



AANHR

Arkansas *Advocates for Nursing Home Residents*

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

**PROTECTING NURSING
HOME RESIDENTS**
**October
2011**

Eighth Annual Rally! Please Join Us!!!

Monday, October 10, 2011

AR State Capitol Steps 11:00 AM
Inclement Weather: Rotunda



October is National Long-Term Care Residents' Rights Month

Hosted By

Arkansas Advocates for Nursing Home Residents
www.aanhr.org

For more info please call 501-450-9619 or 501-269-4626

Program of Events:

- Martha Deaver, AANHR President-----Welcome
- Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist-----Invocation
- Martha Deaver, Event Chairman-----Proclamation Presentation
- Dustin McDaniel-----Arkansas Attorney General
- Kathie Gately-----Arkansas State Ombudsman
- Maria Reynolds-Diaz -----AARP
- Dr. David Montague-----Director of UALR Senior Justice Center
- Martha Deaver-----Closing Remarks

**Please Note:
Oct. 10
Residents'
Rights Rally
at Capitol
replaces Oct.
monthly
meeting.
Next
regularly
scheduled
AANHR
meeting at
First
Assembly of
God Church,
NLR
Is
Monday,
Nov. 14,
10:00 AM**



From the President's Desk Martha Deaver

Consider this your invitation to our eighth annual Residents' Rights Rally at the State Capitol on October 10th. The annual rally is to acknowledge the rights of nursing home residents. We know that when a person can no longer be responsible for their own care, many go to a long-term care setting. We hope to have some guests who are currently nursing home residents. If you have never been to the Capitol, there is a drop off area available which eliminates the necessity of walking to the site.

I am happy to say that we are expecting a great turnout! Our keynote speaker will be the Arkansas State Attorney General, Dustin McDaniel. Other featured speakers are: Dr. David Montague, Director of UALR Senior Justice Center; Maria Diaz, AARP State Director; Kathie Gately, Arkansas State Ombudsman; and, Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist Church. The honorable Governor Mike Beebe signed a proclamation recognizing this special event.

AANHR's goal as an organization is to "protect and improve the quality of care and life for nursing home residents in Arkansas." We acknowledge the importance of these rights guaranteed by the Federal Nursing Home Reform Act of 1987. These rights must not be diminished!

Information pertaining to protecting the rights of Arkansas nursing home residents will be handed out to every person in attendance. For more information about residents' rights visit www.aanhr.org or call 501-450-9619 or 501-269-4626.



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.

Check out these useful websites:

aanhr.org

medicare.gov/NHCompare

Memberofthefamily.net

prometric.com/NurseAid/ar

Medicaid.state.ar.us





Money Follows the Person Program Explained

Marico Howe, Money follows the Person Program Director, spoke to AANHR members September 12, giving an explanation of how that program works. This is a federal initiative to help states reduce their reliance on institutional care for people needing long-term care. It expands options for both elderly people and those with disabilities to receive care in the community. Arkansas is one of 13 states using this program.

- A person qualifies for MFP after 90 consecutive days of institutional care and 1 day on Medicaid. That person qualifies for 365 days of help. If that person must return to institutional care they do not lose the unused portion of the 365 days.
- Eligibility for MFP program is determined the same as qualifying for nursing home care and Medicaid.
- The person must move from the institutional care to a qualifying residence, ie. a home that is owned or leased by the individual or family member; apartment with an individual lease, lockable access and egress; assisted living; residence in a community-based setting in which no more than 4 unrelated individuals reside.
- LaTonya Robertson, Ms Howe's assistant, explained the demonstration dollars that are allowed for the client to make the community transition. These dollars may be used for essential furnishings, bedroom and bedding, kitchen and bathroom setups, washing machine and dryer. Some home modifications and medical equipment is covered as well as quality of life items. The client is empowered by being allowed to make choices about the things they need. However MFP dollars are not used to pay rent in the new home unless there is a delay in the move-out day from the long term care facility.
- There are funds for therapeutic interventions with UAMS making the evaluation of what is needed and vendors contracted with MFP are used to provide services. MFP will not pay family members to provide these services. For that provision the family must use the Medicaid waver program Choices in Living.
- Some of the services MFP dollars will pay for are life line monitoring, 24 hour home attendant care, emergency services and dental care. If you can get a doctor or therapist to prescribe it, MFP will pay for it.
- There are maximum amounts allowed for the 365 days a client is able to use MFP dollars.

The Arkansas Money Follows the Person application will transition 218 individuals who have resided in institutions 90 days or longer into qualified home and community-based programs. The following populations residing in nursing homes and ICF-MRs will be served: Individuals with developmental disabilities/mental retardation; individuals with mental illness; individuals 19 to 64 with physical disabilities; and individuals age 65+.

For more info please go to www.mfp.ar.gov/

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



Making A Difference

STARTING A FAMILY COUNCIL

A Booster Club for A Nursing Home's Residents That Results in Better Care for All Residents and Thus, Each Resident

By Gary Melton

Certified Volunteer Ombudsman, AANHR Vice President



During the past several years, I have had family members in two nursing homes. Sometimes I have found the care to be adequate; however, a few times the care was less than adequate and that is unacceptable!

Having recently retired from the military and wanting to improve the quality of care for residents, I thought of starting a Family Council. First, I asked the administration to announce a meeting and help spread the word by posting announcements on doors, talking to acquaintances and posting a notice in the nursing home newsletter.

At our first Family Council meeting we discussed the election of officers, our goals, organization of the meetings and plans for the next meeting. Fortunately, the six people in attendance were persons with a can-do attitude. The vice-president elect is a school teacher who has received major awards in her career field, the secretary is a Certified Public Accountant, and the treasurer/staff advisor is a social worker on the staff of the facility.

By the second meeting, I was hearing the questions: What is a Family Council? What does a Family Council do? And, I don't need you to help take care of my loved one!

Fortunately, in talking with my Regional Ombudsman she had a movie entitled, "Strength in Numbers, The importance of Nursing Home Family Councils." The movie became our next program.

By working hard and spreading word of the movie, we had 20 present. At this second meeting, we passed a budget of \$1000 for the year. We arrived at this amount by deciding on our projects: (1) donate \$25.00 to the employee of the month, (2) furnish snacks to the mid-night shift once every three months and (3) a complimentary meal for each dietary staff member and spouse at a local restaurant.

We discovered having our meetings in the dining room was disrupting the feeding/bingo schedule, so we moved to the big, front lobby. Our meetings are from 6:30 PM to 7:30 PM and everyone walking in or out of the facility during this high visitation period is exposed to our meeting.

Much work by the leaders was initially required between meetings. For example, our secretary completed the paperwork to establish us as a non-profit organization under U.S. Tax Code 501 (C) (3). This designation allows council members to collect tax-deductible donations for our budget. One local bank agreed to donate a \$50.00 savings bond in its name and the Family Council name to the employee of the month for a year. Another member worked with a local artist to have a painting donated for a raffle.

By the third meeting, we were beginning to get comfortable with each other. One of the members always volunteers to furnish the next month's meeting refreshments. We all wear name tags and start our meetings by introducing ourselves and stating our relationship with the facility. Near the end of a meeting, facility staff members present are asked to step outside so we can discuss care issues without any hesitancy. Areas of common concern are agreed on and are submitted in writing to the administration.

The most favorable comments I have had concern starting on time and ending on time. Most people work during the day and are ready to go home but can give their full attention for one hour to a worthwhile endeavor.

If you want to start or already have a council, I recommend the aforementioned movie available from your Regional Ombudsman or the AAHNR. In addition, I recommend the publication, "The Family Council Guide" located at www.medicaid.state.ar.us. This publication is a guide to organizing and maintaining an effective family council.

Check Out Caregivers Using the CNA Registry

AANHR members had many questions answered at the July 11th meeting when Renee Davison spoke on the Certified Nurse Aide(CNA) registry. Renee Davison, RN, is the Program Administrator of Special Programs Unit under Office of Long Term Care.

The Registry database is maintained jointly by the Office of Long Term Care and Prometric, the CNA competency testing provider. Prometric adds individuals who have passed the competency test and OLTC adds substantiated abuse cases, disqualified individuals due to criminal histories and individuals who have transferred their CNA status from other states. Arkansas long term care facilities are required to obtain Registry clearance prior to placing CNAs on the floor with residents. This registry becomes a “one-stop” location for employee clearance for all long term care facilities. Ms Davison informed all that the database is publicly accessible and one can access the registry to check the status of a LTC employee. It can be accessed by a name search, or social security plus birthdate, or certificate number. (www.prometric.com/NurseAid/ar.)

If, after ninety hours of training, a CNA is unable to pass the certification exam they have three opportunities to try again within one year. They are able to work under supervision during that time, but are allowed to work only three months in any one facility.

Most employees of long term care facilities are required to have state and federal criminal background checks. Registered Nurses are certified through the Nursing Board. If an applicant has lived in the state five years they are exempt from the federal check. They are required to have the state check renewed every five years.

If CNA is found guilty of a misdemeanor and keeps a perfectly clean record for five years they can be reinstated. Theft is the number one disqualifier. When an incident is reported to the administrator, he/she must make report to OLTC by 11 a.m. the next day. The facility has five days to investigate and create a plan of action. If no action is taken or there is lack of proof, the incident report goes away. Arkansas is at the top of the list for their work with the LTC system and follow-up investigations and is strong on enforcement. Every report goes to the Attorney General’s office.

Filing a complaint when necessary to report a grievance:

The Office of Long Term Care investigates complaints against facilities as well as allegations of abuse or neglect of residents, theft of residents' property, and poor quality of resident care. Investigations are confidential, and you do not have to give your name when you file a complaint. If you choose to give your name, the Office of Long Term Care informs you when the investigation is completed. For more helpful instructions on filing complaints check out the useful Office of Long Term Care contact information on page 7 of this newsletter.

“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

**Election at November Meeting
for 2012 AANHR Officers and Board Members**

Nominating Committee for November Election:

Chairperson	Linda Brimer, Searcy - (501)230-5844
Committee Members	Nancy Patterson, Searcy - (501)305-4034 Julie Edwards, Alexander - (501) 425-9959

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 (501-450-9619)
Vice-President - Gary Melton, Searcy
Secretary - Betty Buckta, Judsonia
Treasurer - Frances Walker, Benton
Program Chairperson - Gary Melton, Searcy

Members of the Board of Directors:

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



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:

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.

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.

AANHR Officers and Board Members

President - Martha Deaver, Conway

Vice President - Gary Melton, Searcy

Secretary - Betty Buckta, Judsonia

Treasurer - Frances Walker, Benton

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, Alexander; 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.**

www.ualr.edu/seniorjustice



Arkansas Advocates for Nursing Home Residents

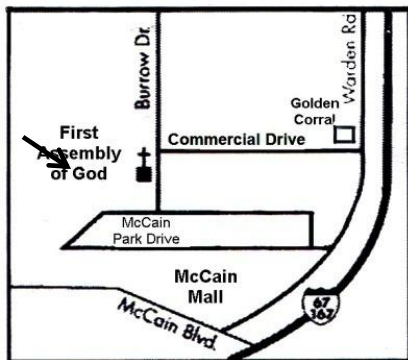
AANHR

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www.aanhr.org

NON-PROFIT ORGANIZATION
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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, 2012.**

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.