



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS

March 2017

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
March 13
Meeting
Place:
First Assembly of God Church
4501 Burrow Road
North Little Rock
Directions to church
On back of Newsletter.

10:00 - 11:00 A.M.
Open Forum

11:00 A.M.
Program Speaker:
(See article at right.)



March 13th, 11:00 AM Meeting topic:
What's New in the Alzheimer's Realm
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.





AANHR works arm in arm with Alzheimer's Arkansas since we advocate for many of the same populations in our role of protecting and improving life quality for nursing home residents. To that end I want to make you aware of a wonderful opportunity for caregivers coming up next month on Friday, March 31st, in Little Rock. The following information and this conference is provided by Alzheimer's Arkansas which can be accessed on the internet at alzark.org.

Hope for the Future is an annual caregiver workshop held in Central Arkansas, North West Arkansas, and South West Arkansas through which Alzheimer's Arkansas reaches out to caregivers. This daylong education workshop provides family and professional caregivers with general information regarding Alzheimer's disease and its progression; tools, knowledge and

techniques to improve caregiving skills, and information concerning resources available to caregivers and Alzheimer's patients through vendor exhibits. With the assistance of local Community Partners and the support of Alzheimer's Arkansas Walks, we also provide **Hope for the Future** workshops in communities like Jonesboro and Hot Springs Village.

Caregivers, both family and professionals, attend from across Arkansas. Family caregivers attend free of charge, unless requesting continuing education credits. Reimbursement for respite care to allow family caregivers to attend the symposium is also available. Continuing education credits (CEU's) are available for nurses, nursing home administrators, occupational therapists and occupational therapy assistants, physical therapists, pharmacists, psychologists, emergency medical services, social workers, and certified nursing assistants.

Through programs like **Hope for the Future**, we are able to fulfill our mission statement which is to provide education and resources so that all Arkansans affected by Alzheimer's are able to live with comfort and dignity until a cure is found. Caregivers will be able to add new "tools" to their "caregiver toolbox" which can lead to improved care and quality of life for their loved ones as well as themselves.

For more information, please phone 501-224-0021 or online: www.alzark.org.

**2017 Little Rock Hope for the Future
Geyer Springs Baptist Church
12400 Interstate 30 - Little Rock, AR 72210
Friday, March 31, 2017**

Tort Reform rears its scary head again.

Prior to the 2016 general election the nursing home industry in Arkansas proposed amending the Arkansas Constitution to limit damage awards they might incur as a result of inadequate or negligent care in their facilities. Up to now award amounts are usually determined by judges and/or juries. In either scenario, each case is different and thus some injuries more egregious than others. The 2016 tort reform drive failed due to issues such as confusing language and questionable signature gathering.

However -- currently the 2017 legislature is resurrecting the drive to limit damages. Attorney Bob Edwards spoke to AANHR members at the February meeting about the current proposal. Please read Colonel Mike Ross' opinion on the current proposal on the facing page.

Protect Our Veterans!!

By Colonel Retired Mike Ross

mike.ross06@att.net

Arkansas is the proud home of over 240,000 veterans who have served overseas and at home, fighting for our freedoms and sacrificing their lives to protect that freedom. Being an Iraq veteran myself led me to my life's calling, which is to help and protect our treasured veterans once they get home. And it is also the reason I strongly oppose SJR8, the proposed constitutional amendment that places an arbitrary, one-size-fits-all value on life.

With SJR 8, legislators want to put a dollar value on non-economic "damages" like human suffering and pain, something I'm very familiar with due to the high number of veterans in long-term care facilities. If the amendment passes, their lives won't be worth very much to nursing home operators who would be able to create a line item in their budgets to cover abuse and neglect. Our current system forces them to be accountable, and veterans and others with loved ones in these facilities should be greatly concerned about losing that protection. Currently, a jury of our peers get to hear a case and make a determination based on the facts of the case, yet SJR8 would take that power away in favor of politicians and special interests.

SJR8's proposal to put a value on life only helps those responsible for causing harm. Non-economic damage caps put a price tag on injuries, making them all equal regardless of their severity. It would be the equivalent of saying that all crimes should have the same punishment, be it stealing a pack of gum or murder, simply because the accounting would be easier and cheaper. In a world with SJR8, life devastating injuries, from abuse to neglect, would simply be included in the operating budget with no incentive to take corrective action to fix the problems that are killing and endangering our veterans and others we love such as parents and grandparents.

In Arkansas, the vast majority of our veterans who end up in long-term care facilities live in privately run homes, many of which are operated by large, corporate homes. Far too often, I've seen tragic cases of veterans being abused, neglected, treated unfairly, and dying excruciating deaths. The more I became involved in their plight, the more I came to know other victims of abuse and neglect. What I learned was that every single case was different. Every individual veteran or elderly person in one of these homes brings a different vulnerability and a different experience, and juries need to have the freedom to hear the individual cases and make the decision on how to account for abuse and neglect.

This is about safety and accountability, plain and simple. Those who would harm our veterans and loved ones don't want the unpredictability that comes from a local jury made up of our neighbors hearing the gruesome details of a case and calling for an appropriate punishment. They want to know what the cost will be up front so that they can make the call between improving their services, or just taking the hit to the budget. Now I'm not a lawyer, doctor or anything like that, but I know that's wrong. The veterans I serve deserve more than to be a line item in a corporate nursing home's ledger, and the same goes for my family.

As a veteran, I fought to protect the constitutional rights of Americans, and that's why I'm voicing my concern and vowing to fight to keep protecting them. The lawmakers pushing this bill appear to have sided with the lobbyists and special interests over Arkansas families, so it's up to us to make our voices heard. My brothers and sisters in arms fought for our country because they know that living this life is not about every man for himself, and that sometimes we have to fight to protect one another. Passing SJR8 would guarantee that we no longer have that ability. Please call your legislators and tell them that you oppose this dangerous proposal, if not for veterans, for your loved ones, and if not for them, yourself. Because one day, it may be you or me lying in that nursing home bed. When that happens, I hope SJR8 hasn't turned us all into line items for abuse and neglect.

Some of the

50 SECRETS

a Nursing Home Won't Tell You



What you need to know — but probably don't — to ensure that your loved one is happy, cared for, and safe. (Final)

By Michelle Crouch Reprinted from *Reader's Digest Magazine* | April 2013

- **“It’s a good idea not to visit for the first two weeks, especially if your relative has dementia.** Just call, or write a letter if you want to. That gives her time to build relationships with the staff and other residents and get used to the fact that this is her home. Otherwise, every time she sees you, she’ll think she’s going home, and when you leave, she’ll get really upset. It ends up taking longer for her to adjust.”—*A CNA in Wisconsin*
- **“This is your loved one’s home.** He should be able to get up and go to bed when he wants to, to eat dinner when he wants to. A big difference between a mediocre or bad nursing facility and a good one is the extent to which residents have their preferences accommodated.”—*Eric Carlson*
- **“We can anticipate with reasonable certainty when we’re going to have our next annual inspection.** So some facilities staff up and buff up—paint, wash the windows, get flowers—because they know they have company coming.”—*A California nursing home administrator*
- **That paperwork we do? It’s really useless.** “The way it’s supposed to work is that every time you do something, you check it off a list. But there’s no time for that. So you do your job all day long, and then, at the end of the day, you try to remember everything you did so you can go back and check each thing.”—*A former CNA who worked in nursing homes in North Carolina and Massachusetts*
- **“Theft and loss are a big problem in nursing homes.** Rings are taken off people’s fingers. Or you give your relative a new nightgown for Christmas, and then it’s gone. Make sure you put your loved one’s name on everything, and that everything is listed in inventory and in the records.”—*Pat McGinnis*
- **“Here’s a big secret:** Some nursing homes don’t tell families that having a hospice worker come in is an option because the reimbursement rate goes down if the home has to share the money with hospice.”—*Diane Carbo, RN, a nurse in California who worked in nursing homes and assisted facilities for over 20 years*
- **“Some nursing homes don’t have liability insurance, so it’s difficult to make a recovery if your loved one is harmed or killed, even if you have a good case.** Also, the way these facilities are set up makes it difficult to recover anything from the owner. Often, the guy who’s making millions from the facility is virtually untouchable.”—*Jonathan Rosenfeld, a Chicago attorney who specializes in nursing home cases*
- **“When you receive your stack of admissions paperwork, you’ll find the nursing home has snuck in these things called binding arbitration agreements.** Basically, the home asks you to sign away your constitutional right to due process, your right to sue if anything happens. So don’t sign it, or say you’ll sign it only after your attorney reviews it.”—*Brian Lee*

- **One of the best-kept secrets is the long-term-care ombudsman program.**

"There's one in every state, and the ombudsman is your personal advocate to help you in these situations and answer your questions. All the services are free."—*Brian Lee*

- **"The baby boomers as a growing aging population have very different expectations from the residents we were accustomed to taking care of.** We've had to start serving stir-fry and taco salads in the dining room, and I have residents who come in with iPads and cell phones who listen to rock 'n' roll and hip-hop music."—*Matthew Maupin*

- **"One of the big trends in nursing homes is changing the culture to get away from the institutional perception.** We don't use the word facility, we're a community. We don't have a dietary department, we have a dining services department. And instead of units, we have neighborhoods."—*Matthew Maupin*

- **"People have this image of the nursing home as cold and institutional, and they think, 'I'm not going there.'** But some are excellent, and I've thought, 'I could live here myself.' There is warmth and support, company, decent food, and activity directors who keep people engaged and active."—*Richard L. Peck*

- **"The notion that you get to a certain age and lose your capacity couldn't be further from the truth.** All you have to do is sit down and talk to some of our residents, and you'll be blown away by their knowledge. I played Scrabble against a 107-year-old resident last year. She was one of my most challenging opponents ever."—*Matthew Maupin*

The logo for the Ombudsman program, featuring the word "OMBUDSMAN" in a bold, sans-serif font. Below the text is a stylized, wavy horizontal line that resembles a signature or a decorative flourish.

Make a Difference:

Become a Certified Volunteer Ombudsmen

Sometimes the passing of loved ones brings a time of reflection and reevaluation of goals and dreams. Perhaps you are looking for a new direction in life -- a reason to get up in the morning if you are retired. 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.

Are you attending quarterly Care Plan meetings? Care Plans and Assessment



If you are currently involved in the oversight of a family member's care while he/she resides in a nursing home, have you attended a Care Plan meeting lately? A care plan is essentially the "recipe" that dictates care for your loved family member. Care plans are as different as each resident is different. Each care plan should be individualized to fit the resident it is created to serve. You should receive by snail mail (or other communication) an appointment to attend a care plan meeting with the department heads overseeing the care of your family member nursing home resident.

As the term implies, assessment is the means for measuring the results of overall care and follow through on the care plan components.

What's a care plan in a nursing home? *(Reprinted from Medicare.gov)*

The nursing home staff will get your health information and review your health condition to prepare your care plan. You (if you're able), your family (with your permission), or someone acting on your behalf has the right to take part in planning your care with the nursing home staff.

The basic care plan includes:

- A health assessment (a review of your health condition) that begins on the day you're admitted, and must be completed within 14 days of admission
- A health assessment at least every 90 days after your first review, and possibly more often if your medical status changes
- Ongoing, regular assessments of your condition to see if your health status has changed, with adjustments to your care plan as needed

Nursing homes are required to submit this information to the federal government. This information is used for quality measures, nursing home payment, and state inspections.

Depending on your needs, your care plan may include:

- What kind of personal or health care services you need
- What type of staff should give you these services
- How often you need the services
- What kind of equipment or supplies you need (like a wheelchair or feeding tube)
- What kind of diet you need (if you need a special one) and your food preferences
- Your health and personal goals
- How your care plan will help you reach your goals
- Information on whether you plan on returning to the community and, if so, a plan to assist you in meeting that goal

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.

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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.

AANHR Officers and Board Members

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

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

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

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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/seniorjustice



Arkansas Advocates for Nursing Home Residents

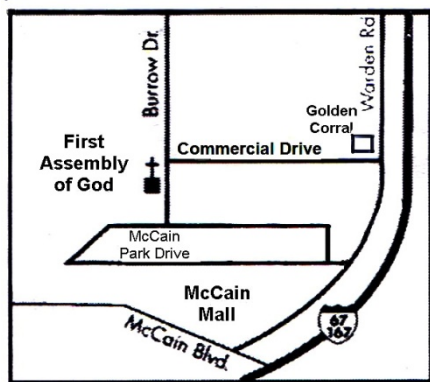
AANHR

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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, 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.