



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS
February 2020

Conway (501) 607-8976

AANHR's Mission Statement:
"To protect and improve the quality of care and life for residents in Arkansas nursing homes."

**Next Meeting
Feb 10th
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.)**



**AANHR Meeting February 10th
Topic: Behavioral Requirements
for Residents
Speaker: Stormy Smith**

Stormy Smith recently retired as Program Manager with the Office of Long Term Care (OLTC) where he had been employed since 1991. Stormy retired July 31, 2018. However, he can/does share his wealth of knowledge on nursing facility issues.

Stormy received his Bachelor of Science in Business and Industry from Mississippi State University. He is a Certified Surveyor, Licensed Nursing Home Administrator and a Certified Public Manager. Stormy started in the Arkansas Long Term Care industry in 1973 as a nursing home administrator.

While employed at OLTC, Stormy reviewed all of the Incident and Accident Reports from nursing facilities and he was on the committee that reviewed all Abuse Investigation Reports from nursing facilities. He also conducted training programs on nursing home abuse and neglect as it pertains to the Adult Maltreatment Act, and state and federal regulations.

Stormy reviewed and processed all of the Freedom of Information Act (FOIA) requests for the Office of Long Term Care (OLTC). Please join us at 11:00 AM on February 10th to learn more about behavioral requirements for nursing home residents and their role in the resident care.



AANHR is an ALL VOLUNTEER 501 C-3 non-profit organization.
No AANHR member receives compensation for his/her advocacy activities. THEREFORE, AANHR is very appreciative of the ongoing financial contributions of our members and supporters. Please consider supporting our advocacy with a financial contribution.
See details on page 8 of this newsletter. Thank You!



From the President's Desk Martha Deaver

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 \$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.

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, 2020.

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:

Annual \$20.00

Please make your checks payable to: AANHR and submit them to 111 River Oaks Blvd, Searcy AR 72143-4519. 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,

Nancy Patterson, 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.
 () \$20 per family or organization membership enclosed.
 () Waive dues because of financial hardship.

**Please make checks payable to “AANHR” and mail to
 111 River Oaks Blvd., Searcy AR 72143-4519**

Arkansas Nursing Facility Profitability for Fiscal Year 2018

Facility	City	County	Net Income per Bed	Net Income FY 2018
Crossing at Riverside, The	Searcy	White	\$12,495	\$1,724,366
Briarwood Nursing & Rehab	Little Rock	Pulaski	\$13,267	\$1,592,031
Heritage Living Ctr	Conway	Faulkner	\$11,210	\$1,569,374
Maples at Har-Ber Meadows, The	Springdale	Washington	\$10,208	\$1,429,110
Nursing & Rehab at Good Shepherd	Little Rock	Pulaski	\$9,914	\$1,189,720
Katherine's Place at Wedington	Fayetteville	Washington	\$8,503	\$1,011,865
Salem Place N&R	Conway	Faulkner	\$7,900	\$955,900
Lake Hamilton H & R	Hot Springs	Garland	\$10,800	\$907,199
Greenhurst Nursing Ctr	Charleston	Franklin	\$9,302	\$902,324
Timberlane H&R	ElDorado	Union	\$8,434	\$893,960
Heather Manor N&R	Hope	Hempstead	\$6,796	\$869,873
Beebe Retirement Ctr	Beebe	White	\$8,020	\$842,150
Spring Creek H&R	Cabot	Lonoke	\$7,316	\$797,474
Paris H&R	Paris	Logan	\$5,561	\$778,607
Woodbriar Nursing Home	Harrisbug	Poinsett	\$9,723	\$777,845
Eaglecrest N&R	Ash flat	Fulton	\$7,433	\$743,320
Dardanelle N& R	Dardanelle	Yell	\$6,568	\$722,462
Westwood H&R	Springdale	Washington	\$7,959	\$676,510
St. Elizabeth's Place	Jonesboro	Craighead	\$6,098	\$670,728
Monette Manor	Monette	Craighead	\$7,478	\$643,146
Oak Manor N&R	Booneville	Logan	\$5,061	\$607,355
Twin Rivers H&R	Arkadelphia	Clark	\$5,338	\$597,809
Gosnell Therapy & Living Ctr	Gosnell	Mississippi	\$8,219	\$575,341
Ashton Place H&R	Fort Smith	Sebastian	\$4,445	\$542,232
Perry County N&R	Perryville	Perry	\$5,614	\$533,325
Greenbrier N&R	Greenbrier	Faulkner	\$6,052	\$526,545
Russellville N&R	Russellville	Pope	\$5,053	\$505,261
Ozark Nursing Home	Ozark	Franklin	\$3,740	\$504,955
Bailey Creek H&R	Texarkana	Miller	\$4,272	\$491,255
Pioneer N&R	Melbourne	Izard	\$5,555	\$477,711
Arkansas Vets Home at Fayetteville	Fayetteville	Washington	\$4,408	\$476,036
North Hills Life Care & Rehab	Fayetteville	Washington	\$5,066	\$466,093
Chambers Nursing Home	Carlisle	Lonoke	\$5,057	\$455,155
Lexington Place H&R	Jonesboro	Craighead	\$3,726	\$435,949
Little River Nursing Home	Ashdown	Little River	\$4,886	\$415,330
Sherwood N&R	Sherwood	Pulaski	\$4,231	\$414,673
Mountain Meadows H&R	Batesville	Independence	\$3,759	\$413,525
Atkins Nursing & Rehab	Atkins	Pope	\$4,529	\$407,634
Courtyard Rehab & Health Ctr	El Dorado	Union	\$4,000	\$404,044
Southridge Village N&R	Heber Springs	Cleburne	\$3,288	\$401,166
Pleasant Manor N&R	Ashdown	Little River	\$5,140	\$400,917
Stella Manor N&R	Russellville	Pope	\$3,120	\$386,880
Silver Oaks H&R	Camden	Quachita	\$3,597	\$374,058
Lakewood H&R	NLR	Pulaski	\$4,355	\$370,183
Cottage H&R	LR	Pulaski	\$2,542	\$363,576
Van Buren	Van Buren	Crawford	\$3,272	\$356,700
Gassville Therapy & Living Ctr	Gassville	Baxter	\$3,387	\$355,684
Mitchell's Nursing Home	Danville	Yell	\$3,207	\$336,729
Prairie Grove N&R	Prairie Grove	Washington	\$4,749	\$332,414
Jamestown N&R	Rogers	Benton	\$2,253	\$315,352
Hickory Heights H&R	LR	Pulaski	\$2,573	\$308,814
Southfork River Therapy & Living Ctr	Salem	Fulton	\$3,663	\$307,695
Grace Point LLC	El Dorado	Union	\$2,349	\$286,528
Hudson Memorial Nursing Home	El Dorado	Union	\$2,571	\$277,713
Care Manor	Mountain Home	Baxter	\$2,666	\$277,255
Montgomery County Nursing Home	Mount Ida	Montgomery	\$2,363	\$264,672
Oakdale Nursing Facility	Judsonia	White	\$1,615	\$248,681
Quapaw Care & Rehab	Hot Springs	Garland	\$1,934	\$243,703
Highland H&R	Bella Vista	Benton	\$2,561	\$230,515

Facility	City	County	Net Income per Bed	Net Income FY 2018
Ridgecrest H&R	Jonesboro	Craighead	\$1,467	\$230,243
West Memphis H&R	West Memphis	Crittenden	\$1,477	\$228,956
Woodruff County HC	McCrary	Woodruff	\$1,881	\$225,670
Lakeside Nursing Ctr	Lake City	Craighead	\$2,954	\$221,539
Fianna Hills Nursing & Rehab	Fort Smith	Sebastian	\$2,145	\$218,827
Heritage Square N&R	Blytheville	Mississippi	\$2,508	\$215,718
White River HC	Calico Rock	Izard	\$2,981	\$208,647
Windcrest H&R	Springdale	Washington	\$2,875	\$201,268
Nashville N&R	Nashville	Howard	\$2,872	\$201,043
Pink Bud Home for the Golden Years	Greenwood	Sebastian	\$1,790	\$196,892
St. John's Place of AR	Fordyce	Dallas	\$1,518	\$191,224
AR Nursing & Rehab	Texarkana	Miller	\$1,090	\$188,639
Concordia N&R	Bella Vista	Benton	\$1,706	\$173,965
Murfreesboro NC	Murfreesboro	Pike	\$2,529	\$166,927
Good Samaritan Society -MH	Mountain Home	Baxter	\$2,096	\$146,729
Greystone N&R	Cabot	Lonoke	\$1,770	\$141,590
Hillcrest Care & Rehab	Prescott	Nevada	\$1,521	\$136,923
Bradford House N&R	Bentonville	Benton	\$1,388	\$135,989
Hillcrest Home	Harrison	Boone	\$1,272	\$131,067
Indian Rock Village HC	Fairfield Bay	Van Buren	\$2,371	\$130,400
Twin Lakes Therapy & LC	Flippin	Marion	\$1,566	\$125,310
Alma H&R	Alma	Crawford	\$1,375	\$109,991
Cabot H&R	Cabot	Lonoke	\$1,184	\$105,355
Summit H&R	Taylor	Columbia	\$1,475	\$103,245
Belle View Estates H&R	Monticello	Drew	\$1,285	\$102,801
Davis East	Pine Bluff	Jefferson	\$735	\$92,583
Gardner N&R	Star City	Lincoln	\$818	\$77,742
Innisfree H&R	Rogers	Benton	\$826	\$66,103
Waldron NC	Waldron	Scott	\$570	\$59,874
Trinity Village Med Ctr	Pine Bluff	Jefferson	\$552	\$49,697
Shiloh N&R	Springdale	Washington	\$419	\$33,486
Newton County NH	Jasper	Newton	\$452	\$31,611
Legacy Heights HC	Russellville	Pope	\$172	\$20,989
Lincoln Heights HC	Star City	Lincoln	\$221	\$19,265
AR Convalescent CTR	Pine Bluff	Jefferson	-\$1	-\$116
Glenwood H&R	Greenwood	Pike	-\$35	-\$2,826
Robinson N&R	NLR	Pulaski	-\$69	-\$7,561
Rector N&R	Rector	Clay	-\$280	-\$19,604
Evergreen Living Ctr at Stagecoach	Bryant	Saline	-\$181	-\$21,002
Chapel Woods H&R	Warren	Bradley	-\$204	-\$28,569
Legacy H&R	Fort Smith	Sebastian	-\$300	-\$34,467
Bear Creek HC	DeQueen	Sevier	-\$343	-\$44,948
Crestpark Helena	Helena	Phillips	-\$532	-\$53,233
Lakes at Maumelle H&R, The	Maumelle	Pulaski	-\$767	-\$53,659
Alcoa Pines H&R	Benton	Saline	-\$483	-\$58,018
Manila NC	Manila	Mississippi	-\$910	-\$63,689
Crestpark DeWitt	DeWitt	Arkansas	-\$973	-\$68,114
Methodist H&R	Fort Smith	Sebastian	-\$555	-\$80,536
Southern Trace Rehab & Care	Bryant	Saline	-\$698	-\$80,983
Des Arc N&R	Des Arc	Prairie	-\$918	-\$89,990
Deerview LLC	Ola	Yell	-\$1,350	-\$99,906
Happy Valley N&R	Malvern	Hot Spring	-\$1,336	-\$110,906
Cla-Clif N&R	Brinkley	Monroe	-\$1,020	-\$118,328
Mena Manor	Mena	Polk	-\$1,906	-\$131,535
Prescott Manor NC	Prescott	Nevada	-\$1,246	-\$138,300
Crestpark Forrest City	Forrest City	St. Francis	-\$1,385	-\$138,545
Presbyterian Vlg	LR	Pulaski	-\$1,795	-\$139,997
Crestpark Stuttgart	Stuttgart	Arkansas	-\$1,483	-\$148,285
Wood-Lawn Heights	Batesville	Independence	-\$1,133	-\$158,569
Lonoke H&R	Lonoke	Lonoke	-\$2,011	-\$160,899
Highland Court Rehab & RC	Marshall	Searcy	-\$2,102	-\$163,954

Facility	City	County	Net Income per Bed	Net Income FY 2018
Green House Cottages of Southern Hills	Rison	Cleveland	-\$2,334	-\$175,055
Good Samaritan Society -Hot Springs	Hot Springs Village	Saline	-\$4,008	-\$200,382
Lakewood HC	Hot Springs	Garland	-\$2,634	-\$201,747
Crestpark Wynne	Wynne	Cross	-\$2,090	-\$208,973
Corning Therapy & LC	Corning	Clay	-\$2,489	-\$209,077
AR State Vets Home at NLR	NLR	Pulaski	-\$2,278	-\$218,712
Pines N&R, The	Pine Bluff	Garland	-\$1,754	-\$219,233
Arlington Cove HC	Trumann	Poinsett	-\$2,928	-\$225,470
General Baptist NH Piggott	Piggott	Clay	-\$2,363	-\$248,083
Longmeadow NC - Camden	Camden	Ouachita	-\$3,656	-\$252,245
Green House Cottages at Wentworth PL	Magnolia	Columbia	-\$2,251	-\$254,326
Ash Flat H&R	Ash Flat	Sharp	-\$2,483	-\$260,755
Cavalier HC of England	England	Lonoke	-\$3,774	-\$264,167
Crestpark - Marianna	Marianna	Lee	-\$3,445	-\$275,596
Fayetteville H&R	Fayetteville	Washington	-\$1,986	-\$278,052
Springdale H&R	Springdale	Washington	-\$1,993	-\$278,995
Brookridge Cove Rehab & CC	Morrilton	Conway	-\$2,571	-\$303,395
Greene Acres NH	Paragould	Greene	-\$2,138	-\$305,680
Walnut Grove N&R	Springdale	Washington	-\$3,213	-\$327,706
Meadowview H&R	Huntsville	Madison	-\$3,197	-\$335,671
Stonegate Villa H&R	Crossett	Ashley	-\$4,460	-\$338,969
Dermott City NH	Dermott	Chicot	-\$4,923	-\$344,640
Osceola Therapy & LC	Osceola	Mississippi	-\$3,036	-\$349,130
Conway HC & R	Conway	Faulkner	-\$3,357	-\$352,490
Johnson County H&R	Lamar	Johnson	-\$2,979	-\$357,451
Cave City NH	Cave City	Sharp	-\$4,121	-\$370,850
Sheridan HC & R	Sheridan	Grant	-\$3,098	-\$374,882
River Chase H&R	Morrilton	Conway	-\$4,478	-\$394,035
Craigshead NC	Jonesboro	Craighead	-\$3,601	-\$435,696
Ouachita N&R	Camden	Ouachita	-\$3,193	-\$453,444
Walnut Ridge N&R	Walnut Ridge	Lawrence	-\$4,019	-\$478,275
Davis Life Center	Pine Bluff	Jefferson	-\$2,822	-\$499,494
Arbor Oaks HC & R	Malvern	Hot Spring	-\$5,184	-\$539,111
Rich Mountain N&R	Mena	Polk	-\$5,010	-\$576,165
Heartland R & CC	Benton	Saline	-\$4,905	-\$583,678
Colonel Glenn H&R	LR	Pulaski	-\$4,945	-\$593,376
Green Houses of Belle Meade, The	Paragould	Greene	-\$4,245	-\$708,883
Pocahontas H&R	Pocahontas	Randolf	-\$7,452	-\$722,848
Randolph County NH	Pocahontas	Randolf	-\$5,341	-\$747,788
River Ridge R & CC	Wynne	Cross	-\$7,607	-\$760,656
Village Springs H&R	Hot Springs	Garland	-\$6,810	-\$817,200
Covington Court H&R	Fort Smith	Sebastian	-\$6,373	-\$892,263
Lake Village R & CC	Lake Village	Chicot	-\$9,356	-\$954,330
Chapel Ridge H&R	Fort Smith	Sebastian	-\$10,280	-\$976,613
Lawrence Hall NC	Walnut Ridge	Lawrence	-\$5,514	-\$987,081
DeWitt NH	DeWitt	Arkansas	-\$25,333	-\$1,520,006
Ozark Health NC	Clinton	Van Buren	-\$20,941	-\$2,471,046

Excerpted from Arkansas Business: Originally published - June 17, 2019, pg 20-25. Source: Arkansas Department of Health & Human Services. All financial data are for the year ended June 30, 2018. **Complete data is unavailable for facilities whose ownership changed during the fiscal year.** Researched by Gwen Moritz, Arkansas Business Editor.

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.

Gary Miller of Prosmart Printing for assistance in newsletter and brochure publication.

The Law Office of Bob Edwards and Mrs. Edwards for providing AANHR Good Care booklets

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.

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, Little Rock (501-607-8976)

Vice President - Cindy Murders, Sheridan (501-747-2060)

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

Treasurer - Nancy Patterson, Searcy (501-278-6577)

Members of the Board: Martha Blount, Searcy (501-278-9168); James Brooks, North Little Rock (501-454-6279); Harry Burns Jr. Redfield (870-267-5298); and Ann Pinney, Benton (501-249-1084).

Newsletter Editors: Martha Blount, Searcy; Marcy Wilson, Sherwood

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 501-607-8976 in Little Rock

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/senior_justice

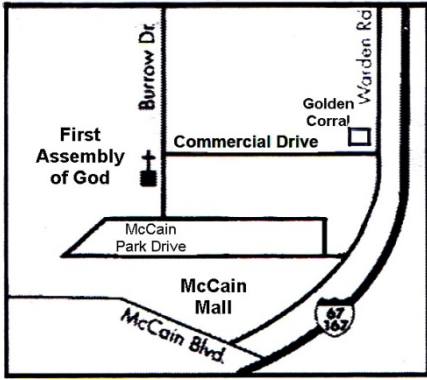


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AANHR
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www.aanhr.org

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Address correction requested

Feb 2020



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, 2020.**

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 past the overhang at south end of building. Then, turn right to drive down the narrow alley-like drive.

The canopied entry door is about half-way down the alley and the meeting room (#102) is located just inside this door off the alley-drive.