



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING  
HOME RESIDENTS

Sept  
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**

**Sept. 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.)**



**Sept. 8, 11:00 AM Meeting topic:**

**COMMUNICATION:**

**HOW TO UNDERSTAND UN-MET NEEDS**

**Speaker: Priscilla Pittman, MSW, MA.**

The commitment made to provide care to a person with dementia requires a great deal of selflessness. Caregivers willing to take this journey must put aside much of their own life. The world of dementia is landscaped with numerous foreign terms, changing moods, challenging behaviors and unusual communication. Often, seeing and hearing about the disease creates an understanding that softens or monitors response.

This presentation looks at some of the changes possibly taking place in the brain and how these changes result in the differences occurring. Attendees will learn that speaking the language of dementia requires setting aside the desire for correctness, reality, and logical reasoning to shape a reply to verbalizations in a manner that comforts or communicates concern. In addition, caregivers will learn to utilize the sacred skills of distraction, redirection, reminiscing and flexibility to stymie arguments or corrections to remarks.

Priscilla Pittman is a Gerontological Social Worker, having received her BA from Louisiana Tech University in Ruston, LA in Sociology with a Psychology minor in 1995 and master's degrees in social work and gerontology from UALR. Since October of 2001, she has been the program director for Alzheimer's Arkansas Programs and Services. She is responsible for caregiver and educational/informational training throughout most of Arkansas. Priscilla oversees caregiver support groups and has introduced a Memory Café for persons with memory loss, their friends and families. She can be credited with a long list of professional presentations on Alzheimer's disease and other topics and is a member of numerous professional associations.

Born in Minneapolis, MN, Priscilla grew up in CA, TX and LA. She has three children, nine grandchildren and six great grandchildren. Hobbies include gardening, cooking, swimming, biking, dancing and running. Her voluntary pursuits include Camp Quality, Camp Healing Hearts, the Food Bank, and a role in a prison literacy group.

Please join us at 11:00 AM as we gain some valuable insights to help in caring for Alzheimer's.

**SAVE THE DATE!**

**Residents'  
Rights Rally  
October 13  
Capitol Steps**



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

Former Pulaski County coroner Mark Malcolm developed procedures for investigating nursing home deaths which became 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.

This month we're featuring an excerpt from a 2011 ProPublica article about the investigation into the deaths of those who died while residing in a nursing home. Please go to the ProPublica website

to read the entire article. We're sure you will find it a valuable use of a few minutes of your time. Arkansas and Mark Malcolm, along with AANHR member Lela Burns are featured in the article.

In case you are wondering how investigating nursing homes deaths (after the fact) fosters better care in such facilities. Many times poor care or abuse is validated by an autopsy. So never be reluctant to ask for a thorough investigation when death cause is suspect. Coroners are also some of the few authorized to ask for resident care records to aid in a death investigation. AANHR suggests that family councils periodically invite the local county coroner to speak at a meeting to detail his/her role in investigating deaths.

## **Save the Date!!**

**Monday, October 13 (Columbus Day) 11:00 AM**

### **AANHR's Eleventh Annual Residents' Rights Rally**

is coming to the state Capitol Steps near you very soon.

In lieu of a monthly meeting in October, we will rally on the east side of the Capitol. Seating is provided and the rally will move inside in the event of inclement weather. We will have our usual speakers representing various aspects related to care of senior citizens along with our special invited guests, Arkansas Attorney General Candidates: Leslie Rutledge (R) and Nate Steel (D). We look forward to hearing from Ms Rutledge and Mr. Steel on their plan to deal with Medicaid Fraud and Abuse related to nursing home residents.

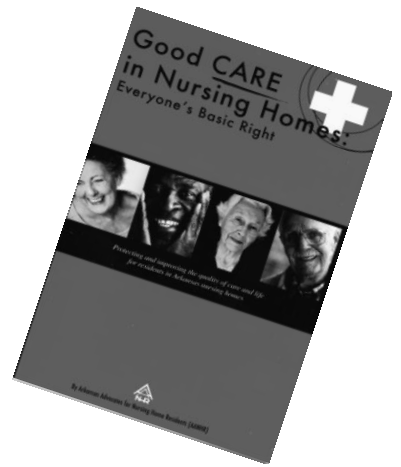
**See you there!**



# Eleventh Annual Residents' Rights Rally Please Join Us!!!

Monday, October 13<sup>th</sup>, 2014

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



Spotlighting and Honoring the Contributions  
of the Arkansas State Ombudsman Program

Hosted By  
Arkansas Advocates for Nursing Home Residents  
[www.aanhr.org](http://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
- Kathie Gately, Keynote Speaker..... Arkansas State Ombudsman
- Maria Reynolds-Diaz .....AARP
- Dr. David Montague..... Director of UALR Senior Justice Center
- Edna Morgan.....Healing Hands Ministries
- Martha Deaver .....Closing Remarks
- October is National Long-Term Care Residents' Rights Month*

*“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*



## 'I Don't Think We Understood the Level of Poor Care We Would Find'



Former Pulaski County Coroner Mark Malcolm, Little Rock, Ark., 2011. (Jacob Slaton/ProPublica)

There is a model for conducting elder death investigations effectively. It has taken root in Arkansas, thanks to the unyielding efforts of a man named Mark Malcolm.

In the late 1990s, while serving as the coroner of Pulaski County, which includes Little Rock and the surrounding area, Malcolm received a string of complaints about seniors dying in nursing homes under suspicious circumstances. He ordered the exhumation of six people, all of whom had supposedly died of natural causes.

The autopsy results were stunning: Four seniors had been killed by suffocation; two had died from medication errors.

Malcolm's experiences prompted him to push for a new state law requiring nursing homes to report all deaths, including those believed to be natural, to the local coroner. The law, enacted in 1999, authorizes coroners to probe all nursing-home deaths, and requires them to alert law enforcement and state regulators if they think maltreatment may have contributed to a death.

In the first four and a half years after the measure's passage, Malcolm reported 86 deaths to other authorities. The number represented a small fraction of the roughly 4,000 nursing-home deaths he and his staff investigated, but it was big enough to suggest there were widespread care problems.

"I don't think we understood the level of poor care that we would find. It came fast, it came furious," recalled Malcolm, who now runs a private disaster management consultancy.

After a death, Malcolm's investigators would visit the nursing home, taking photographs, reviewing medical records and looking for potential signs of poor care such as multiple pressure sores, undocumented injuries or unsanitary conditions.

They found such problems repeatedly at Riley's Oak Hill Manor North in North Little Rock.

Lela Burns remembers watching her mother, Irene Askew, rapidly deteriorate during the four and a half months she spent at Riley's in 2000. Admitted for rehabilitation after hip surgery, Askew soon developed ghastly pressure sores, including one that resulted in the amputation of her lower right leg. Askew died on Nov. 17, 2000. Malcolm ordered an autopsy, which concluded that another massive pressure sore had contributed to her death. The hole was the size of a fist and so deep it exposed bone on her lower back.



Lela Burns at her home in Jacksonville, Ark., 2011. (Jacob Slaton/ProPublica)

"It was a horrible place," said Burns. "You think to yourself, 'How could this happen?' It was just devastating."

The home came to a financial settlement with Askew's family, the terms of which are confidential. The same year Askew died, another Riley's resident died with five pressure sores so severe they were deemed to be potentially life-threatening. Yet another died with 28 pressure sores. Riley's executives told the Arkansas Democrat-Gazette that they had done everything possible to meet government standards and had an explanation for every complaint. Malcolm's investigations led state regulators to shut down the facility, in part because of the home's failure to prevent and treat pressure sores.

A 2004 review of Malcolm's efforts by the U.S. Government Accountability Office concluded that the "serious, undetected care problems identified by the Pulaski County coroner are likely a national problem not limited to Arkansas."

Malcolm's initiative prompted Medicare inspectors to start citing nursing homes for care-related deaths and to undergo additional elder-abuse training.

Still, nursing homes inspections are not designed to identify problem deaths. The federal government relies on state death-reporting laws and local coroners and medical examiners to root out suspicious cases, said Thomas Hamilton, director of the Survey and Certification Group at the Centers for Medicare & Medicaid Services.

So far, other states have not followed Arkansas' lead. Its law remains the only one of its type in the country, according to experts who track legislation that affects elders.

*AANHR Newsletter Editor's note: This article is an excerpt from the article noted below, which can be accessed on the internet for further reading. Lela Burns is an AANHR member as well as former AANHR Board member.*

### **Gone Without a Case: Suspicious Elder Deaths Rarely Investigated**

An investigation by ProPublica and PBS "Frontline" finds the system to examine unusual fatalities often fails seniors, leaving them vulnerable to neglect, abuse and even murder.

(Andres Cediell/Frontline)

by Chisun Lee and A.C. Thompson, ProPublica, and Carl Byker, PBS "Frontline", Dec. 21, 2011, 9 a.m.



Sam Sellers, whose business provides assistance to enable senior adults to live comfortably in their homes rather than entering a nursing facility, spoke at the July AANHR meeting.

Sam is the President and CEO of Dignity Enterprises, Inc., doing business as Home Helpers in Little Rock. He believes older adults should have their quality of life enhanced as they age and be allowed to stay at home. He questions how home care is not a good alternative to being institutionalized where he often sees the resident slumped over in a wheelchair. Sam feels Arkansas is on the cutting edge of getting and keeping the elderly at home with the Money Follows the Person program as an example.

When a patient is in need of rehab, Sam visits with the patient, family and Physical Therapist to determine how much help the individual will need. They watch and evaluate the progress and continually change the Care Plan as needed. Whether needing help during rehab or just needing a little assistance at home, Home Helpers want to know how they can make life easier for each individual and work closely with the family. Sam has been contacted by out of state family members for his business's assistance and communicates with them regularly regarding progress in their loved one's care. He has been known to drop by while one of his employees is working just to gauge the fit between the individuals in the working environment.

## July 14, 11:00 AM Meeting Recap: Home Helpers Speaker: Sam Sellers

Sam earned his BA and a Graduate Certificate in Gerontology from the University of Arkansas at Little Rock. He completed certification from the Society of Certified Senior Advisors, graduated from the Command and General Staff College, as well as a number of other programs at the JFK Special Warfare Center and School.

Though born in Memphis, Sam has always considered Little Rock home. He and his wife have two sons and they are all active at Fellowship Bible Church in Little Rock. He is a combat veteran of both Afghanistan and Iraq where he commanded Special Operations Forces. Sam was awarded two Bronze Star Medals and both Valorous and Presidential Unit Commendations.

Community-minded, Sam volunteers at the Veterans Administration Hospital at Ft. Roots in North Little Rock, has served as a soccer coach with Upward Soccer, as a Cub Scout Pack Master, and a mentor to elementary school children in his church. He serves on the Board of Directors of Alzheimer's Arkansas and the Home Care Association of Arkansas. In his spare time, he enjoys distance running.

Home Helpers is 100% Private Pay at \$17.50 per hour. Some Long Term Care insurance will cover it. If you are in need of help for a senior citizen family member, please check out Home Helpers at <http://www.homecarelittlerock.com/> or phone 501-663.3900 email: [s.sellers@homehelpers.cc](mailto:s.sellers@homehelpers.cc)

### 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:

The Law Office of Bob Edwards for providing AANHR Good Care Booklets

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.

David Couch of The Law Offices of David A. Couch, PLLC, PA, for his support and assistance, and his providing POA documents pro bono.

### 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

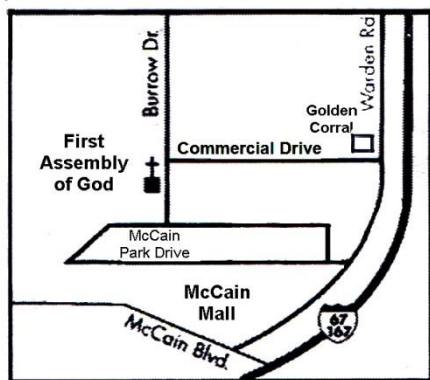
P.O. Box 165641 Little Rock, AR 72216

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

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

Address Service Requested

Sept 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, 2015**.

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 (#102) is immediately inside the entrance door.