



# AANHR

*Arkansas Advocates for Nursing Home Residents*

PROTECTING NURSING  
HOME RESIDENTS

April  
2017

Next Meeting:  
April 10  
10:00 AM

Tour of  
Arkansas  
State  
Veterans  
Home

North  
Little Rock



Conway (501) 450-9619

**AANHR's Mission Statement:**

**"To protect and improve the quality of care and life for residents in Arkansas nursing homes."**

AANHR Members are going on a road trip and readers are invited to join us on our April monthly meeting day: Monday, April 10, 10:00 AM. We have been invited to tour the newly opened AR Veterans Home in North Little Rock. We will meet you there at 10:00 AM!



**Arkansas State Veterans Home at North Little Rock**  
2401 John Ashley Drive  
North Little Rock, AR 72114  
(501) 683-2382

Officials broke ground for the Arkansas State Veterans Home at North Little Rock (ASVH-NLR) on July 29, 2015. It is the first Veterans home in Arkansas developed from the ground-up for the sole purpose of long-term care for our Veterans.

ASVH-NLR is a "small home" design with eight individual homes that serve 12 residents each. Each resident will have a private room and private bathroom. Less than one percent of long-term care facilities across the nation are built and operated as small homes. The small home concept seeks to de-institutionalize care and provide a warm, home-like environment in a setting that encourages social activity. As a result of the design, the operating model differs substantially from that of a traditional skilled nursing facility.

**Criteria For Admission**

Honorable discharge

Have a medical need for nursing home placement.

Arkansas residents have first priority.

Veteran's spouses and Gold Star parents may apply for admission.



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

It is always shocking for me/AANHR to FOI the "Professional Liability Insurance Cost Reports," which AR nursing homes are reimbursed for each year. Nursing home owners' premiums go up because they continue to give bad care. Being cited for poor care also means they are violating state and federal laws. Tax payers' dollars (state & federal) pay for the reimbursement to protect the nursing home administration from the results of its poor care, to the tune of millions of dollars each year. Please take a few minutes to look over the spreadsheet on pages 4-5.

Most of us carry liability insurance on our vehicles and homes. This covers us if a visitor falls at our home and sustains injury or if we are involved in an auto accident. Our insurance coverage pays medical bills for visitors' injuries or to repair our car, sometimes the other car(s) involved, and any personal injury caused inadvertently by us, the driver. As responsible citizens we provide for the protection of our persons and our property. The difference between us and nursing homes is that we personally pay for our insurance premiums for our protection. If we are irresponsible enough to receive a DUI or other infraction naturally our insurance premiums rise.

In the case of nursing home owners, premiums are also personally paid by us citizens through taxation that supports Medicaid. The cost for most (not all) nursing home residents' care is paid under Medicaid. Nursing home liability insurance might involve various categories of coverage such as injury accidents that visitors incur, transport van accidents, along with abuse and neglect to residents.

We have a cycle going within the nursing home industry. Medicaid reimburses for care (including liability insurance premiums); the nursing home doesn't always give good care; abuse and neglect occur; so liability insurance premiums rise thus requiring more tax dollars spent. If resident care improved, premiums could be reduced, resulting in tax savings in the federal/state budget. In a time of record deficits/national debt would that not be a welcome set of circumstances.

AANHR believes that AR nursing homes should be required to carry liability insurance. We do not believe that taxpayers should be paying to protect nursing home owners when abuse, neglect, and death of our most frail and vulnerable citizens occurs. The total reimbursement to Arkansas nursing homes from this June 30, 2016 report, according to this spreadsheet, was almost \$23 million dollars! Now, that is a lot of tax dollars spent!

### 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.

*"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*



## Signs of Sexual Abuse in Nursing Homes

Too often, frail, vulnerable residents, including those living with dementia, are targeted by abusers who use fear and intimidation, or even a resident's cognitive impairments to try to avoid prosecution.

Federal regulations state that all residents have the right to be free from abuse. Additionally, nursing homes must ensure that they have written policies and procedures to prevent abuse, to investigate any allegations, and to ensure that any allegations of abuse are reported immediately to the appropriate agencies.

### What are signs that a nursing home resident is being sexually abused?

*Physical indicators of sexual abuse include:*

- Bruises around inner thighs, the genital area or breasts
- Unexplained genital infections or venereal disease
- Unexplained vaginal or anal bleeding, pain or irritation
- New difficulty sitting or walking
- Torn, stained or bloodied underclothing
- An elder's report of being sexually assaulted or raped

*Social indicators of sexual abuse include:*

- Extreme agitation
- Withdrawal from social interactions
- Panic attacks or emerging post-traumatic stress disorder (PTSD) symptoms
- Suicide attempts
- Unusual behavior between the victim and the elder sexual abuse suspect

Victims of dementia will exhibit anxiety or excessive fear around the person providing or tending to their care. They may also engage in more aggressive behaviors.

### Getting Help

Once a person has suspicions of, or has identified, that a resident is being sexually abused, get help immediately.

#### Call:

- 911 or the local police.
- State Licensing and Certification Agency. This is the agency that inspects nursing homes and investigates complaints.
- Adult Protective Services (APS). In some states, APS investigates reported suspicions about abuse of nursing home residents.
- The Long-Term Care Ombudsman Program. The local long-term care ombudsman is an advocate for nursing home residents and can assist the resident in getting the help needed.
- Report the abuse to the nursing home administrator.

Reprinted from: "Sick, Dying and Raped in America's Nursing Homes" at <http://www.cnn.com/interactive/2017/02/health/nursing-home-sex-abuse-investigation/>

Arkansas Department of Human Services  
 Division of Medical Services  
 Professional Liability Insurance Cost from 7/1/2015 - 6/30/2016  
 Medicaid Cost Report For Arkansas Nursing Homes  
 (Only those facilities that are operated for full state fiscal year  
 Are required to submit a full-year cost report.)

Provider Name	Professional Liability Insurance	Provider Name	Professional Liability Insurance
Alcoa Pines Health and Rehabilitation	252,000	CrownPoint Health and Rehab Center	8,648
Alma Healthcare and Rehabilitation Center	120,583	Dardanelle Nursing and Rehabilitation Center, Inc.	171,732
Arkansas Convalescent Center	158,295	Davis East	-
Arkansas Nursing and Rehabilitation Center	120,177	Davis Life Care Center	17,100
Arkansas Veterans Home at Fayetteville	-	De Queen Therapy & Living Center, Inc.	144,671
Arlington Cove Healthcare LLC	47,122	Deerview, LLC	33,036
Ashley Health and Rehabilitation	157,471	Dermott City Nursing Home	-
Ashton Place Health and Rehab, LLC	190,452	DeWitt Nursing Home	-
Atkins Nursing and Rehabilitation Center	140,532	Dierks Health and Rehab Center	30,911
Autumn Hill, Inc.	71,318	Eaglecrest Nursing and Rehab	264,846
Bailey Creek Health and Rehab	207,000	Encore Healthcare and Rehabilitation	50,300
Beebe Retirement Center, Inc.	189,000	Fayetteville Health and Rehabilitation Center	86,464
Belle Meade, A Rehabilitation and Guest Care Facility	315,000	Fianna Hills Nursing and Rehabilitation Center	65,612
Belle View Estates Rehabilitation and Care Center	280,300	Gassville Therapy and Living	277,588
Bentonville Health and Rehabilitation	83,566	General Baptist Nursing Home of Piggott	33,762
Bradford House Nursing and Rehab, LLC	151,452	Glenwood Health and Rehabilitation, LLC	119,767
Briarwood Nursing and Rehabilitation Center, Inc.	187,332	Good Samaritan Society - Hot Springs Village	9,936
Brighton Ridge	51,728	Good Samaritan Society - Mountain Home	14,369
Brookridge Cove Rehabilitation and Care Center	413,300	Gosnell Therapy and Living	185,639
Cabot Health and Rehab, LLC	138,972	Grace Point, LLC	28,196
Care Manor Nursing and Rehab	275,812	Green House Cottages of Wentworth Place-HS	286,036
Cavalier Healthcare of England	45,093	Green House Cottages of Wentworth Place-TS	110,126
Cave City Nursing Home Inc.	33,692	Greenbrier Nursing and Rehabilitation Center	135,852
Chambers Nursing Home Center, Inc.	110,753	Greene Acres Nursing Home	122,359
Chapel Ridge Health and Rehab	162,000	Greenhurst Nursing Center	27,513
Chapel Woods Health and Rehabilitation	294,000	Greystone Nursing and Rehab, LLC	117,132
Chenal Rehabilitation and Healthcare Center	100,092	Heartland Rehabilitation and Care Center	501,800
Cla-Clif Nursing and Rehab Center, Inc.	36,994	Heather Manor Nursing and Rehabilitation Center	199,812
Concordia Nursing & Rehab, LLC	-	Heritage Living Center	252,000
Corning Therapy and Living Center	222,768	Heritage Square Nursing And Rehabilitation Center, Inc	154,800
Courtyard Rehabilitation and Health Center, LLC	355,704	Hickory Heights Health and Rehab, LLC	171,732
Covington Court Health and Rehabilitation Center	122,065	Highland Court, A Rehabilitation and Resident Care Facility	273,082
Craighead Nursing Center	56,037	Highland Healthcare and Rehabilitation Center	141,536
Crawford Healthcare and Rehabilitation Center	57,317	Hillcrest Care and Rehab	40,386
Crestpark DeWitt, LLC	39,855	Hillcrest Home	360
Crestpark Forrest City, LLC	84,667	Hiram Shaddox Geriatric Health and Rehab	148,635
Crestpark Helena, LLC	63,765	Hudson Memorial Nursing Home	107,521
Crestpark Marianna, LLC	56,266	Indian Rock Village Health Center	55,709
Crestpark Stuttgart, LLC	52,806	Innisfree Health and Rehab, LLC	124,932
Crestpark Wynne, LLC	64,023	Jamestown Nursing and Rehab, LLC	201,372

Provider Name	Professional Liability Insurance
Katherine's Place at Wedington	196,200
Lake Hamilton Health and Rehab	131,533
Lake Village Rehabilitation and Care Center	357,300
Lakeside Nursing Center	135,000
Lakewood Health and Rehab, LLC	132,732
Lakewood Healthcare, Inc.	-
Laurel Place Health & Rehab Center	140,736
Lawrence Hall Nursing Center	27,626
Legacy Health and Rehabilitation Center	69,850
Legacy Heights Nursing and Rehab, LLC	148,332
Lexington Place Healthcare and Rehabilitation LLC	62,130
Lincoln Heights Healthcare	43,393
LinRock Health and Rehab Center	33,249
Little River Nursing & Rehab	-
Longmeadow Nursing Center - Camden	82,262
Lonoke Health and Rehab Center, LLC	124,932
Manila Nursing Center	126,000
Meadowview Healthcare and Rehab	127,859
Mena Manor	99,325
Methodist Health and Rehab	17,017
Mitchells Nursing Home, Inc.	54,829
Monette Manor, LLC	51,480
Montgomery County Nursing Home	633
Mountain Meadows Health and Rehabilitation	231,000
Murfreesboro Rehab & Nursing, Inc.	-
Nashville Nursing and Rehab, Inc.	126,000
Newton County Nursing Home	25,361
North Hills Life Care and Rehab	165,600
Nursing and Rehabilitation Center at Good Shepherd, L	187,332
Oak Manor Nursing and Rehabilitation Center, Inc.	187,332
Oak Ridge Nursing Home	187,861
Oakdale Nursing Facility	46,592
Osceola Therapy and Living	304,979
Ozark Health Nursing and Rehab Center	45,455
Ozark Nursing Home, Inc.	57,062
Paris Health and Rehabilitation Center	85,036
Perry County Nursing and Rehabilitation Center	148,332
Pine Lane Therapy and Living	278,463
Pink Bud Home for the Golden Years	114,413
Pioneer Therapy and Living	228,070
Pleasant Manor Nursing & Rehab	37,992
Pleasant Valley Nursing & Rehabilitation	61,229
Prairie Grove Health and Rehabilitation, LLC	43,201
Presbyterian Village, Inc.	39,387
Prescott Manor Nursing Center	127,502
Quapaw Care and Rehabilitation Center, LLC	196,692
Rector Nursing and Rehab	185,639

Provider Name	Professional Liability Insurance
River Chase Rehabilitation and Care Center	308,600
River Ridge Rehabilitation and Care Center	350,300
Robinson Nursing and Rehabilitation Center, LLC	171,732
Russellville Nursing and Rehabilitation Center	156,132
Salem Place Nursing and Rehabilitation Center, Inc.	188,892
Sandalwood Healthcare LLC	93,800
Sherwood Nursing & Rehabilitation Center, Inc.	145,212
Shiloh Nursing and Rehab, LLC	118,692
Siloam Springs Nursing and Rehabilitation Center	-
Silver Oaks Health and Rehabilitation	187,200
Southern Trace Rehabilitation and Care Center	406,300
Southfork River Therapy and Living	247,768
Southridge Village Nursing and Rehab	323,542
Spring Creek Health & Rehab	196,200
SpringBrook Health and Rehab Center	30,911
Springdale Health and Rehabilitation Center	89,380
St. Andrews Place	73,443
St. Elizabeths Place	198,000
St. Johns Place of Arkansas, LLC	441,200
St. Michael's Place, Inc.	87,791
Stella Manor Nursing and Rehabilitation Center	193,572
Stonegate Villa Health and Rehabilitation, LLC	105,600
StoneRidge Nursing and Rehabilitation Center	372,650
Summit Health & Rehab Center	245,136
The Crossing at Riverside Health and Rehabilitation	289,800
The Green House Cottages of Southern Hills	262,700
The Lakes at Maumelle Health and Rehabilitation	147,000
The Maples at Har-Ber Meadows	252,000
Three Rivers Healthcare and Rehabilitation	68,237
Timberlane Health & Rehabilitation	172,800
Trinity Village Medical Center	58,681
Twin Lakes Therapy and Living	213,039
Twin Rivers Health and Rehabilitation	51,229
Valley Ranch Nursing & Rehab Center	108,121
Van Buren Healthcare and Rehabilitation Center	86,764
Village Springs Health and Rehabilitation	252,000
Waldron Nursing Center, Inc.	-
Walnut Grove Nursing and Rehabililtation Center	49,913
Westwood Health and Rehab, Inc.	135,000
White River Healthcare	50,520
Willowbend at Marion	61,170
Windcrest Health and Rehab, Inc.	133,200
Woodbriar Nursing Home	61,815
Woodland Hills Healthcare and Rehabilitation of Jacksc	189,132
Wood-Lawn Heights	74,001
Woodruff County Health Center	81,967
<b>Total</b>	<b>22,776,671</b>

### Alzheimer's Association: KNOW the 10 Signs! Early Detection Matters!

Have you noticed any of these warning signs? Please list any concerns you have and take this sheet with you to the doctor. *Note: This list is for information only and not a substitute for a consultation with a qualified professional.*

\_\_\_1. Memory loss that disrupts daily life. One of the most common signs of Alzheimer's, especially in the early stages, is forgetting recently learned information. Others include forgetting important dates or events; asking for the same information over and over; relying on memory aides (e.g., reminder notes or electronic devices) or family members for things they used to handle on their own. What's typical? Sometimes forgetting names or appointments, but remembering them later.

\_\_\_2. Challenges in planning or solving problems. Some people may experience changes in their ability to develop and follow a plan or work with numbers. They may have trouble following a familiar recipe or keeping track of monthly bills. They may have difficulty concentrating and take much longer to do things than they did before. What's typical? Making occasional errors when balancing a checkbook.

\_\_\_3. Difficulty completing familiar tasks at home, at work or at leisure. People with Alzheimer's often find it hard to complete daily tasks. Sometimes, people may have trouble driving to a familiar location, managing a budget at work or remembering the rules of a favorite game. What's typical? Occasionally needing help to use the settings on a microwave or to record a television show.

\_\_\_4. Confusion with time or place. People with Alzheimer's can lose track of dates, seasons and the passage of time. They may have trouble understanding something if it is not happening immediately. Sometimes they may forget where they are or how they got there. What's typical? Getting confused about the day of the week but figuring it out later.

\_\_\_5. Trouble understanding visual images and spatial relationships. For some people, having vision problems is a sign of Alzheimer's. They may have difficulty reading, judging distance and determining color or contrast. In terms of perception, they may pass a mirror and think someone else is in the room. They may not recognize their own reflection. What's typical? Vision changes related to cataracts.

\_\_\_7. Misplacing things and losing the ability to retrace steps. A person with Alzheimer's disease may put things in unusual places. They may lose things and be unable to go back over their steps to find them again. Sometimes, they may accuse others of stealing. This may occur more frequently over time. What's typical? Misplacing things from time to time, such as a pair of glasses or the remote control.

\_\_\_8. Decreased or poor judgment. People with Alzheimer's may experience changes in judgment or decision making. For example, they may use poor judgment when dealing with money, giving large amounts to telemarketers. They may pay less attention to grooming or keeping themselves clean. What's typical? Making a bad decision once in a while.

\_\_\_9. Withdrawal from work or social activities. A person with Alzheimer's may start to remove themselves from hobbies, social activities, work projects or sports. They may have trouble keeping up with a favorite sports team or remembering how to complete a favorite hobby. They may also avoid being social because of the changes they have experienced. What's typical? Sometimes feeling weary of work, family and social obligations.

\_\_\_10. Changes in mood and personality. The mood and personalities of people with Alzheimer's can change. They can become confused, suspicious, depressed, fearful or anxious. They may be easily upset at home, at work, with friends or in places where they are out of their comfort zone. What's typical? Developing very specific ways of doing things and becoming irritable when a routine is disrupted.

If you have questions about any of these warning signs, the Alzheimer's Association recommends consulting a physician. Early diagnosis provides the best opportunities for treatment, support and future planning.

*For more information, go to [alz.org/10signs](http://alz.org/10signs) or call 800.689.6090. This is an official publication of the Alzheimer's Association but may be distributed by unaffiliated organizations or individuals. Such distribution does not constitute an endorsement of these parties or their activities by the Alzheimer's Association. Copyright 2009 Alzheimer's Association. All rights reserved.*

### AANHR Special Thanks

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

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

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

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

### AANHR Officers and Board Members

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

**Vice President** - Pat McGuire, Alexander, (501-847-1016)

**Secretary** - Julie Shaw, Memphis (901-508-0558)

**Treasurer** - Nancy Patterson, Searcy (501-305-4034)

**Members of the Board:** Nancy Allison, Conway (501-327-3152; Linda Brimer, Searcy (501-268-4699); James Brooks, North Little Rock (501-454-6279); Julie Edwards, Alexander (501-425-9959); and Ann Pinney, Benton (501-249-1084);

**Newsletter Editors:** Martha Blount, Searcy (501-278-9168); Marcy Wilson, Sherwood

**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

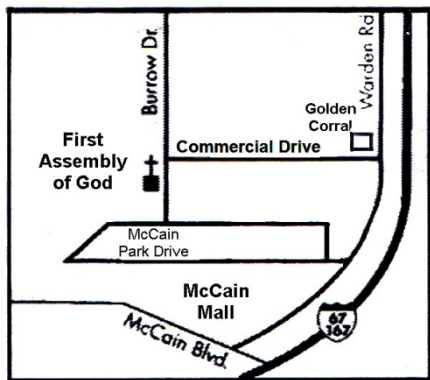
AANHR

P.O. Box 165641 Little Rock, AR 72216

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

NON-PROFIT ORGANIZATION  
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April 2017



**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, 2017.

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

Name \_\_\_\_\_

Mailing address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

- I wish to receive the AANHR newsletter.
- \$20 per family or corporate membership.
- Waive dues because of financial hardship.

Please make checks payable to: AANHR and mail to 111 River Oaks Blvd, Searcy AR 72143.

**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 on the left.