



AANHR

Arkansas Advocates for Nursing Home Residents

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."

PROTECTING NURSING HOME RESIDENTS

January 2013

Next Meeting

Jan 14

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)



Jan. 14th, 11:00 A.M. AANHR Meeting

Topic:

Coroner Procedures Relative to the Death of a Nursing Home Resident

Speaker:

Gerone Q. Hobbs, Pulaski County Coroner

Former Pulaski County Coroner Mark Malcolm developed procedures for investigating nursing home deaths which was a phenomenal step toward fostering better care for residents in Arkansas' nursing homes. A pivotal legislative bill passed during Malcolm's tenure that required the county coroner to be notified upon the death of a nursing home resident. AANHR has invited Mr. Hobbs to give an update on the foundation that Mr. Malcolm built. Please join advocates at this very informative first meeting of the new year: January 14, 11:00 A.M.

GERONE Q. HOBBS, a native Arkansan, graduated high school from Lonoke High School and is no stranger to Pulaski County and the surrounding areas. His family roots trail deep into the Arkansas soil through his raising and the life of his parents. Gerone is currently the Pulaski County Coroner, having been appointed to that position in July, 2011. However, he has many prior years of experience in the medicolegal death field. Gerone served in the United States Army as a Mortuary Affairs Specialist from 1993 through 1998, receiving many hours of instruc-

tion in the areas of recovery, processing and interment of human remains, mass casualty operations in both natural and man-made disasters, and the validation of personal identification processes, to name a few.

Since his service in the Army, Gerone has held the position of Police Officer with the Department of Veterans Affairs, Pulaski County Deputy Coroner, and Pulaski County Chief Deputy Coroner. He is a Registered Medicolegal Death Investigator, Member of the International Association of Coroners and Medical Examiners, Certified Law Enforcement Instructor, Member of American Board of Medicolegal Death Investigation, Member of the Arkansas Coroner's Association, and a minister of the Gospel of Jesus Christ. Gerone is a lover of the great outdoors enjoying hunting and fishing, but his greatest love is for his family. He is the husband of Courtney Hobbs, father of Quincy, Xavier, Ryen, Judyth and Courtlon. The Hobbs family recently experienced the untimely death of their son, Xavier, in an automobile accident.



Share Your Happy New Year With AANHR!



From the President's Desk . . . Martha Deaver

It is time to renew your AANHR membership. (See page 8)

We are beginning a new fiscal year so I'm reminding you it's time to renew your membership. Occasionally I ask myself "why do I stay involved in AANHR". My immediate reaction is that, although my mother is gone and there is nothing I can do now to make her life in a nursing home easier, I can work to make it better for someone else. I can try to correct the things that are still wrong. I think of the thirty years Elma Holder dedicated to improving a situation she KNEW had to be better, the obstacles she overcame in the federal government, the inspiration she gave to me when I last spoke with her, the challenge she gives us all to continue the work she started – AND I GO ON. I hope you will too.

I quote from an article by Donna Lenhoff, former executive director of the National Citizens' Coalition for Nursing Home Reform (NCCNHR). Ms. Lenhoff states that "most of America's 17,000 nursing homes are so dangerously understaffed that residents are needlessly suffering and dying from neglect, while nursing home profits climb amid nursing home corporate scandals over misuse of public funds". This is not just her opinion – she quotes from reports by the General Accounting Office and the federal Centers for Medicare and Medicaid Services. We have this information and are in contact with state and federal legislators making them aware of it. We know legislators who have pledged their help in trying to see that minimum staffing is increased to more than 80% of the time. They want to help us improve the training requirements for CNAs which will enable them to do a better job, command more respect from their superiors and the families of their patients and give them the right to a better salary.

We need each and every one of you. If you are still receiving this newsletter and are questioning whether you need to stay involved – PLEASE – reach through your pain and know how much your help can mean to this organization and the many who are tirelessly working to improve conditions for all nursing home residents. Again, I quote Donna Lenhoff who says "if nursing homes were staffed according to the minimum levels reported by the Dept. of Health and Human Services, there would be one certified nursing assistant for every five or six residents during the day. In the majority of America's nursing homes, there is one certified nursing assistant for every eight to fourteen residents. Most families of nursing home residents know the ratio is much higher – especially at night and on weekends". When the burden of doing the job of two or more people is removed from each position, it will be easier to hire and retain good CNAs.

If you can renew your membership for \$15 or \$20, we will appreciate it. If you can stay active by attending our meetings, helping us make phone calls, writing letters to legislators, or attending legislative committee meetings, that is appreciated also. Either by your financial support or your help in contacting legislators, we need each and every one of you and I appreciate your dedication to staying involved in a cause that must be seen through until we are all satisfied with care in nursing homes.

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.

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, Searcy, Arkansas

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 of 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 schoolteacher who has received major awards in her career field, the secretary is a CPA, 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?", "I don't need you to help take care of my love 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 midnight shift, once a quarter 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 paper work to establish us as a non-profit organization under the 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 AANHR. 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.



"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 LONGER TOP DOG – BUT STILL GOING STRONG

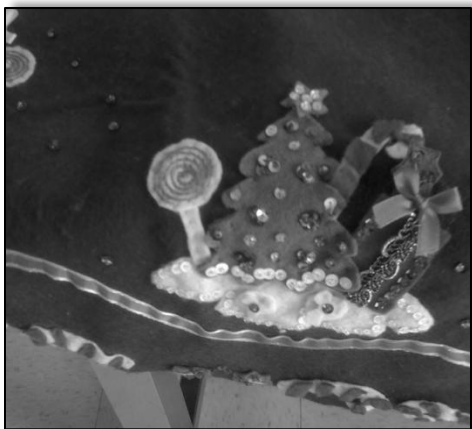
(written from a dog's perspective)

My name is Dolly Sue, and I am a Golden-doodle (a cross between a golden retriever and a poodle). I live in Little Rock with the Smith family. My owner is Connie Smith whose son, Jordan, lives in Charleston, Arkansas at Greenhurst Nursing Center. One of my responsibilities as Connie's pet is to accompany her when she visits Jordan. In the past, when we would arrive at Greenhurst, I would follow her into the center, greet the residents, walk around trying to find food, and sit still if someone wanted to pet or admire me. When Connie and I would see Jordan (who was usually in his wheelchair beside the nurses' station), our eyes would light up, and I was reminded, once again, how much we both love him. Jordan usually would respond to us with a smile, and I have always thought that he was not only happy to see his mom, but happy to see me, too.

In the past year, however, my duties have changed during these trips. I no longer go into the nursing center when she picks up Jordan to wheel him back to our apartment (which is located beside the nursing center). Because now, there are five dogs that live in the nursing center, and they are never thrilled to see me. In fact, if I try to enter the building, I am usually greeted by a barking dog that reminds me that this is not my home, but theirs. I would like to meet these dogs personally and tell them that I am not a threat. However, so far, that has not been possible. Connie has explained to me that this is their territory, and they are doing their job.

Since I was interested, Connie told me about the dogs that now live at Greenhurst. There is Daisy, a female dachshund. The husband of one of the nurses rescued Daisy and brought her to Greenhurst. Eva McDaniel, 79 years old, fell in love with her and said, "Please can I have her?" Daisy was five weeks old at the time. The staff helps take care of Daisy, and she has only known Greenhurst as her home. "Billy took her outside last night and she heard her first coyote. Liked to scared her to death." Eva says Daisy is spoiled rotten. Patty, Eva's daughter, makes "dog chow" (Chex mix coated in chocolate with powdered sugar) which Eva gives to the staff saying, "It's from Daisy." Eva came to Greenhurst three years ago, has been doing appliqué and needlework for years, creating over 50 Christmas stockings! She recently completed a tree skirt and is donating it to the Greenhurst Family Council to auction off as a fundraiser. Eva was the

Greenhurst Valentine Queen in 2011 and competed in the state pageant in Little Rock.



The next dog to arrive at Greenhurst was Hippy, a 12-year-old Chihuahua who belongs to Bill (82) and Aleta (80) James, who have shared a room together since their arrival in April 2011. They got Hippy from their daughter when he was four months old. "My daughter had to work and she would leave him locked in the bathroom. He tore everything up so she asked us if we wanted him. We got another female Chihuahua after we got Hippy, and together, they had 22 puppies." The female died several years ago. You rarely see Mr. James without Hippy riding in his lap, but Aleta says, "Hippy's not partial to one or the other." Hippy is now blind, but continues to be a constant companion for Bill and Aleta.

Charlie Brown, a Maltese, was the third to arrive at Greenhurst. He is 13 ½ years old, and Freddie Kate got him when he was just three weeks old. Years ago, Freddie Kate, age 91, used to be the dietary supervisor at Greenhurst. Later, she earned her LPN license and worked for 20 years at Greenhurst as an LPN until her husband was diagnosed with bone cancer. Freddie Kate says, "if Charlie Brown could sit in my lap all the time, he would be right there. He has allergies and when he coughs, I have pills I give to him." Freddie Kate

is forever the nurse . . .and now, Charlie Brown is the beneficiary.

Lacey, a 6-year-old “Mountain Cur” (a type of working dog that is bred specifically for treeing and trailing small game like squirrels and raccoons) belongs to Larna Powell who is 74 years old. A friend gave Lacey to Larna when she was 6 weeks old. Prior to coming to Greenhurst, Larna lived in Bloomer, AR. Her husband died in 1962 and Larna worked in housekeeping at Sparks Hospital and St. Edwards Hospital in Fort Smith. Lacey is well behaved but a “one person dog.” She has a long scar down her front leg because a big dog attacked her.

The most recent dog to make Greenhurst his home is Boomer, a Maltese, belonging to Mary Hammond. “He’s 10-12 years old. My husband and I lived out in the country near 6-Mile Creek and someone dropped him off in our pasture. I ran an ad in the newspaper but no one ever claimed him. He was just a baby pup.” Mrs. Hammond is 90 years old, and her husband of 71 years, died three years ago. “Boomer has always been a lap dog, but he used to run outside and play and would come scratch on the door when he wanted to come back in.” He loves everyone. Mary has always been a housewife. Her mom and dad died by the time she was 10-years-old and so she ended up staying with an elderly couple. “They were old and needed a lot of help. I milked the cows, cleaned the house, and cooked until I got married.”



It was really helpful for me to hear these stories. Now that I have gotten to know a little about the dogs at Greenhurst, I am more willing to give up my presence in the nursing center. I have learned to be content with the visits I have with Jordan at our apartment. I enjoy having the three of us together, watching TV, and visiting, plus I still have important responsibilities. I lick Jordan’s wheelchair clean (when his tube feeding leaks), and position myself very close to him so I can protect him, relate to him, and even sense when he is going to have a seizure. So, even though I miss my routine visits *inside* the nursing center, I am willing to adapt to just being with Jordan at our apartment. I know how important it is to feel the companionship that the dogs have with their owners. Where would I be if I did not have Jordan and the Smith family? Lost and alone.

Certified Alzheimer Special Care Units

FACILITY NAME	ADDRESS	ADMINISTRATOR	PHONE & FAX
Apple Ridge Health & Rehabilitation, LLC	115 Orendorf Avenue Harrison, AR 72601	Norean Bailey	870-741-3438 Fax 870-741-9117
Butterfield Trail Village	1923 E. Joyce Blvd. Fayetteville, AR 72703	Bill Wickizer	479-442-7220 Fax 479-442-2019
Courtyard Gardens Health & Rehabilitation, LLC	2701 Twin Rivers Dr. Arkadelphia, AR 71923	Angela Marlar	870-246-5566 Fax 870-245-3305
Heritage of Hot Springs Health & Rehabilitation, LLC	552 Golf Links Road Hot Springs, AR 71901-7917	Tonya Brown	501-624-7149 Fax 501-624-4251
Heritage Square Nursing & Rehabilitation Center, Inc.	P O Box 687 Blytheville, AR 72315	Lori Ray	870-763-3654 Fax 870-762-1172
Pine Hills Health & Rehabilitation, LLC	900 Magnolia Road Camden, AR 71701	Michael Hunter	870-836-6833 Fax 870-837-2732
Pointer Trail Health & Rehabilitation, LLC	228 Pointer Trail West Van Buren, AR 72956	Paul G. Gilbert	479-474-5276 Fax 479-471-7849
Seven Springs Health & Rehabilitation, LLC	1040 Weddingford Rd. Heber Springs, AR 72543	Patricia A. Miller	501-362-8137 Fax 501-362-8960
The Woods of Monticello Health & Rehabilitation, LLC	P O Box 576 Monticello, AR 71655	Marlene Hensley	870-367-6852 Fax 870-367-3910
Windcrest Health & Rehab, Inc.	2455 Lowell Road Springdale, AR 72764	John R. McPherson	479-756-9000 Fax 479-751-1111

List provided by Alzheimer's Arkansas Programs and Services
201 Markham Center Drive Little Rock, AR 72205 501-224-0021 or 800-689-6090
Phyllis Watkins, Executive Director
Alzheimer's Arkansas--Supporting Arkansas Families Since 1984
www.alzark.org

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.

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.

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.

AANHR Officers and Board Members

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

Vice President – Nancy Patterson, Searcy (501-305-4034)

Secretary – Betty Buckta, Batesville

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

Members of the Board: Martha Blount, Searcy (501-278-9168); Linda Brimer, Searcy (501-268-4699); James Brooks, North Little Rock (501-454-6279); Kim Brown, Jonesboro; Pat McGuire, Alexander (501-847-1016); Ann Pinney, Benton (501-249-1084) and Carolyn Pollett, Sherwood.

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



Arkansas Advocates for Nursing Home Residents

AANHR

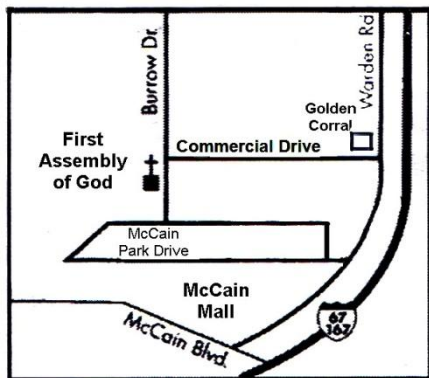
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www.aanhr.org

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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.