

Consumer Voice 41st Annual Conference

Advocacy in Action:
MOVING FORWARD

TOGETHER



November 5-8, 2017

RENAISSANCE ARLINGTON CAPITAL VIEW HOTEL
ARLINGTON, VIRGINIA

Welcome to the Conference



Iris Y. González

It is my pleasure to welcome you to our Annual Conference, where we will reflect upon, celebrate, and strengthen our commitment to quality long-term care in every setting. This year's theme—*Advocacy in Action: Moving Forward Together*—could not be more apt. There is no doubt that 2017 has been an action-packed year! With your support, the Consumer Voice has led advocacy on the most important long-term care issues affecting consumers nationwide. From protecting important gains on nursing home conditions of participation, to protecting Medicaid funding for LTSS, to protecting consumers' right to access the courts—we've fought and made a difference. Thank you!

But, our work will not be done until we live in a world in which all consumers of long-term care, services and supports are treated with respect and dignity and have a wide range of affordable, quality options across all settings. So, let's roll up our sleeves (or take off our heels) and move forward together. I look forward to meeting each of you, hearing your ideas, learning from your experiences, and putting our collective skills and energy in Action to ensure that the consumer's voice is always heard.

With deep gratitude,

Iris Y. González
President, Consumer Voice Governing Board



Lori Smetanka

Welcome to the 2017 Annual Conference! *Advocacy in Action: Moving Forward Together*. This year's conference theme epitomizes our work at Consumer Voice over the past year. Advocacy efforts have been in high gear facing unprecedented challenges to nursing home quality standards, the structure of and access to Medicaid, a consumer's right to seek justice from the courts, and other areas of importance to residents and their families and caregivers. It's been through collective advocacy with our partners at the national, state, and local levels ... with YOU ... that we have seen successes so far in protecting the rights of long-term care consumers. But there is still more to do! Over the days of this conference, we'll talk about not only defending what we have, but also about how we move forward together to achieve the full promise of quality long-term care. Take the opportunity of this conference to share your ideas and strategies with your partners from around the country about how we can continue putting advocacy into action!

Lori Smetanka
Executive Director, Consumer Voice

Consumer Voice Leadership

2017 GOVERNING BOARD

The Governing Board is responsible for traditional governance functions, including fiscal oversight and fundraising.

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2017 LEADERSHIP COUNCIL

The Leadership Council is responsible for developing the organization's policy and programmatic agendas.

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Erin Pettegrew

Cynthia Rudder

Kezia Scales

Joy Nathan Stern

Greg Thompson

Patricia Warnick

Lydia Williams

CONSUMER VOICE STAFF

Lori Smetanka, JD – *Executive Director*

Robyn Grant, MSW – *Director of Public Policy and Advocacy*

Amity Overall-Laib, MA – *Director of the National Ombudsman Resource Center*

Carol Scott – *Ombudsman Specialist*

Katie Kohler – *Program and Outreach Associate*

Alisha Lineswala, JD – *Public Policy and Program Specialist*

Alejandra Ona – *Bookkeeper/Accountant*

Tina Steier – *Communications and Membership Coordinator*

Sara Hunt – *Consultant*

Maria Greene – *Consultant*

Gabrielle Numair – *Consultant*

Robin Low – *Consultant*

Making It Happen: Conference Sponsors & Partners

The Consumer Voice sincerely thanks each of our sponsors and partners for supporting the 41st Annual Conference & Meeting. Their support enables the Consumer Voice to keep registration fees affordable and to offer scholarships to those who would otherwise be unable to attend.

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7:00 am – 7:00 pm	Registration Open	
7:30 am – 12:00 pm	New State LTC Ombudsman Orientation (invitation only)	Salon 3
1:00 pm – 5:00 pm	NASOP Membership Meeting (invitation only)	Studio C
1:00 pm – 4:00 pm	PRE-CONFERENCE INTENSIVES	

1 Recruitment and Retention: Getting A Positive Result Studio F

This session will delve into the steps to take to get a positive result from your recruitment and retention efforts. Before coming to the session, participants will have the opportunity to participate in a webinar about Logic Models and will be asked to complete some pre-work to bring to the session. Ombudsman program representatives who completed n4a's *Stepping Up: Taking Your Volunteer Program to the Next Level* webinar series will share how they developed their Logic Model and their results. We'll also look at how to target recruitment and how to develop a method to capture why volunteers are leaving the program.

PRESENTERS: *Peter Lane, Director, Leadership and Volunteer Development, Aging Network Volunteer Resource Center; Carol Scott, Ombudsman Specialist, National Ombudsman Resource Center (NORC)*

2 Nursing Home Satisfaction Measures: What is Their Relationship to Quality? Salon 4

Nursing homes are increasingly collecting information about resident and family satisfaction. Consumers and policymakers are interested in this data. Are satisfaction measures an indicator of quality? Does consumer satisfaction data duplicate other type of quality indicators, such as quality of life deficiencies? Join this session to learn the basics of resident and family satisfaction assessment and hear about research examining the relationship between satisfaction and existing quality measures. Participants will also have an opportunity to strategize about how to move toward a consumer satisfaction reporting system.

PRESENTERS: *Pamela Nadash, PhD, BPhil, Associate Professor of Gerontology, McCormack Graduate School of Policy and Global Studies, University of Massachusetts, Boston; Edward Alan Miller, PhD, MPA, Professor of Gerontology & Public Policy, McCormack Graduate School of Policy & Global Studies, University of Massachusetts, Boston; Erin Pettegrew, Ombudsman Projects Coordinator, Ohio Long-Term Care Ombudsman Program; Laura Smith, PhD, Program Director, Quality Measurement and Health Policy Program, eHealth, Quality & Analytics Division, RTI International; Jennifer Gaudet Hefele, PhD, Assistant Professor, Department of Gerontology, McCormack Graduate School of Policy and Global Studies, University of Massachusetts, Boston; Cynthia Rudder, PhD, Consultant; David Gifford, MD, MPH, Senior Vice President of Quality, Research and Regulatory Affairs, American Health Care Association/National Center for Assisted Living; Sherma Charlemagne-Badal, Chief of Quality Measurement and Reporting for Long-Term Care Facilities and Commercial Health Plans, Maryland Health Care Commission*

4:30 pm – 5:30 pm	Consumer Voice Governing Board Meeting	Studio E
5:00 pm – 7:00 pm	Consumer Voice Leadership Council Meeting	Studio D
7:00 pm – 9:00 pm	Welcome Reception for All Attendees	Salons 1-3



7:30 am – 8:15 am **Breakfast on your own**

8:00 am – 6:30 pm **Registration Open**

8:30 am – 9:00 am **Opening Remarks & Welcome**

Salon 4

9:00 am – 10:30 am **OPENING PLENARY**

Advocating for a MLTSS System that Works for Consumers and Families

An increasing number of states are implementing a managed long-term services and supports (MLTSS) systemic approach to care. The role of care coordination is becoming more important as a linchpin. What have we learned from the systems that are in place? What do consumers say works and what are the gaps? Hear strategies for consumer engagement. Gain tips regarding what to advocate for to build or improve MLTSS in your state. What tips/strategies work in your advocacy or in the systems design/implementation in your state?

PRESENTERS: *Joshua M. Wiener, PhD, Distinguished Fellow, RTI International; Wendy Fox-Grage, MS, MPA, Senior Strategic Policy Advisor, Public Policy Institute, AARP; Mitzi E. McFatrigh, Executive Director, Kansas Advocates for Better Care*

MODERATOR: *Beverley Laubert, Ohio State Long-Term Care Ombudsman*

10:30 am – 11:00 am **Break**

11:00 am – 12:30 pm **WORKSHOPS**

Making It Real: Using the Revised Federal Nursing Home Regulations in Your Advocacy

Studio B

Seize this opportunity to focus on key regulations in areas where issues frequently arise. Learn how to use the revised federal regulations and interpretive guidance to address common problems and promote quality person-centered care and residents' rights. Come prepared for an interactive session! Topics to be covered include: admission; care planning, including base line care plans; visitation; rehab services; transfer/discharge; return to the facility; and facility assessment.

PRESENTERS: *Eric Carlson, Directing Attorney, Justice in Aging; Toby Edelman, Senior Policy Attorney, Center for Medicare Advocacy*

Stuck in the Hospital: Advocacy Strategies to Ensure Individuals Receive LTC Services They Need

Studio D

Too often individuals ready to be discharged from a hospital to a long-term care facility cannot find a facility that can or will meet their needs. Also, nursing homes refusing to readmit residents after they were transferred to an acute care setting continues to be an issue across the country. Hear how two Ombudsman programs have provided both individual and systems advocacy in order to proactively address these situations in their states.

PRESENTERS: *Cheryl Hennen, Minnesota State Long-Term Care Ombudsman; Joe Zamboni, Regional Ombudsman, Maine Long-Term Care Ombudsman Program*

Using Telehealth to Improve Quality, Health Outcomes and Costs of Care in Long-Term Care Settings *Studio E*

While telehealth adoption in long-term care settings significantly lags behind that in other health care settings, the recent growth in the number of long-term care settings utilizing telehealth is beginning to demonstrate its potential to achieve cost effective, efficient, and appropriate care. Telehealth can help long-term care providers proactively prevent negative outcomes that might otherwise lead to costly and substandard care and potentially avoidable hospitalizations. Given the critical workforce, care management and clinical challenges faced by these facilities, and a frail population that requires timely access to significant medical and other services, telehealth shows promise as a way to bridge the gap. Learn about promising practices, the use of teleconsultation for remote access to specialists or for emergency care, other technologies and the resident and family experience in this session. Engage in dialogue regarding the use of telehealth in long-term care settings, its availability in your state, and barriers to more widespread adoption.

PRESENTERS: *Ilene Henshaw, Director, State Health & Family Team, State Advocacy & Strategy Integration, Government Affairs, AARP; Andrew Broderick, MA, MBA, Co-Director, Center for Innovation and Technology in Public Health, Public Health Institute; Deanna Larson, CEO, Avera eCARE*

Nursing Home Transitions: Where Are We Now and Where Do We Go From Here? *Studio F*

Supporting individuals interested in transitioning from nursing homes into home and community-based services continues to be a priority; however, research shows a discrepancy in age among those transitioning into the community. Learn about the status of nursing home transitions across the country, current best practices from states, advocacy considerations for supporting residents interested in transitioning, and tips for creating a state system that best supports residents choosing to receive LTSS in the community.

PRESENTERS: *Jane Tilly, DrPH, Senior Policy Advisor, Aging, Center for Policy and Evaluation, Administration for Community Living; Jamie Freschi, Illinois State Long-Term Care Ombudsman; Susan Buxton, New Hampshire State Long-Term Care Ombudsman*

12:30 pm – 1:45 pm **BOX LUNCH & PUBLIC POLICY UPDATE** *Salon 4*

Box Lunch provided by Consumer Voice; open to all conference attendees

Moving Forward, Roadblock, or Dead End? The Latest from DC

What's the latest up-to-the-minute news on the federal level? Learn what's happening with elder justice, the Older Americans Act, Medicaid, survey and enforcement, home and community-based services and more. Be here to get the inside scoop!

PRESENTERS: *Bob Blancato, President, Matz, Blancato and Associates; Brian Lindberg, Public Policy Advisor, National Association of State Long-Term Care Ombudsman Programs; Robyn Grant, Director of Public Policy and Advocacy, Consumer Voice*

2:00 pm – 3:30 pm **WORKSHOPS**

Ombudsman Program Process Evaluation Progress and Initial Data

Studio B

Hear the initial findings from the comprehensive process evaluation of the Long-Term Care Ombudsman Program. Learn what has been accomplished, the next steps, and engage in a dialogue regarding Ombudsman program implementation and services.

PRESENTERS: Louise Ryan, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, Administration for Community Living; Kim Nguyen, Senior Research Scientist, NORC at the University of Chicago; Susan Jenkins, Director of the Office of Performance & Evaluation, Administration for Community Living

Advocacy in Action of Long-Term Services and Supports (LTSS) Workers

Studio D

Nursing home and homecare workers have used a collective voice and collaborative partnerships to drive positive change in the Long-Term Services and Supports Medicare and Medicaid system. From successfully advocating to prevent major funding cuts to Medicaid home and community-based services (HCBS) and nursing homes in some states, to expanding access to HCBS, working to improve wages and benefits for direct care and support services workers, improving state staffing minimums, and advocating nationally to prevent repeal of the Affordable Care Act and devastating cuts to the Medicaid program, organized LTSS workers are making a difference. LTSS workers and their representatives will detail their current advocacy priorities and have a small group discussion on how LTSS workers can better work together with ombudsmen and citizen advocates as we move forward together with our continued advocacy efforts.

PRESENTERS: Matt Yarnell, President, Service Employees International Union (SEIU) Healthcare Pennsylvania; Kim Evon, Executive Vice President, SEIU Local 2015

Exploration of Assistive Technology Devices and Services

Studio E

Implementation of effective policies and recent assistive technology (AT) developments have been a catalyst to producing positive life-changing results for individuals as they age. State Assistive Technology Act Programs have created models of quality AT services throughout the US and are assisting seniors in living, learning, working and playing. These models include creating AT Toolkits in Wisconsin, developing an AT Solutions Lab in rural Georgia and providing AT evaluations for nursing home transitions in Washington. This presentation focuses on putting knowledge into action, sharing models, and exploring AT trends.

PRESENTERS: Carolyn P. Phillips, M.Ed., ATP Tools for Life, Director & Principal Investigator, AMAC Accessibility Solutions & Research Center, Georgia Institute of Technology, College of Design; Rob Groenendaal, Assistive Technology Program Manager, Administration for Community Living; Melanie McNeil, Georgia State Long-Term Care Ombudsman

Emergency Preparedness and Long-Term Care

Studio F

Recent natural disasters have significantly impacted several states, including consumers of long-term care services and supports. Presenters will share their experience before, during, and after a natural disaster. Additionally, attendees will learn about CMS' emergency preparedness rule, the most common reactions of residents after a disaster and how to support them, and tips to help prepare personally and professionally.

PRESENTERS: Maria Greene, Consultant, National Ombudsman Resource Center (NORC); Patty Ducayet, Texas State Long-Term Care Ombudsman; Mike Milliken, Florida State Long-Term Care Ombudsman; Lisa Hayes, Managing Local Ombudsman, Houston-Galveston Area Agency on Aging/Houston-Galveston Area Council

3:30 pm – 4:00 pm **Break**

4:00 pm – 5:30 pm **WORKSHOPS**

Practical Strategies for Reducing the Misuse of Antipsychotic Medications Among Residents Studio B

Residents and families have the right to refuse the use of antipsychotic medications yet often feel pressured to accept them, or don't know their rights. What resources are available and what strategies can be used by residents, families, ombudsmen, and citizen advocates for better care without drugs? Join this engaging session to discuss practical approaches to real issues around the misuse of antipsychotic medications.

PRESENTERS: *Iris Gonzalez, JD, Senior Attorney, AARP; Jonathan Evans, MD*

Improving Care in the PA/LTC Setting through Utilizing the AMDA Clinical Practice Guidelines and Clinical Resources Studio D

The post-acute and long-term care (PALTC) settings are a unique set of practice sites with numerous regulatory requirements and an emphasis on interprofessional collaborative practice. Knowledge of the AMDA Clinical Practice Guidelines would maximize quality care in these settings. Younger adults are the newest residents of nursing homes. How do the Federal regulations apply to these residents? Shared decision-making and interprofessional collaborative practice and the commitment to achieve the best outcomes in PA/LTC will be emphasized.

PRESENTER: *Mary M. Mulligan, RN, BSN, MA, CDONA/LTC, Director Clinical Affairs, AMDA – The Society for Post-Acute and Long-Term Care Medicine*

Respected and Whole Studio E

During this training, participants will explore eight suggestions for preventing bias and creating inclusive services for LGBT older adults. The presentation will explore conflict resolution and concrete programming ideas and policies to ensure that staff and constituents feel respected and safe. Participants will walk away with an understanding of how an inclusive environment can improve the health and happiness of both staff and constituents.

PRESENTER: *Sherrill Wayland, MSW, Manager, National Projects, SAGE (Services and Advocacy for Gay, Lesbian, Bisexual and Transgender Elders)*

Moving Systems Advocacy Forward: Training and Tips Studio F

Taking a big picture approach to issues impacting long-term care residents can often be more effective than trying to solve one problem at a time. This session will look at examples of systems advocacy at the state and local level. Participants will leave with ideas and resources for conducting their own systems advocacy projects.

PRESENTERS: *Erin Pettegrew, Ombudsman Projects Coordinator, Ohio Long-Term Care Ombudsman Program; Elaine Wilson, Ombudsman Manager, SOWEGA Council on Aging*

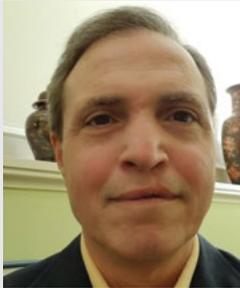
FACILITATOR: *Joe Rodrigues, California State Long-Term Care Ombudsman*

6:30 pm – 9:30 pm

AWARDS CEREMONY & RECEPTION

Salon 4

JANET TULLOCH MEMORIAL ADVOCACY AWARD: Thomas Fonseca



This award was established in 2000 after the death of Janet Tulloch, a nursing home resident, author, committed advocate, and long-time member of the Consumer Voice's Board of Directors. It honors a citizen advocate, family caregiver or long-term care consumer (e.g. resident of a nursing home or assisted living facility or an individual receiving home and community-based services) who has worked directly with and for consumers to improve the lives of long-term care consumers.

Thomas Fonseca is a vigorous and passionate advocate for older adults. For over three decades, Tom has worked as a volunteer on behalf of nursing home and other long-term care residents. He has made significant contributions to the quality of life, health, and wellbeing of countless numbers of older adults and others in the Washington, DC metropolitan area. Tom has served as a volunteer legal guardian, volunteer long-term care ombudsman, Chairman of the Arlington County (Virginia) Commission on Long-Term Care Residences, and Vice Chairman of Arlington's Commission on Aging. In 2011, he founded The Fenwick Foundation, a nonprofit public charity that provides services and support to thousands of long-term care residents throughout the Greater Washington, DC and Baltimore metropolitan areas as well as locations up and down the East Coast.

HOWARD HINDS MEMORIAL AWARD: Elaine Wilson



The Howard Hinds Award was established in 2005 in memory of the late Howard Hinds, a Tennessee District Long-Term Care Ombudsman. Howard was a true champion for residents and for the ombudsman program as well as a passionate advocate on national issues. The award honors an individual who has effectively advocated for long-term consumers on the local level.

Elaine Wilson was born in Thomasville, Georgia in 1945. She was raised on a hunting preserve owned by the founder of General Mills, James Ford Bell Sr. Her father managed the preserve until he passed away in 1969. She attended Birdwood Jr. college in Thomasville, Massey Jr. College in Atlanta, and Atlanta Paralegal School. She worked in the music field for 25 years recruiting band students for numerous schools in South Georgia, North Florida, and parts of Alabama. Elaine advocates for public school music programs. After paralegal school, she worked for the Dougherty County Court System where she was a Court Clerk for the Superior and State Court judges. In 1997, she came to the Ombudsman program after the late State Representative Theo Titus told her that she was a natural advocate and this was something she needed to do. Elaine is thankful for Becky Kurtz because she gave her the opportunity to do what comes natural, advocating for wonderful residents they serve in the South Ombudsman Program. Elaine said, "Our residents are treasures to humanity, and it is a privilege and honor to reach out and help them preserve, protect, and defend their rights."

CERNORIA JOHNSON MEMORIAL ADVOCACY AWARD: Nancy Shaffer



Cernoria McGowan Johnson (1909-1990) set up the national program of Nursing Home Ombudsmen in 1974. This award is presented to someone in her honor whose work has had a national impact or is a model for national excellence and who exemplifies accomplishment in his or her chosen field.

Nancy Shaffer holds a Bachelor's degree in Sociology and a Master's degree in Human Development/Gerontology from St. Joseph College, West Hartford, CT. She was honored to do her graduate internship at The Institute of Living, Hartford, Connecticut, where she focused on living history programs for elders with dementia and/or mental illness. Prior to her appointment as the Connecticut State Long-Term Care Ombudsman, Nancy worked in long-term care settings and served in a variety of capacities, including Therapeutic Recreation Director, Director of Social Services and Director of Admissions and Marketing. Nancy's passion for improving the lives of older individuals drives her work, and this has made her professional experience so meaningful. During her tenure as State Ombudsman, the importance of residents giving voice to their concerns has been her priority.

Nancy is most proud of Connecticut's efforts regarding better understanding of the residents' experience of fear of retaliation and promoting better understanding of what that experience is like for them as a resident of a long-term care facility. This work included the development of a video and accompanying curriculum and culminated in legislation mandating annual staff training. All of this happened as the result of nursing home residents raising concerns about fear of retaliation at Connecticut's Annual Voices Forum. Numerous advocates and stakeholders came together to first acknowledge the phenomenon of fear of retaliation and then determined how to go about creating a meaningful strategy to enhance the resident right to voice grievances. Along with her duties as the State Ombudsman, Nancy co-chairs the State Department on Aging's Coalition for Elder Justice in Connecticut. This effort is grounded in collaborative partnerships with public and private stakeholders throughout Connecticut, joined in the mission to prevent elder abuse and protect the rights, and promote the independence, security and well-being of vulnerable elders.

JANET WELLS PUBLIC POLICY LEADERSHIP AWARD: Justice in Aging



The Public Policy Leadership Award recognizes an individual or organization that has provided exemplary leadership in the public policy field in advancing quality of care and quality of life for residents receiving long-term care services.

Justice in Aging is a national non-profit legal advocacy organization that fights senior poverty through law. Formerly the National Senior Citizens Law Center, since 1972 Justice in Aging has worked for access to affordable health care and economic security for older adults with limited resources, focusing especially on populations that have traditionally lacked legal protection such as women, people of color, LGBT individuals, and people with limited English proficiency. Through targeted advocacy, litigation, and the trainings and resources provided to local advocates, Justice in Aging helps ensure access to the social safety net programs that poor seniors depend on, including Medicare, Medicaid, Social Security, and Supplemental Security Income (SSI).

 **TOBY S. EDELMAN LEGAL JUSTICE AWARD: Erica Wood**



This award was created in 2009 to honor those who work through or with the legal system and go to extraordinary lengths to achieve justice for long-term care consumers. It is named in honor of Toby Edelman of the Center for Medicare Advocacy, whose work for more than 30 years has influenced and shaped long-term care law, policy, and enforcement.

Erica Wood is Assistant Director of the American Bar Association Commission on Law and Aging. She has been associated with the Commission since 1980, where she has worked primarily on issues concerning adult guardianship, health and financial decision-making, legal services delivery, dispute resolution, health and long-term care, and access to court. She has participated in national studies on public guardianship and guardianship monitoring; played a role in convening national consensus conferences on guardianship; and currently directs a project on Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS). Prior to 1980, she served as staff attorney at Legal Research and Services for the Elderly, National Council of Senior Citizens. Erica received her B.A. from the University of Michigan and her JD from the George Washington University. In 2013, she received the Isabella Horton Grant Guardianship Award from the National College of Probate Judges. In 2016, she was appointed by the Governor to the Virginia Commonwealth Council on Aging.

 **ELMA HOLDER FOUNDER’S AWARD: Diane Menio**



Established in 2002 as a lifetime achievement award to honor a person whose life work exemplifies leadership in the field of long-term care reform, the award is also a tribute to Elma Holder, the Consumer Voice’s founder and friend. Elma’s personal commitment, integrity, and vision shaped the organization and quality of care and life in long-term care.

Diane Menio joined the Center for Advocacy for the Rights and Interests of the Elderly (CARIE) in 1989 and since 1995 has served as its Executive Director. CARIE is a multi-service advocacy organization, founded in 1977, assisting frail older adults and their caregivers, advocating for policy changes, and providing training and education to improve their quality of life. Diane has trained extensively in the detection and prevention of abuse in the home as well as in institutional settings and other issues affecting older adults. In addition, she has consulted with the Pennsylvania Department of Education and the Health Care Financing Administration (now Centers for Medicare and Medicaid Services) to develop abuse prevention training for practitioners. She has co-authored several articles on elder abuse and neglect and is a co-author of the book, *Abuse Proofing Your Facility*. She has held adjunct positions at St. Joseph’s University Master’s in Gerontology program and at the School of Social Policy and Practice at the University of Pennsylvania. She received a Master of Science in Gerontology from St. Joseph’s University in Philadelphia. Diane serves on numerous boards and workgroups, but she is most proud of her involvement with the National Citizens Coalition for Nursing Home Reform (now known as the National Consumer Voice for Quality Long-Term Care) as a member since 1989, a board member from 1998-2004 and 2008, President from 2000-2002 and Treasurer in 2008.

SPECIAL LIFETIME ADVOCACY AWARD: Judith Mangum



This award recognizes a special individual who has dedicated his/her life to advocating for quality care and quality of life for long-term care consumers. Individuals who receive this award are recognized for going above and beyond in their advocacy efforts and effecting change over the course of years. These individuals have often advocated at the local, state, and federal level in the face of personal hardship.

Judith Mangum has been a nursing home resident since she was 21 when she lost her left leg. Back then, residents had no rights and had no choice in their daily life or care. Restraints were widely used, and the food was inedible to the point that Judith lost weight until she was only 70 pounds. She was sicker than before she was admitted. Judith began to advocate for better living conditions and was amazed to finally talk to the administrator of her facility. Judith has been advocating for long-term care consumers across the nation ever since. She has written essays, participated in ACL's Older Americans Month story initiative, and served on numerous Consumer Voice committees and the Consumer Voice Governing Board. She is currently the president of the resident council at Transcendent Healthcare North in Boonville, Indiana and is running for another year. She is the first ever resident council president at Transcendent. Judith has been president of many nursing home resident councils, including Core in Dale, Indiana. Judith continues to advocate for residents at the local, state, and federal level whenever she can.

AWARDS RECEPTION SPONSORS



7:00 am – 8:00 am	Consumer Voice Business Meeting	<i>Studio B</i>
7:45 am – 8:15 am	Breakfast on your own	
8:00 am – 5:30 pm	Registration Open	
8:30 am – 10:00 am	PLENARY Something Wrong is Going On: Responding to Sexual Abuse	<i>Ballroom</i>

Recent media attention shed light on the scope of sexual assault of residents in long-term care facilities and the failure of the long-term care system to address this crime. Presenters will discuss how to ask questions and how to look for verbal and nonverbal cues. Participants will gain advocacy tips and leave with a checklist of considerations to ensure the system in their state works to protect all long-term care residents from sexual abuse.

PRESENTERS: *Laura Mosqueda, MD, Associate Dean of Primary Care, Professor and Chair of Family Medicine and Geriatrics, Department of Family Medicine, Keck School of Medicine, University of Southern California, Professor of Gerontology, USC Leonard Davis School of Gerontology; Sherry Culp, Kentucky State Long-Term Care Ombudsman; Blake Ellis, Senior Writer, CNN*

FACILITATOR: *Diane Menio, Center for Advocacy for the Rights and Interests of the Elderly (CARIE)*

 **PUBLIC SERVICE AWARD: Melanie Hicken and Blake Ellis – CNN**



The Consumer Voice Public Service Award recognizes an individual or organization whose work has profoundly expanded coverage and public understanding of long-term care issues.

Senior Writers Blake Ellis and Melanie Hicken are an award-winning female investigative duo for CNN, who have exposed everything from abusive animal control agencies to

the NRA's secret push to force police to sell guns. Most recently, the unit has uncovered widespread sexual abuse in nursing homes, chronicled one of the longest running scams in history, inspired Congressional legislation and broken news of an unprecedented U.S. Government crackdown on global mail fraud. The two journalists have been honored by the International Association of Broadcasting, the National Press Club, the Society of American Business Editors and Writers, the Newswomen's Club of New York, The National Endowment of Financial Education, the Radio Television Digital News Association and the National Association of Consumer Advocates. They were recently finalists for a Peabody Award for their coverage of guns in America. Their groundbreaking investigation into the secret world of government debt collectors was awarded with the prestigious Heywood Broun substantial distinction award and has inspired lawmakers to take action. They regularly appear on CNN and other television and radio networks to discuss their investigations. They are even currently writing their first book --inspired by their recent investigation into the mysterious psychic at the center of a massive scam that has raged on for decades --to be published by Simon & Schuster's Atria Publishing Group. Blake Ellis is a graduate of Kenyon College in Gambier, Ohio. She has written for outlets including Fortune Magazine, Bloomberg, Time Magazine, and Money Magazine. Melanie Hicken is a graduate of Syracuse University's Newhouse School and New York University. She has written for outlets including The Los Angeles Times, Reuters and Time Magazine.

10:00 am – 10:30 am **Break**

10:30 am – 12:00 pm **WORKSHOPS**

The New Nursing Home Survey – What Consumers & Ombudsmen Need to Know

Studio B

Beginning November 28, 2017, all state nursing home surveyors will be required to use a new survey process when inspecting nursing homes. The goals of this change are to strengthen the ability of surveyors to identify and cite resident care deficiencies; implement a more resident-centered and resident-focused approach; and reduce variations in how surveys are carried out across the country. This program will present an overview of what the new survey process looks like, focusing on areas that are key to resident care, dignity and quality of life. Time will be allocated for discussion on how to access and evaluate nursing home inspections results available on the Web.

PRESENTER: *Richard Mollot, Executive Director, Long Term Care Community Coalition*

Supported Decision-Making in Action: An Update on U.S. Trends

Studio D

Supported Decision-Making (“SDM”) is a way older adults and people with disabilities can make their own decisions by receiving the help they want and need to do so. In this interactive session, we will discuss what SDM means in practical, everyday terms, why it is important, and how it is emerging in practice in the U.S. The information shared will be based on the work of the National Resource Center for Supported Decision-Making.

PRESENTER: *Morgan K. Whitlatch, Legal Director, Quality Trust for Individuals with Disabilities, Lead Project Director, National Resource Center for Supported Decision-Making (NRC-SDM)*

Creating an Abuse Prevention Culture in Residential Long-Term Care: Vital Practices to Support and Enhance Legal Compliance

Studio E

This comprehensive approach to abuse prevention in care facilities begins with fundamentals of legal compliance. Next in focus are staffing and staff support, addressing hiring, orientation, training, and personnel issues. Presenters discuss how staff awareness of residents’ life stories and learning to reject common ageist terms and assumptions contribute to an authentic culture of abuse prevention. Case studies and group discussion will include tips for ombudsman to work with resident and family councils and facility staff.

PRESENTERS: *Iris C. Freeman, Founding Chair, Minnesota Elder Justice Center, Adjunct Professor, Elder Justice Externship, Mitchell Hamline School of Law; Cheryl Hennen, Minnesota State Long-Term Care Ombudsman*

Moving Forward on Quality Home Care: Consumer Tools, Advocacy and Empowerment

Studio F

Learn about in-home care quality and tips for achieving this from the perspective of a home care consumer. Get acquainted with a newly created consumer tool, “Quality Guidelines for Elder Home Care,” designed to help elders make informed decisions. Engage in discussion regarding quality home care resources in your state and the assistance consumers are able to access when they encounter quality problems. Participants will gain tools, ideas, and strategies to apply in their own states and move quality forward.

PRESENTERS: *Mitzi McFatrach, Executive Director, Kansas Advocates for Better Care; Marvin Dawkins, Consumer Member, Consumer Voice Leadership Council*

MODERATOR: *Mark Miller, District of Columbia State Long-Term Care Ombudsman*

- 12:15 pm – 2:15 pm **RESIDENT EMPOWERMENT LUNCHEON** *Ballroom*
 Open to all conference participants
- The Administration for Community Living: Priorities and Next Steps**
- SPECIAL GUEST SPEAKER: *Lance Robertson, Administrator, Administration for Community Living/Assistant Secretary, Administration on Aging*
- Program: A Dialogue with Consumers – “It’s All About Me: My Life, My Care, My Choices”**
- What contributes to your quality of life? What will it take to bring about good quality care in nursing homes and other settings where people receive care? We’ll hear the answers to these and other questions in a dialogue with individuals receiving care in nursing homes, assisted living facilities, and home-based settings.
- 2:15 pm – 2:30 pm **Break**
- 2:30 pm – 4:00 pm **PLENARY** *Ballroom*
Moving Forward with Changes in the Nursing Home Regulatory Process: What You Need to Know
- Hear the latest information on regulations and enforcement. Learn what changes will take place with Phase 2 implementation of the revised federal nursing home regulations, the new survey process and the revised interpretive guidance. Find out the latest status of Nursing Home Compare and the Five-Star Rating system and learn more about collection of payroll-based staffing data. Participants will have an opportunity to engage in direct dialogue with CMS officials. Return home with information to use in advocacy and to inform consumers.
- PRESENTERS: *Karen Tritz, MSW, Director, Division of Nursing Homes, Survey and Certification Group, Centers for Medicare and Medicaid Services; Evan Shulman, Deputy Director, Division of Nursing Homes, Survey and Certification Group, Centers for Medicare and Medicaid Services*
- 4:00 pm – 4:15 pm **Break**
- 4:15 pm – 5:15 pm **Take it to the Hill!** *Ballroom*
- This session is designed for participants who are planning to meet with members of Congress after the Wednesday plenary session on Capitol Hill. Learn about Consumer Voice’s top legislative priorities and key points to share with your legislators. Gain tips for an effective Hill visit.
- PRESENTERS: *Robyn Grant, Director of Public Policy and Advocacy, Consumer Voice; Jamie Freschi, Illinois State Long-Term Care Ombudsman; Karen Jones, Co-chair, National Association of Local Long-Term Care Ombudsman*
- 4:30 pm – 5:45 pm **Group Meeting – National Association of Local LTC Ombudsmen (NALLTCO)** *Studio D*
- 6:00 pm **Dinner on your own**

8:00 am – 10:00 am **Registration Open**

8:30 am – 9:00 am **Breakfast on your own**

10:00 am – 12:00 pm **CLOSING PLENARY ON CAPITOL HILL**
Achieving the Promise of the Nursing Home Reform
Law 30 Years Later: Moving Forward Together

*Rayburn House Office Building
Room 2168 (“The Gold Room”)
45 Independence Ave, SW
Washington, DC*

PANEL 1 Nursing Home Reform Law (NHRL), Grounded in Sound Principles and Achieved via Systems Advocacy

The Nursing Home Reform Law (NHRL) established a foundation for quality of care and quality of life. This panel will focus on the collaborative efforts needed to achieve and implement the NHRL and some of its key principles: person-centered (individualized) care, “highest practicable well-being,” and avoiding decline. Hear the perspective of a consumer living in a nursing home.

PRESENTERS: *Sarah Greene Burger, RN, MPH, FAAN, Senior Advisor, Hartford Institute for Geriatric Nursing, Chair Emeritus, Coalition of Geriatric Nursing Organizations; Ann Wyatt, MSW, Manager, Palliative and Residential Care, Caringkind; Robin Guy, Consumer Member, Consumer Voice Leadership Council*

PANEL 2 Nursing Home Reform Law (NHRL), Achieving the Promise and Carrying Key Principles and Lessons into Other Settings

While improvements in quality as a result of the NHRL have been achieved, challenges to full implementation remain. Gain concrete information related to the gaps in care. Hear how some of the groundbreaking provisions in the NHRL and lessons learned through the implementation process also apply to care settings/delivery across the continuum of long-term care.

PRESENTERS: *Charlene Harrington, PhD, Professor Emeritus, Department of Social & Behavioral Sciences, University of California San Francisco; Joshua Wiener, PhD, Distinguished Fellow, RTI International; Lori Smetanka, JD, Executive Director, Consumer Voice*

MODERATOR: *Anne Montgomery, MS, Deputy Director, Center for Elder Care & Advanced Illness, Altarum*

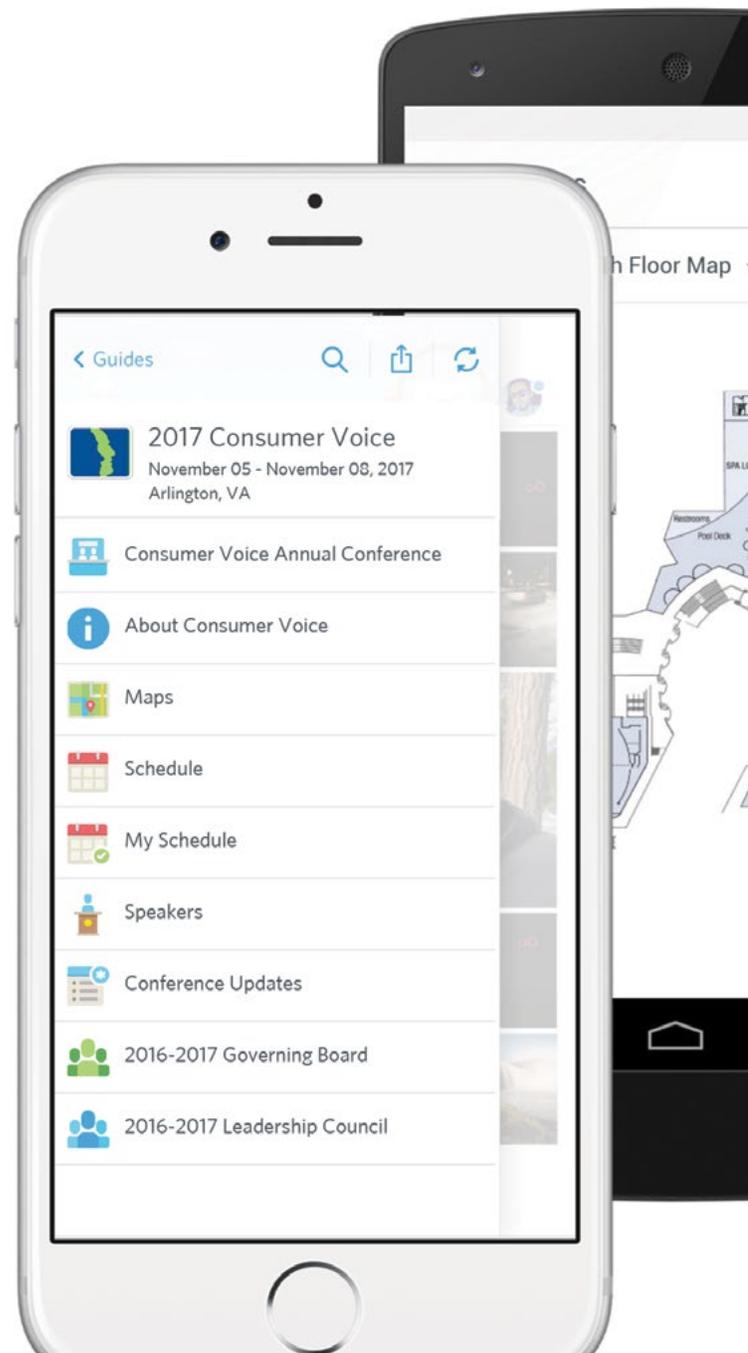
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