

•Using the 2007 legislation, we granted three incentive grants to build Green House facilities in 2009 and we are again requesting proposals for 2010.

•Grants are available for both nursing homes and assisted living facilities with nursing homes receiving priority consideration.

•The first Green House® in Arkansas was Legacy Village Green House® Assisted Living in Bentonville.

•The first Medicaid and Medicare certified Green House® nursing home in the United States, The Green House® Cottages of Wentworth, was licensed in Magnolia, Arkansas on September 12, 2008. All other Green House® facilities in the United States are primarily private pay with some Medicare beds.

These grants allow pilot projects to move forward. The \$200,000 to \$500,000 grants are used to pay for training costs, architectural fees, and perhaps even some construction costs. Will these grants be enough to lead to the construction of other Green House® facilities? We simply don't know but it certainly adds an incentive for those willing to consider culture change.

The legislation and the grants send a powerful message to facility owners and operators that OLTC truly believes in culture change and is willing to put up the money as a display of its intent to partner with facilities for this change.

As a quality improvement grant, the CMP funds were also used to fund the Arkansas Local Area Network for Excellence (LANE) for the national Advancing Excellence Campaign and to underwrite a resident/family/employee satisfaction survey for nursing homes. In SFY 2007-2008, \$335,000 was granted to the LANE convener, the Arkansas Coalition for Nursing Home Excellence through the UAMS' College of Nursing's Hartford Center of Geriatric Nursing Excellence. All partners in the coalition participate on the LANE advisory committee of the Coalition.

Several Eden Alternative and Green House® training seminars for facility owners and staff, advocates and surveyors were funded by CMP funds in 2008. The first ever combined Eden and Green House® training session by NCB Capital Impact and the Eden Alternative occurred in Little Rock in August, 2009.

In conclusion, I cannot stress enough how much the partnership between stakeholders meant to the success of our work. We are more than a coalition, more than a collaborative. We are Arkansans seeking to improve the quality of life for our families and friends. The barriers presented are what I like to call "technical difficulties" or bumps in the road---laws and regulations can be amended and made favorable to culture change in Arkansas nursing homes and assisted living facilities.

These are just the first steps toward the continuing goal of improvement for Arkansas' long term care system and the people it serves.

Culture Change in Arkansas' Nursing Homes as presented to AANHR members present for the October 12, 2009 monthly meeting by Carol Shockley, Director, Office of Long Term Care, Division of Medical Services, Arkansas Department of Human Services.

**Boredom
Loneliness
Helplessness**

**The three main diseases
in a nursing home.**



AANHRR President Martha Deaver welcomes rally guests



Attorney General Dustin McDaniel speaking to crowd

A group still standing for nursing home residents' rights!

Enthusiasm for honoring *nursing home resident's rights* was not dampened by the gloomy weather October 5. It was the 6th Annual Resident's Rights Rally, commemorating National Residents' Right Week October 5-9, 2009. Arkansas' Capitol Rotunda's atmosphere was sunny as advocates from around the state gathered to recognize that nursing home residents have the same "rights" as all other citizens. There were over one hundred attendees who received material pertaining to protecting the rights of nursing home residents. The program opened with an invocation by Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist Church followed by Martha Deaver, Program Chairperson, reading the Residents' Rights proclamation which had been signed by Governor Mike Beebe.

Arkansas' Attorney General, Dustin McDaniel addressed the group and was followed by comments from numerous "friends of nursing home residents". They were: Maria Reynolds-Diaz, AARP Arkansas State Director; Kathie Gately, Arkansas State Ombudsman; Dr. David Montague, Director of UALR Senior Justice Center, and Edna Morgan of Healing Place Ministries. Please know that there are many caring members of the Arkansas Advocates for Nursing Home Residents across the state that can help you protect your rights as a nursing home resident! For more information please check out WWW.AANHRR.ORG.



Dr Montague



Kathie Gately



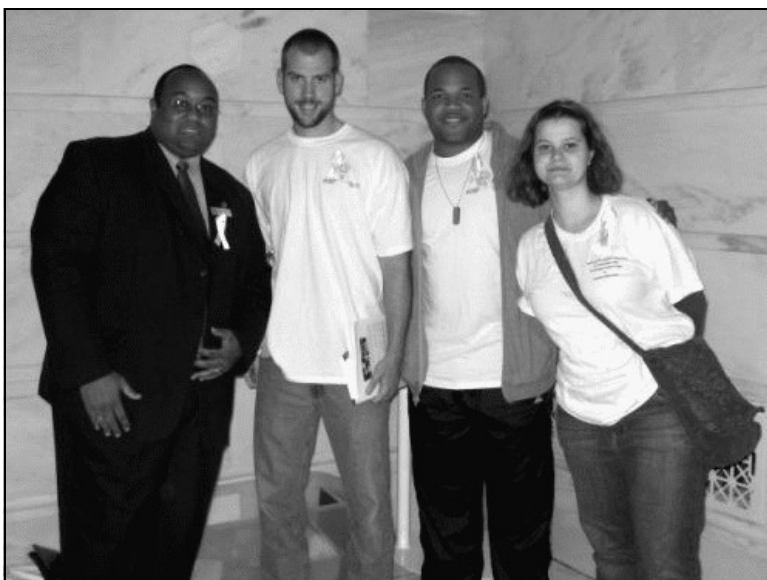
Edna Morgan, Healing Place Ministries



AANHR Rally



William and Johnnie Mae Ledford holding banner



Dr David Montague, Director of UALR Senior Justice Center and students



AANHR Rally

Sixth Annual Residents' Rights Rally 2009



Kathie Gately, Arkansas' State Ombudsman and Maria Reynolds-Diaz, AARP Arkansas State Director



James Brooks, AANHR member



Pat McGuire, AANHR member

**Election at November 9th Meeting
for 2010 AANHR Officers and Board Members**

Nominating Committee for November Election:

Chairperson Ann Pinney - (501) 249-1084
Committee Members Julie Edwards - (501) 425-9959
 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, to be voted upon at the November meeting. Officers are automatically members of the board of directors. The new slate of officers/board members take effect on January 1, 2010.

Current Nominations include:

President - Martha Deaver, Conway
Vice-President - Gary Melton, Searcy
Secretary - Betty Buckta, Judsonia
Treasurer - Frances Walker, Benton
Program Chairperson - Gary Melton

Members of the Board of Directors:

Nancy Allison, Conway
 Martha Blount, Searcy
 James Brooks, North Little Rock
 Julie Edwards, Mabelvale
 Pat McGuire, Alexander
 Nancy Johnson, Fairfield Bay
 Ann Pinney, Benton

What to do if you find care lacking?

Talk to the CNAs on duty for your hall. →



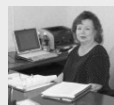
Talk to the nurse for your hall. →



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. →

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.

AANHR Special Thanks

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

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

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.

Paschall Strategic Communications for their continued assistance with public relations needs.

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 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.**



Arkansas Advocates for Nursing Home Residents

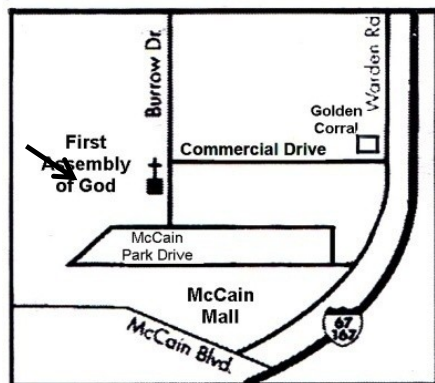
AANHR

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www.aanhr.org

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November 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, 2010.**

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.