



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS
Sept 2012

Conway (501) 450-9619

AANHR's Mission Statement:
"To protect and improve the quality of care and life for residents in Arkansas nursing homes."

Next Meeting

Sept 10

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)



Sept. 10th Topic: **Ombudsman 2012 campaign: Growing Family Councils**

Speaker: **Kathie Gately, BSW, SLTCO, State LTC Ombudsman**

Kathie Gately's first experience with long term care came by chance when she and two friends volunteered at a local nursing home during summer break. It was an instant match of passion. Yet, upon a planned outside adventure of lemonade and cookies that they innocently accomplished, the facility informed the three that the

residents had a set medical routine and that this type of volunteering disrupted the flow of the facility's schedule. Thus, they no longer needed them. Even at that young age, Kathie stood up to say that she and her friends felt that the residents had a right to not only participate in activities, but should have a variety of activities from which to choose.

Ten years later Kathie pursued a degree in Social Work and returned to the nursing home arena when a friend informed her that a position for a Social Service Director was available at the local nursing home where the friend was employed. Recalling her bittersweet experience as a teen she was reluctant to apply but Kathie got the position and spent the next 16 years employed as first a Social Worker, then Assistant Administrator and finally Administrator.

In 2009 AANHR nominated Kathie and she was awarded the National Cernoria Johnson Memorial Advocacy Award. Ms Johnson (1909-1990) was appointed in 1974 to set up the national program of Nursing Home Ombudsmen, a task that she accomplished within 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/her chosen field.

Please join us at 11:00 a.m. on Monday, Sept. 10th as we learn about the ombudsman program's 2012 goal to build, rebuild, and strengthen family councils at nursing homes around Arkansas.



Watch Out For Kiddos



From the President's Desk Martha Deaver

Our veterans and all Arkansans residing in AR nursing homes/long-term care facilities deserve a high standard of care and treatment, and we as a country owe it to them to make sure the resources are available to provide for their needs and protect their rights.

The Little Rock Veterans Home is classified as a Skilled Nursing Facility (SNF) as are the other two-hundred-thirty plus other nursing facilities in Arkansas. It differs from the

overwhelming majority of SNFs in that it is a state-owned, privately funded facility supported by the AR Department of Veterans Affairs and receives no Medicare or Medicaid funding. Thus, the home is inspected by state officials but not federal ones.

Somehow, over the years, someone dropped the ball at the home. The situation is similar to one where we might purchase a home, never or rarely do any maintenance or upkeep and one day look up and say, "Oh, my, the place is too far gone to be refurbished, so we must move out!" Then, we must go through the trauma of parting with the home we've grown to love, familiar friends and niche, finding a new one, and getting resettled in new surroundings which is no easy task for disabled, senior veterans.



AANHR became aware of the problems long before the home was finally physically, officially inspected and a price tag in the millions for refurbishing came forth. We, as advocates, are not unreasonable in our efforts to seek the best outcomes for our veterans. The AR Little Rock Home has now been deemed unfixable, so we want to see the residents, who are now family to each other, stay together (if at all possible) until another facility is found or built for them. This is what the residents want and deserve!

AANHR has fought for the rights' of nursing home residents/long-term care residents for over fifteen years. We will continue to fight to protect them from being abused, neglected, exploited, or stolen from. We will **not** stand back while these residents' rights are being violated. AANHR wants the laws to be followed and the people responsible for violating the laws to be held accountable!!!

*"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*

Complimentary Lunch

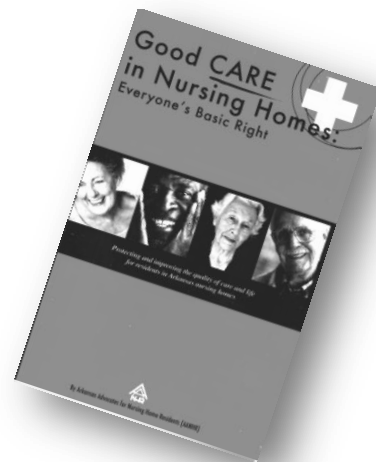
The Wilkes McHugh Law Firm has graciously offered those who attend AANHR monthly meetings a complimentary catered lunch at noon following the meetings. Please feel free to stay for this time of fellowship after our meetings. AANHR thanks Wilkes McHugh for their many years of support for our organization.

Ninth Annual Residents' Rights Rally

Please Join Us!!!

Monday, October 8th, 2012

**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 PresidentWelcome
- Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist..... Invocation
- Martha Deaver, Event ChairmanProclamation Presentation
- Dustin McDaniel..... Arkansas Attorney General
- Kathie Gately..... Arkansas State Ombudsman
- Maria Reynolds-DiazAARP
- Dr. David Montague..... Director of UALR Senior Justice Center
- Martha DeaverClosing Remarks

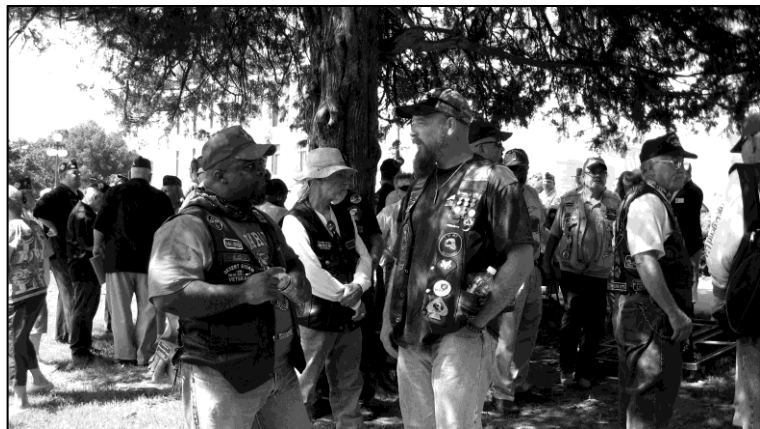
I slept and dreamed that life is all joy;
I woke and saw that life is all service;
I served and saw that service is joy.
Mother Teresa

Where do we go from here???

Many of our readers are aware of the current status of the LR Veterans home. State veteran officials are in the process of closing the home as soon as the remaining thirty-nine residents can be relocated. AANHR recently participated in a veterans supporting veterans rally on the steps of the state capitol on a hot summer August day.

Some key points about the LR Veterans Home:

- Built in the 1940s as a school for the blind at 4701 Charles Bussey Ave in south-central Little Rock
- Reopened as a veterans home in 1980 as a state-owned, state run home for disabled veterans
- Has a capacity for 150 residents -- licensed for 60
- Set on a city block campus, three story building with a large resident maintained garden plus roses and other flowers.
- Each veteran has a private room - a real rarity in a Skilled Nursing Facility (SNF)
- Earlier this year, the former Veterans Director Dave Fletcher was fired after discoveries of financial mismanagement and the collection of \$580,000 in illegal maintenance fees from eighteen of the most-disabled veterans in the facility over the past three years. Gov. Beebe arranged to repay these veterans from his rainy day fund.
- Fletcher never asked the Legislature for more funding during his five-year tenure, but shifted hundreds of thousands of dollars from the state-run home in Fayetteville and veterans cemetery operating funds to help cover costs at the Little Rock home (according to the AR Dem. Gazette, 8-1-12, pg 1).
- Gov. Beebe appointed Cissy Rucker director of the state Department of Veterans Affairs in May and asked her to assess whether the state should remain in the nursing home business.
- Rucker stopped the transfer of funds from the cemetery and Fayetteville home, and pushed money to pay off all the home's debts. But operational costs of about \$350,000 per month still made the home too much to handle within the department's budget. (\$350,000 per month equates to the typical cost for skilled nursing care in AR for 60 nursing home residents.)
- The home was finally, officially inspected to determine cost to refurbish in early August just before the veterans rally. Cost estimate: in the ten million dollar range, possibly more due to need for asbestos removal.
- Federal grants are available from the Veterans Administration for building a new facility but the process takes years. Upon the closing of the LR Veterans home, AR will have only one facility - in Fayetteville. As usual, Arkansas lags behind surrounding states on yet another issue.



Veterans Supporting Veterans Rally

August 9, 2012





Empowering Seniors to Prevent Healthcare Fraud

ANHR members attending the July 9th general meeting were asked to become empowered volunteers to stop Medicare fraud. Fraud is described as intentionally falsifying information or deceiving Medicare, i.e. getting something for nothing.

Kathleen Pursell, SMP Program and Volunteer Coordinator asked attendees to check their Medicare Summary Notices and other medical bills carefully. If you see a service or test you did not have, or a doctor you do not know, do not hesitate to call the provider and

question it. If you are not happy with the answer, call SMP at 1-866-726-2916. Provider fraud happens when a doctor does double billing, phantom billing or falsification of records. An example would be charging Medicare for a more expensive test, or something you did not have. Recently Medicare recovered 1.3 million dollars from an investigation of flu shots that were never given, a result of “the power of one”. Medicare fraud also exists in nursing homes when Medicare is billed for unnecessary supplies, treatments or things your loved one never received. Medicare fraud has become a form of organized crime with scam artists who could be providers, employees and beneficiaries.

Ms. Purcell wants you to remember that Medicare does not make cold calls. Also be wary of insurance representatives who pressure you to make a decision TODAY. Never agree to anything without doing your homework.

1. **PROTECT** your personal information
2. **DETECT** fraud by reading Medicare Summary Notices
3. **REPORT** any suspicious billing or activity to the Arkansas SMP at 1-866-726-2916.



The Arkansas SMP is federally funded by a grant from the Administration on Aging administered by the Department of Human Services, Division of Aging & Adult Services.



Volunteer Ombudsmen Needed

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

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 NCCCHR conference.

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

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

Joshua Mayhan for managing the AANHR website and sending AANHR email alerts.

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 his support and assistance, and his providing POA documents pro bono.

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

AANHR Officers and Board Members

President - Martha Deaver, Conway (501-450-9619)

Vice President - Gary Melton, Searcy (501-230-2846)

Secretary - Betty Buckta, Judsonia (501-593-8860)

Treasurer - Frances Walker, Benton (501-316-0260)

Program Chairman - Gary Melton, Searcy

Members of the Board: Nancy Allison, Conway (501-327-3152); Martha Blount, Searcy (501-278-9168); Linda Brimer, Searcy (501-268-4699); James Brooks, North Little Rock (501-454-6279); Julie Edwards, Alexander; Pat McGuire, Alexander (501-847-1016); Nancy Patterson, Searcy (501-305-4034); and Ann Pinney, Benton (501-249-1084).

Newsletter Editors: Ernie and Martha Blount, Searcy.

Honorary Board Members: Faye Sandstrum, 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:

[Http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx](http://humanservices.arkansas.gov/dms/Pages/oltcHome.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

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/senior_justice



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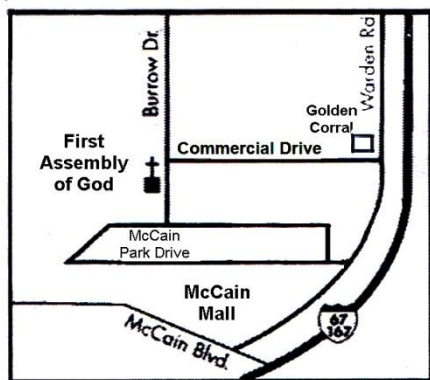
AANHR

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www.aanhr.org

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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.

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, 2013.**

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.
- Waive dues because of financial hardship.

Please make checks payable to: AANHR and mail to PO 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.