



# AANHR

*Arkansas Advocates for Nursing Home Residents*

**PROTECTING NURSING  
HOME RESIDENTS**

**July  
2013**

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**

**July 8**

**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.)**



## **AANHR July 8 Meeting Topic: A Look**

**Back at the Past 10 Years of**

**Nursing Home Evolvement**

**Speaker: Bob Edwards,**

**Little Rock Attorney**

Many times during any advocacy process it is helpful to look back on advocacy history and changes overall to assess our progress and chart our future. Bob Edwards has "ridden along" with AANHR through the years since its inception in the late 1990s so he is aptly qualified to sum our progress in advocating for

our frailest citizens as well as the changes we have seen in nursing home environments through the years. Bob will also address things family should be aware of when their loved one enters a nursing home. Please join us on July 8th for this informative meeting and also plan to join us for a complimentary lunch immediately after the meeting.

Bob Edwards received his B.A. from Hendrix College in Conway, Arkansas in 1991, and his Juris Doctorate degree from William H. Bowen School of Law in Little Rock in 1998.

Prior to joining Wilkes & McHugh, P.A. in 2003, Mr. Edwards served as Chief of Staff in the Arkansas Attorney General's Office.

Mr. Edwards is licensed to practice law in Arkansas, Georgia, Illinois, Kentucky, Missouri, Pennsylvania and Tennessee. He is a member of the Arkansas Bar Association, the Arkansas Trial Lawyers Association (Vice-President), the State Bar of Georgia, the Georgia Trial Lawyers Association, the Illinois State Bar Association, the Illinois Trial Lawyers Association, the Kentucky Bar Association, the Missouri Bar, the Pennsylvania Bar Association, the Tennessee Bar Association, the American Bar Association, and the American Association for Justice. He was also chosen as one of The National Trial Lawyers Top 100 Trial Lawyers for 2012 and Super Lawyers Rising Stars for 2008-2009.

In addition to practicing law, Mr. Edwards has served as a member of the Board of Directors of the England Public School District in England, Arkansas. He is also a member of the Board of Alumni at William H. Bowen School of Law and the President's Club at Hendrix College.

## **PLEASE NOTE:**

**No meeting**

**Or newsletter**

**In August**



***From the President's Desk . . . . Martha Deaver***

I and our other AANHR board members were saddened to hear of the passing of a beloved fellow advocate and friend, Betty Buckta, of Batesville. Betty was a perfect example of a Christian servant who continually strived to help others by any means she could. She served as an AANHR board member and currently secretary for many years. Since Betty was a registered nurse who had worked in several nursing home positions she brought valuable expertise to our organization.

Betty was a busy lady who changed "hats" several times each week whether heading out to an AANHR meeting, helping organize our CNA annual luncheon, attending Tuesday morning Bible studies, or working in her church's thrift store. When she wasn't busy with volunteer activities she could be found cooking for grandchildren and their families or playing with beloved great grandchildren. We will greatly miss her. AANHR expresses condolences to Betty's family. May the Lord comfort them through this time of grieving.

***Steps to take if you find care lacking . . . . .***

1. Talk to the CNAs on duty for your hall. —————→ 
2. Talk to the nurse for your hall. —————→ 
3. Talk to the Director of Nursing or the Administrator. —————→ 
4. Call the Office of Long Term Care or the Regional Ombudsman. —————→ OMBUDSMAN

- ❖ The Office of Long Term Care Phone in Arkansas is 1-800-582-4887.
- ❖ Regional Ombudsman contact information complete with a photo of the 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.

**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.

Some people  
try to turn back their odometers.  
Not me!  
I want people to know why  
I look this way.  
I've traveled a long way  
and some of the roads weren't paved.



Check out [aanhr.org](http://aanhr.org) for valuable information and to read former AANHR newsletters.



## Faithful AANHR advocate passes, will be greatly missed.



Betty Louise Buckta, 83 of Batesville passed away Tuesday, June 25, 2013 in Batesville. She was born September 3, 1929 in Kenosha WI to Edmond Rollie Wade and Laura Blackmon Wade. She was a registered nurse, of the United Methodist Faith, loved studying God's Word and participating in Bible studies, she enjoyed nursing education, taught CNA classes, worked in a thrift store, was a member of the Eastern Star, AARP and Secretary/Treasurer of AANHR (Arkansas Advocates for Nursing Home Residents).

She was preceded in death by her parents, her husband, Virgil Paul Buckta, and one son-in-law Terry Beyer.

Survivors include two sons, Andrew Buckta of Elkhart, IN, and Brian Buckta of La Farge, WI; two daughters, Laura Ray of Fayetteville and Michele Beyer Meadows of Cleburne, TX; one brother, Gilbert Wade of Kenosha, WI; one sister, Donna Webb of Mercer, WI; eleven grandchildren and twenty two great grandchildren.

Funeral services were held at 2:00 P.M., Friday, June 28, 2013 at Salado Baptist Church with Gary Xiques and Barrett Beyer officiating and also at 1:00 P.M., Monday, July 1, 2013 at Hansen-Lendman Funeral Home Chapel in Kenosha, WI. Burial followed in Sunset Ridge Cemetery in Kenosha, WI. Honorary pallbearers were Shawn Hogan, Adam Beyer, Bill Ray, Nathaniel Long and Brian Beyer.

Visitation was held noon until service time on June 28, 2013 at the church and also July 1, 2013, noon till service in Kenosha.

In lieu of flowers memorials may be made to AANHR, 2336 Riverview Circle, Benton, AR 72019.

### 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 501-450-9619; she will put you in touch with your regional ombudsman.

## Family Council News From: Cumberland Health and Rehab Center Little Rock

By Paulette Blevins,  
Cumberland Family Council Secretary  
and  
James Brooks, President

As Family Council members we are committed to work with the administration in maintaining the best possible care of Cumberland Nursing Center residents. This is done through programs designed to address specific needs of the residents that only caregivers can provide.

The Cumberland Family Council is a continuation of the first Family Council in the State of Arkansas, originally formed in 1982. The original name was, The Family Council of Little Rock Nursing Center and was under the leadership of Mrs. Mavis Posey. From 1986 to 2001 the Family Council was recognized by Senator Dale Bumpers, State Representative Dr. William H. Townsend, Governor Bill Clinton, and Attorney General Steve Clark for leading in the statewide development of family councils to assist the improvement of nursing homes in the state. Our original mission was to focus attention on problems of abuse and neglect, and promote a unified concern for the care and well-being of all residents. The primary function was to raise money to purchase clothing, personal aids such as wheelchairs or walkers, dental care, beauty and barber shop products, and other items needed by residents that are not provided by the facility nor required by state or federal regulations. Mrs. Posey coined the phrase "MAKING NURSING HOMES BETTER...ONE MAY BE YOUR NEXT HOME". Mrs. Posey now resides in a nursing home.

The Cumberland Family Council projects have included: helping those in need with the

costs of hair styling and nail polishing; purchased a 46" flat screen TV for the dining area; in the garden a memorial plaque was installed in honor of the founding family council members; planted flowers and shrubs around the facility; providing fishing licenses and equipment for able residents; purchasing clothing for needy residents with no family; serving as a support group for new care-givers by sharing information on how to inventory clothing, file a complaint, understand the importance of the chain of command; helping caregivers deal with issues or concerns; supporting caregivers who have lost relatives; sponsoring an Annual Spring Tea & Fashion Show, our annual fundraiser; funding an annual Christmas Party where each resident receives a gift of their choice; and sponsoring Staff Appreciation Day, providing each shift with a basket of goodies.

Our organization is currently composed of caregivers of present residents as well as dedicated caregivers and friends of residents who have passed on, some over ten years ago. It has been a challenge to keep our family council operational because our members are few. With the HIPPA laws we can no longer contact caregivers directly, which is why having the support of administration is vital to communication and outreach. We ALWAYS welcome the involvement of new members who share our goals: to ensure that residents receive quality care; provide happy moments; and are committed to assure that residents are given the respect and honor they deserve by virtue of the position that most hold as our elders.

We the Cumberland Family Council members would like to give a Hearty Thank You, to Administrator, Rosie Edwards; Activity Director, Cynthia Hardy and her daughters; and All Support Staff for their participation and willingness to help make our 26th Annual Spring Tea & Fashion Show a success on May 26, 2013.



# Cumberland Family Council, Inc. 26th Annual Spring Tea



## Entertainment



## The Models



1st - 2nd - 3rd Place Women

## The Winners

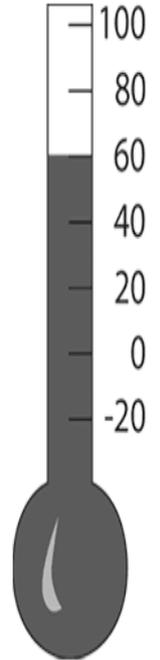
1st - 2nd - 3rd Place Men





## Kathie Gately Discusses over use of Anti-psychotropic drugs

Kathie Gately, Arkansas Long Term Care Ombudsman, has thirty years of experience advocating for the rights of all older Arkansans in long term care. Kathie is determined to see the use of anti-psychotropic drugs decrease in long term care facilities. The federal government has challenged all states to a fifteen percent reduction in the use of these drugs. She has developed a Home Thermostat Tool and applied it at a facility for



testing with results reflecting a significant decrease in the use of these drugs and showing positive outcomes. This tool has been presented to many nursing homes.

She points out there are a number of real diagnoses with a real medical need for anti-psychotropic medications (schizophrenia, delusional disorder, acute psychotic episodes, etc.) These medications should not be changed, but it is important that the patient is receiving the correct dosage. These same drugs are “not so needed” for wandering, poor self care, anxiety, insomnia, fidgeting.

There are several realities a caregiver must consider while dealing with a distressed patient. Kathie asks “have you ever been angry, have a bad day or get very sad Think about what makes you angry and upset and then ask “what anti-depressant” am I taking?. Normal expressions of emotion are not usually treated with anti-psychotropic medicines. When they are prescribed PRN, (as needed) they should not become a regular dose.

They are many techniques to change a person’s mood when they’ve gotten up on the wrong side of the bed and it is not always dosing anti-psychotropic drugs. Everyone needs to be a part of the solution by getting to know about the patient’s previous lifestyle, the work they did, their family and analyzing every situation. This can result in a simple solution without adding unnecessary drugs. All people need some form of recognition but, there is of course, the need to do a real physical assessment for pain or a non-verbal cry for assistance.



*“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*

### 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.

**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.

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

### 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 RN, Jonesboro (870-935-3737); 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](http://www.aanhr.org) or e-mail us at [Info@aanhr.org](mailto: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](http://www.ualr.edu/senior_justice)



Arkansas Advocates for Nursing Home Residents

AANHR

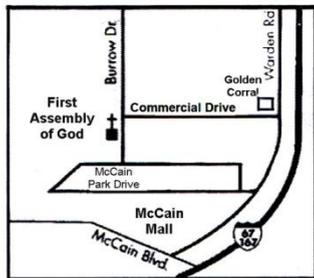
P.O. Box 165641 Little Rock, AR 72216

[www.aanhr.org](http://www.aanhr.org)

NON-PROFIT ORGANIZATION  
U.S. POSTAGE PAID  
LITTLE ROCK, AR  
PERMIT NO. 1886

July 2013

Address Service Requested



**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 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 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.