



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**JAN. 2014**

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**  
**Jan. 13<sup>th</sup>**  
**Meeting Place:**  
First Assembly of God Church  
4501 Burrow Road  
North Little Rock  
Directions to church  
On back of Newsletter.

**January 13 Meeting Topic:**  
**Arkansas Innovative Performance Program (AIPP)**  
***A Quality Assurance Program Unique to AR!***  
Speaker: Betty Bennett, RN, AIPP Program Director



Arkansas Innovative Performance Program (AIPP), is a Medicaid funded quality improvement program unique to Arkansas. This program offers clinical assistance to individual homes, as well as an extensive program for on-going state-wide regional training each year. AIPP is survey data driven and uses this information for proactive program development.

Betty Bennett, current AIPP Program Director, is a registered nurse with over 27 years of experience in clinical services and the management of long-term care facilities. She has worked extensively with the regulatory process, both at the facility level as well as at the state level.

She has served as a member of the following task force committees at the corporate level to develop the following training modules:

- Clinical Admission Assessment - Immediate Plans of Care
- DNS Orientation Process
- Nursing Policies and Procedure

She has served on committees that have revised the Arkansas CNA curriculum, developed the Arkansas Activity Director Training, and revision of the Arkansas State LTC Regulations.

In her current role with the Arkansas Foundation for Medical Care, she has been instrumental in the development of the following Process Indicators/ Best Practices to be utilized in state-wide training: Medication management, thickened liquids, QM/QI report utilization, advance directives, dietary prep and serve, and facility training toolkit.

AANHR hopes newsletter readers will join or rejoin us in a new year of advocating by coming out to our meeting on **January 13 at 11:00 AM** to learn about this unique program in Arkansas. There is strength in education of the public regarding nursing home issue and strength in numbers. We hope to see you there!

**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.)**



**Share Your Happy New Year With AANHR!**



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

I'm sure AANHR newsletter readers are aware of the ongoing controversy swirling around veterans' care and/or lack thereof at the only remaining Arkansas Veterans Home (inside a Fayetteville hospital). The column reprinted below is the latest interaction on this important topic.

Every soldier, sailor, airman, and Marine veteran gave America a blank check for up to, and including, the amount of their very life. It is our nation's responsibility to ensure the safety and well-being of the men and women who fought for the freedom and justice we enjoy each and every day of our lives. Soldiers swore to uphold and defend our Constitution, at all costs! In return for their sacrificial service to our nation, AANHR believes that our state should provide quality living facilities and care for those Arkansas veterans in need of specialized care or assistance for daily living.

Summer of 2012 saw the AR State Office for Veterans Affairs close the Little Rock Veterans Home after it became apparent that accumulated repairs and deficiencies were so great that remedy involving that facility was not cost effective. This end was the result of years of maintenance neglect and also financial misdoing involving, among other things, illegal fees charged to the home's resident veterans. Veterans who had lived there for years were split up and moved to other facilities around the state. Long-standing friendships and camaraderie ended.

AANHR believes the process for acquiring a new facility should continue without delay since the process takes years to fruition. Currently three Arkansas cities are finalists for the location of a new twenty-five million dollar veterans facility: Jacksonville, North Little Rock, and Searcy. Decision set to be made in the near future.

## **Administrative Adios**

**By Mike Masterson**

*(Reprinted with permission from the Arkansas Democrat-Gazette, 12-1-13)*

Those who've followed the stories of chronic abuse and neglect at the Fayetteville Veterans Home know the performance has been anything but acceptable under the former administration. I say former because I read a little over a week ago that the state's Department of Veterans Affairs finally did the right thing in replacing administrator Sarah Robinson due to a "negative trend in administrative decision-making on her part."

While the home has made some respectable efforts to improve during the past year where inspections are concerned, there still have been far too many serious documented problems to maintain status quo at the top.

Robinson's dismissal was bound to be some sweet validation for Martha Deaver of Conway, who heads Arkansas Advocates for Nursing Home Residents.

A couple of weeks back, the assistant director of the state's veterans office was quoted as saying Deaver and her group were simply carrying out a "vendetta" by continually voicing concerns about the Fayetteville home.

Deaver's response: "Three retired honorable veterans and I have been working months to expose the truth concerning resident abuse and neglect at this home ... our goal always has been to ensure veterans at the home and residents of all nursing homes receive the proper care they deserve and ensure their rights are protected." Right on Martha Deaver.

# *A thought for your new year:*

What Will Be Your Legacy - Wayburn Dean

We are all on a journey, a destiny  
That for sure will come to an end  
Life's gonna pass with certainty on this you can depend  
Time is on your side  
Still you can decide  
What you'll leave behind  
God is standing by  
Tell me do you like what you see  
Have you been what you've wanted to be

Chorus

What will be your legacy  
Are you known for the good that you've done  
What will be your legacy  
You have one chance to write your story  
So what's it gonna be, your legacy

So often we are living in the moment  
Not thinking about this vapor of time  
It's time to get your house in order  
With the love of God in mind  
Time is on your side  
Still you can decide  
What you'll leave behind  
God is standing by  
Now tell me do you like what you see  
Have you been what you've wanted to be

(Chorus)

Bridge

Will you have fortune or fame to show  
Is it your name that you want them to know  
Do you want it known that you loved the Lord  
Will they say it was God that you adored

© 2008 Coach Beiden Music/BMI/Wayjade Music/ASCAP

<http://www.youtube.com/watch?v=Wc8AyJg1fEM>



**It is time to renew  
your AANHR membership.**



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.

***"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***

## Arkansas Advocates for Nursing Home Residents

Dear Friend of AANHR:

AANHR is a nonprofit organization run entirely by non-paid volunteers. Please lend us your support by joining or rejoining our organization this year, 2014.

Your memberships and contributions are our primary source of revenue and are necessary for us to continue our work. Your past generosity is greatly appreciated and we earnestly ask that you continue to support our mission, which is "to protect and improve the quality of care and life for residents in Arkansas nursing homes." We are so appreciative of people like you who support our cause, and us; because together we can make a difference.

### Annual Dues Structure:

Families or Organizations	\$20.00
Individual Membership	15.00
Students	4.00

Please make your checks payable to: **AANHR** and submit them to **2336 Riverview Circle, Benton AR 72019-9468**. All contributions and donations to AANHR, (a 501(c)(3) organization), are tax deductible to the fullest extent of the law.

Our by-laws make persons affiliated with or representing the nursing home industry and its regulatory agencies ineligible for membership although we welcome them at AANHR open meetings and urge them to enter into dialogue with us.

Thank you in advance for your support,



Francis Walker, Treasurer

### Please return this portion with your dues:

Today's Date \_\_\_\_\_

Name \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ - \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email Address \_\_\_\_\_

- I wish to receive the AANHR newsletter.
- \$15 per individual membership enclosed.
- \$20 per family or organization membership enclosed.
- \$4 per student membership enclosed.
- Waive dues because of financial hardship.

**Please make checks payable to "AANHR" and mail to  
2336 Riverview Circle, Benton AR 72019-9468.**

## Arkansas Ombudsman Program Receives the National Volunteers Matter Award

The National Association of States United for Aging & Disabilities (NASUAD) presented the Arkansas Office of the State LTC Ombudsman Program with one of three National *2013 Volunteers Matter: Excellence in Volunteer Services Award* at this year's Home and Community-Based Services Annual Conference on September 11<sup>th</sup> in Arlington, Virginia. The awards are designed to highlight successful state-run programs that are leading the way in the creative use of volunteers in the long-term services and supports network. Awardees must be statewide in scope and operation as well as demonstrate innovations in one or more of the following:

- Promoting intergenerational interaction
- Incorporating Baby Boomers as volunteers
- Including Veterans as volunteers or recipients
- Creative strategies for recruitment and retention of volunteers of varying backgrounds, ages and abilities

Kathie Gately, Arkansas State Long-Term Care Ombudsman, accepted the plaque and a \$1,000 check in behalf of the LTC Ombudsman program for the development of the Certified Volunteer LTC Ombudsman program. Arkansas's LTC Ombudsman program provides advocacy to residents of nursing facilities, assisted living facilities and residential care facilities. When Ms. Gately began working as the State Long-Term Care Ombudsman in 2003, there were nine full-time, paid Regional Ombudsmen across Arkansas and three volunteers, which meant 12 people to advocate for over 50,000 residents of facilities. Ms. Gately was able to provide seed funds to local ombudsman programs to hire part-time Certified Volunteer Ombudsmen Coordinators to educate communities, recruit, screen and coordinate volunteer classroom trainings conducted by Ms. Gately.

In 2007, Ms. Gately, working with the local LTC Ombudsman program and the Dean of Harding University School of Nursing, received approval for the Certified Volunteer Ombudsman curriculum to be incorporated into the school's baccalaureate program. This was a first in the nation and remains the only one to date.

Through consistent recruitment, training, inclusion and recognition, the Certified Volunteer LTC Ombudsman program has certified 725 volunteers with 365 active volunteers working today. Kathie Gately states, "certified volunteers are critical to those we serve as they are an extension, the eyes and ears, of the Regional LTC Ombudsman. They assist the Regional Ombudsman by having the capability of tangible outreach through weekly visits."

### 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.

### AANHR Special Thanks

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

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 (501-278-6577)

**Secretary** - Nancy Allison, Conway (501-327-3152)

**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); Pat McGuire, Alexander (501-847-1016); 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](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

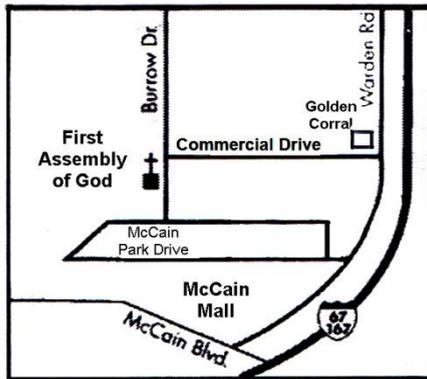
AANHR

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

Jan. 2014



### 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, 2014.**

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.