



AANHR

Arkansas Advocates for Nursing Home Residents

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

PROTECTING NURSING
HOME RESIDENTS

June
2011

**Next Meeting
June 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)**



Kris Baldwin To Speak At June 13 Meeting On Community Services Available To Remain At Home

Kris Baldwin began her career with the Arkansas Dept of Human Services as a social worker in the Office of Long Term Care. There she implemented the toll-free number for residents, family members and friends to contact for concerns and complaints about nursing home care and authored the Family Council Guide still widely used today.

In 2001 she moved to the Division of Aging and Adult Services to the Division of Aging and Adult Services (DAAS). As a Division Manager, she authors and administers federal grants. She developed and implemented the Choices in Living Resource Center, a virtual Aging and Disability Resource Center (ADRC) that informs Arkansans about long term options. Consumers can make one toll-free call to discuss the available services and supports needed to make the best decisions about their options.

Effective October 1, 2010, nursing facilities across the US began using a new iteration of the Minimum Data Series (MDS 3.0), the assessment completed on all residents and transmitted into the Centers for Medicare and Medicaid Services depository. The new version of the MDS, 3.0, includes a revised Section Q designed to identify individuals who may want to talk to someone about moving back into the community. For the first time, persons in NFs/SNFs are being asked directly about their needs and preferences. If the resident answers yes the NF is required to act on this request through care planning and referral to the designated entity or local contact agency. The information is transmitted to DAAS and a representative contacts the resident and or family member to present information on available home and community based programs.

Kris will share important information about the programs and services that are available to Arkansans to assist them in remaining in their own homes or returning to the community. Please join us to learn this valuable info at 11:00 a.m. on June 13 and stay to fellowship afterwards at our catered luncheon.

Complimentary Lunch

The Wilkes McHugh Law Firm has graciously offered those who attend AANHR monthly meetings a complimentary catered lunch at noon following the meetings. Please feel free to stay for this time of fellowship after our meetings. AANHR thanks Wilkes McHugh for their many years of support to our organization.

**Visit www.aanhr.org
and click onto KARK
to view news video
on Arkansas nursing
home industry.**



From the President's Desk . . . Martha Deaver

KARK Investigation: Arkansas Nursing Homes

*Reprinted with permission as Reported by: Brittney Johnson, KARK 4 News
Tuesday, May 10 2011*

More than two years ago, things were going well for Larry Bell. He had a successful small business and planned on retiring in a few years. But things changed when he was severely injured in a car crash. Now, he's somewhere he never imagined he would be, in a nursing home at 36 years old. Through it all, Bell still has faith, but as a quadriplegic, he's lost the ability to do most things for himself. Every day, Bell tilts his head to activate his call light signaling staff at Golden Years Manor in Lonoke to bathe him, feed him, and change his catheter. Bell alleges the staff has failed to provide adequate care for him during his 10 month stay, causing him to have numerous health problems including urinary tract infections and pneumonia.

KARK obtained documents detailing complaints against Golden Years Manor. It is one of two special focus facilities in Arkansas, meaning it's been identified as one of the worst in the state. Golden Years Manor has been given 18 months to improve. Within the past year, records show staff using unsanitary methods of changing out catheters, along with failing to report abuse or providing proper grooming and hygiene for residents. "Its like you're in a battle, but you don't have enough equipment or the right tools to win the war," Bell explained.

Residents' rights advocate Martha Deaver says she's getting more and more calls from families, complaining about serious violations. "I don't want to send the wrong message and say Arkansas is the only state, I would say there are very serious comparable violations of the law in every state," Deaver said. A recent national report on nursing facilities shows that in 2009, 97% of Arkansas nursing homes were cited for health and safety violations. One-third were cited for actual harm to residents, more than half for poor food sanitation and 78% for having an environment that could cause hazardous accidents. "When these kinds of situations happen to them they're deadly," Deaver said. "The level of care has not improved at all, matter of fact, it's getting worse."

In March, Bell was rushed to the hospital with pneumonia, a stay he blames on staff failing to suction mucus out of his chest in a timely manner. Once Bell went back to Golden Years Manor, KARK brought his concerns to administrator Cloie Ross. She wouldn't answer questions about him because of privacy and confidentiality laws. KARK also asked about Bell's claim that there is not enough staff to adequately care for residents, which is the main reason he feels he's neglected. Ross told KARK they have more staff than the law requires, 3.6 hours of direct patient care each day, when the state only requires 2.8.

Former Golden Years Manor CNA Anthony Carroll paints a different picture. "You couldn't stop doing your work cause you were short, you still had to do your work," Carroll said. He was fired for turning over a patient by himself. The law requires two people, but he says he was the only one there to do it. "I didn't want to leave him sitting in the chair by himself and Lord knows how long it would take for them to find help cause everyone in the building was short that day, there was like one person on the hall," Carroll explained.

Carroll says when he complained about the staffing shortage, management offered to pay him more when he manned a hall alone, instead of bringing on another employee, and presented a document showing where the head nurse signed off on sheets saying he worked not one, but two halls by himself one night. Carroll says that happened often, until he was fired in February. Carroll is appealing his termination, hoping to get his job back.

Meanwhile, Larry Bell is hoping to leave. He's applied for home care, so that he can get out of what he calls "a battle field." Bell is fighting for care, with the only weapon he has, his voice, which he says has been powerful enough to help improve his situation and hopefully move him into a better one.

Even though Golden Years Manor is considered one of the worst facilities in the state, it is showing signs of improvement, according to the state Office of Long Term Care. If it continues to improve, by it's next evaluation, it will be taken off the troubled list. Bell agrees things have been getting better for him recently.

(Continued at bottom of page 3)



Phyllis's "To-Do" List

Phyllis Watkins, AANHR program speaker at the May 9 meeting, has been Executive Director of Alzheimer's Arkansas for 16 years. Alzheimer's Arkansas Programs and Services is an independent 501 (c)(3) organization dedicated to providing information and support to Arkansans affected by Alzheimer's disease and related dementias. All of the funds that they raise stay in Arkansas and all family caregiver services are free of charge.

Alzheimer's disease was first identified in 1906 by Dr. Alois Alzheimer. Among the reasons one might consult a doctor about possible AD include: recent memory loss that affects job skills, difficulty performing familiar tasks, problems with language, and/or misplacing things. A diagnosis of Alzheimer's disease is made by looking at one's medical history, physical exam, lab tests such as thyroid, B12, folate, blood sugar, kidney and liver function and urinalysis. Also, a mental status assessment (MMSE), social history, and brain scan results factor into the diagnosis. The FDA has approved several medications used to treat mild to moderate Alzheimer's disease symptoms including: Aricept, Exelon, Razadyne. Namenda is usually also added for symptoms of moderate to severe AD.

Phyllis presented her "to do" list to those present. First of all, educate yourself about the disease and about community resources available that may be helpful to you and your family if needed. Second, plan for the future by seeing an elder law attorney and developing a family plan for long term care needs. Establish helpful legal documents such as durable power of attorney for health care and/or durable power of attorney for finances. Identify your care partners who can help you in caring for a family member with the disease. If diagnosed yourself: keep learning; have faith; stay active; take joy in small things; get plenty of rest; surround yourself with friends; and keep laughing! The good news is that Alzheimer's disease is not a natural part of getting older.

Alzheimer's Arkansas' website is alzark.org Phyllis can be contacted at 501-224-0021 or 800-689-6090.

(Continued from page 2)

In this investigation, KARK decided to take a look at where Arkansas nursing homes stand in a few important key categories. Research was based on a 2010 University of California study that takes a look at official state surveys from every nursing home in the nation over the past 5 years.

One key area, quality of care, daily living services, includes things as like clipping fingernails, brushing teeth and timely changing of catheters. Nearly 35% of the nursing homes nationwide were deficient in this area, in Arkansas, 58% of nursing homes are deficient. Overall, Arkansas nursing homes rank 44th out of 50 states in this category. It is important to note, there are nursing homes in Arkansas that are not deficient at all. These numbers are an average of all Arkansas nursing homes.

Another top deficiency is pressure sores, or bed sores. Across the nation a lot of facilities are failing to prevent bed sores. The national average is 21% and in Arkansas, 46% of nursing homes were cited for having residents with pressure sores, making Arkansas the worst state in the country in this category.

In the category for an environment that could cause hazardous accidents, including things like a wet floor that could cause someone to slip or residents falling trying to take themselves to the bathroom, the national average is 45%. Arkansas ranked worst in the nation with 78% of nursing homes being cited. The study shows Arkansas nursing homes perform comparably well in other key categories.

For example, prescribing unnecessary drugs to residents. According to the report, the national average of nursing homes prescribing unnecessary drugs is almost 24%. When you combine all of Arkansas' nursing homes, 19% have shown deficiencies in prescribing unnecessary drugs. Arkansas nursing homes are the 20th best in the country in this category. Also, according to the study, 21% of facilities nationwide were shown to be deficient in housekeeping. Arkansas ranked better than the average at 16% deficiency, the 16th best ranking in the country.

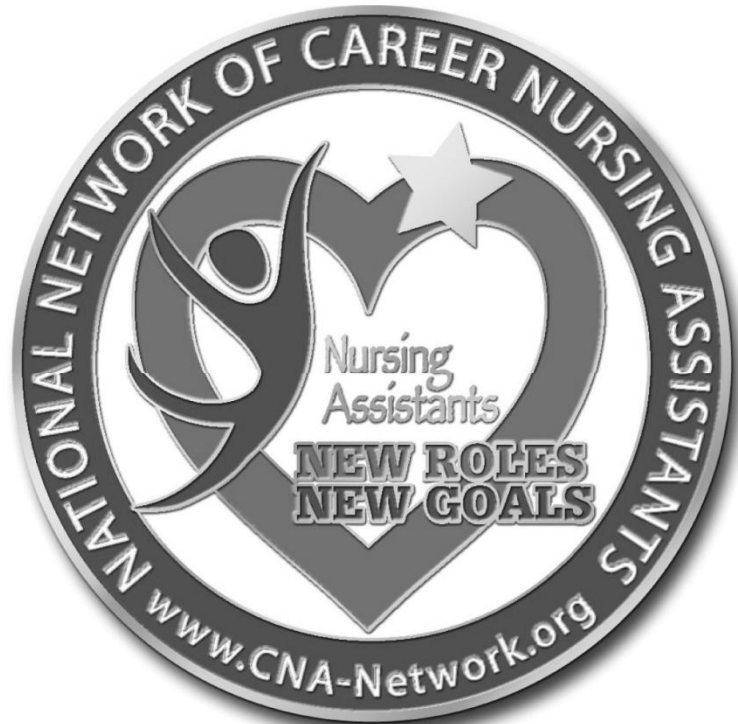
(Prez's note: I worked with KARK for over two months setting up interviews and compiling data. Those desiring to view the ten minute video may visit www.aanhr.org and click onto KARK Investigates Arkansas Nursing homes.)

For more information on the state's nursing homes, visit this website:

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

34th Annual National Nursing Assistants Week
June 16-23, 2011
Career Nursing Assistants' Day
June 16, 2011

Nursing Assistants
"New Roles: New Goals" ©



To honor and thank

* Nursing Assistants * Direct Care Workers * Care Assistants *
* Home Care Assistants * Personal Care Workers *
* Geriatric Aide/Assistants * * Resident Assistants * Restorative Aides *
In nursing homes, home care, hospice, hospitals, correctional institutions,
schools and other long term care settings

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cnajeni@aol.com www.cna-network.org

~Celebrating 34 years as a professional organization for nursing assistants~

Boredom, loneliness, and helplessness:
the three main diseases in a nursing home.



Rewarding Volunteer Ombudsman Program

by Earlene Gregory, CVO



Have you ever found yourself retired with time on your hands and wanting something fulfilling to do? I found myself in this circumstance and then I saw an article in the newspaper about Volunteer Ombudsman needed through the White River Area on Aging and a little light lit up in my head: “Hey, I can do that !”

I remember going to a nursing home visiting a loved one who I felt was not receiving adequate care. I just wanted to see if I could help make a difference. I called the number listed in the newspaper and made arrangements to go through training to become a Certified Volunteer Ombudsman (CVO) and you can too!

I learned that the first thing you do every time you go through the door of a nursing home is put on a happy face. A smile and a cheerful voice can make a big difference to someone who is lonely or depressed or just needing someone to care.

Then I go by the administration office to see if we have any new residents or you can go from room to room and get to know the residents (and any family members present).

Lastly, while you are visiting look around and observe; do residents have dirty clothes? body odors? nails needing cleaned and trimmed? unkempt hair? Also, make sure they have available and accessible drinking water etc. which is vital for maintaining health.

You will not learn everything the first time around. You will soon discover it is a continuous learning process. Listen to the residents you are visiting and you will learn a lot from them. Some are not able to communicate with you due to health problems so you have to practice becoming very observant.

Does the nursing home have a family council? If not you can help start one. It helps the resident to fare much better when their family is involved. There truly is strength in numbers. Family councils work for the global good of all residents, thus raising the quality of care for each and every resident. Here are steps I found useful in forming a family council:

1. Go to the administration office and talk to them about sending out letters to family members inviting them to an Open House to visit one another and organize a family council.
2. Give door prize & have refreshments.
3. Ask residents' family to help with program.
4. The first meeting have the residents and their family members attend together . It will help allow you and others identify them.
5. Elect officers for the family council, schedule time, date and place for next meeting.

One of the most important things to remember is always go to the quarterly CVO training meetings. You can learn by sharing with each other and being a volunteer.

Remember there is a great satisfaction knowing you had a part in helping those who are unable to help themselves. Some day, we each may be that frail, helpless person.

Editor's note: Earlene became a certified volunteer ombudsman in 2006 at the Cave City Nursing Home, and she received the 2010 Royce Haigwood award for her contributions to the program. Thank you Earlene for a friend to our nursing home residents.



“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

NO CNA LUNCHEON IN 2011

Arkansas Advocates for Nursing Home Residents (AANHR) has had the pleasure of honoring Certified Nursing Assistants (CNA's) at a luncheon in June for the past five years. These men and women were chosen by the facility where they worked and came to Little Rock from all parts of the state to receive the award we were able to present them. AANHR feels it is important to let them know how important they are to the care of our loved ones in nursing homes.

Due to the downturn in the economy that we are all experiencing, AANHR regrets that we do not have the funds to continue this tradition in June of this year. We regret this and hope that all who read this will take the time to let the CNA's you come in contact with know how much they are appreciated. We sincerely hope to have better funding in the next year and look forward to being able to continue having the luncheons in years to come.

Make a Difference: 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 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

AANHR Special Thanks

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

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.

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.

M. Darren O'Quinn, Attorney, Little Rock, for his continued assistance to and support of AANHR.

AANHR Officers and Board Members

President - Martha Deaver, Conway

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Program Chairman - Gary Melton, Searcy

Members of the Board: Nancy Allison, Conway; Martha Blount, Searcy; Linda Brimer, Searcy; James Brooks, North Little Rock; Julie Edwards, Mabelvale; Pat McGuire, Alexander; Nancy Patterson, Searcy; and Ann Pinney, Benton.

Honorary Board Member: 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

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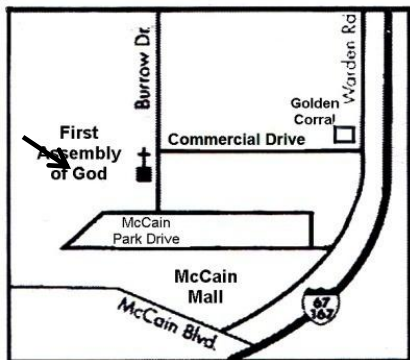
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June 2011



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.

Please lend your support by joining AANHR. 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, 2011.

Today's Date _____

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 2336 Riverview Circle, Benton AR 72019

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 #1A 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.