

National Consumer Voice for Quality Long-Term Care

43rd Annual
C  **ONFERENCE**
Stand for Quality

November 3-6, 2019

Crystal Gateway Marriott
Arlington, Virginia



WELCOME TO THE CONFERENCE



Iris Y. González

In an increasingly polarized country, Americans are finding themselves further and further apart on issues that matter to them most. Yet virtually all of us can agree that, if and when we need long-term care, we should be treated with respect and dignity; have a wide range of affordable, quality options; and receive care and services guided by our choices so that we may attain a high quality of life. This is the vision of the Consumer Voice for which we have fought fiercely for over 40 years. **Thank you for fighting and standing for quality with us.** The fight continues and the challenges are great. We are challenged to cut through the partisan noise, the special interests, and the issue-fatigue to achieve wide spread public support for action to make this intrinsically virtuous expression of human rights a reality for all consumers. Action to increase consumer access to health care professionals. Action to protect consumers' rights to express their grievances without retaliation. Action to protect consumers from inappropriate and harmful discharges and transfers. Action to prevent the inappropriate, nonconsensual administration of psychotropic drugs. Action to ensure enough qualified nursing staff. Action to hold providers accountable. Action to achieve quality care. **We appreciate all you do to demand action and invite you to continue to Stand for Quality with us. Welcome to the 43rd Annual Consumer Voice Conference!**

A handwritten signature in black ink that reads "Iris Y. González".

Iris Y. González
President, Consumer Voice Governing Board



Lori Smetanka

Welcome to the Consumer Voice's 43rd Annual Conference! **Now is the perfect time to recharge and reconnect with friends and advocates who, like you, Stand for Quality long-term care.** Our staff have worked very hard to pull together a top-notch conference with interesting and timely programming that includes information and strategies that you can take home and put into use in your organizations and communities. The policy debates over this past year have made it increasingly clear how important our voices are in demanding quality care and life, protection of rights, and accountability for services provided and money spent; in demanding that residents, not profit or "provider burden," be at the center of all policymaking and implementation. **By standing together in the policy arena, we have shown we are strong and effective.** Let's take this time over the next several days to redouble our efforts to stand together for quality care! Enjoy the conference!

A handwritten signature in black ink that reads "Lori Smetanka".

Lori Smetanka
Executive Director, Consumer Voice

CONSUMER VOICE LEADERSHIP

2018-2019 Governing Board

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

Iris Y. Gonzalez, JD

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2018-2019 Leadership Council

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

Norma Atteberry

Linda Beck

Katharine Bradley

Jane Brink

Diane Carter

Josh Casper

Carmen Castro

Marvin Dawkins

Chris Doxey

Jamie Freschi

Arlene Germain

Jennifer Golle

Marion Harrison

Anna Helm

Dakima Jackson

Sumitra Joy

Hillary Kaylor

Fran Keeler

Bill Lamb

Jay Leavitt

Steven Levin

Sean Londergan

Laurie Mantz

John McDermott

Anne Montgomery

Rita Morris

Deanna Okrent

Gwen Orłowski

Erin Pettegrew

Joseph Rodrigues

Cynthia Rudder

Alana Russell

Kezia Scales

Joy Nathan Stern

Jennifer Williams-Woods

Dick Weinman

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 Long-Term Care Ombudsman Resource Center

Carol Scott – Ombudsman Specialist

Katie Kohler – Program and Outreach Associate

Alejandra Ona – Manager of Finance and Operations

Tina Steier – Communications and Membership Coordinator

Maria Greene – Consultant

Jamie Freschi – Consultant

Jessica Conway – Consultant

Making It Happen: **CONFERENCE SPONSORS & PARTNERS**

The Consumer Voice sincerely thanks each of our sponsors and partners for supporting the 43rd Annual Conference. 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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Schedule:

SUNDAY, NOVEMBER 3

7:00 am – 7:00 pm	Registration	
7:30 am – 12:00 pm	New State Long-Term Care Ombudsman Orientation (invitation only)	<i>Lee</i>
9:00 am – 10:15 am	Consumer Voice Governing Board Meeting (invitation only)	<i>Jackson</i>
9:00 am – 10:15 am	Consumer Voice Leadership Council Meeting (invitation only)	<i>Salon F-G</i>
10:30 am – 12:00 pm	Joint Consumer Voice Governing Board and Leadership Council Meeting (invitation only)	<i>Salon F-G</i>
12:00 pm – 1:00 pm	Lunch on Your Own	
1:00 pm – 5:00 pm	NASOP Meeting (invitation only)	<i>Salon D-E</i>
3:00 pm – 5:00 pm	NALLTCO Training and Meeting	<i>Lee</i>
5:00 pm – 6:00 pm	Consumer Voice Business and Membership Meeting (all are welcome)	<i>Salon F-G</i>
7:00 pm – 9:00 pm	Welcome Reception for All Attendees	<i>Sky View</i>



Schedule:

MONDAY, NOVEMBER 4

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

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

Grand Ballroom

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

Grand Ballroom

The Good, The Bad, and the (very) Ugly: The Latest Policy News from DC

A lot – both good and bad – has been happening in the policy arena since last November. Hear about the pressing issues affecting long-term care consumers and Consumer Voice’s advocacy to protect and improve the lives of all those receiving long-term services and supports. Specific issues to be discussed include arbitration, nursing home regulations, staffing, and more. Special guest, Bob Blancato, National Coordinator of the Elder Justice Coalition, will provide an update on elder abuse and elder justice initiatives.

PRESENTERS: *Robyn Grant, Director of Public Policy and Advocacy, Consumer Voice; Bob Blancato, President, Matz, Blancato and Associates*

10:30 am – 11:00 am **Break**

11:00 am – 12:15 pm **WORKSHOPS**

Successful Advocacy Practices for Managed Care: A Case Study of the Wisconsin Ombudsman Program *Salon A*

Learn how the Wisconsin Ombudsman Program has successfully expanded advocacy services to managed care members, while continuing to serve long-term care residents. Based on an analysis of program case records, the session will highlight key differences between managed care and non-managed care cases in terms of their nature, complexity, facilitators, challenges, and typical resolution strategies. Understanding these differences will help participants gain a better sense of what to expect and how to effectively handle managed care cases.

PRESENTERS: *Heather Bruemmer, Wisconsin State Long-Term Care Ombudsman; Kim Nguyen, Principal Research Scientist, NORC at the University of Chicago; Kathleen Taylor, Principal Research Analyst, NORC at the University of Chicago*

Identifying and Reducing Abuse Through Collaboration and Person-Centered Approaches

Salon K

What started as a negative feeling about abuse in local nursing homes, led to compiling the data, which then helped to create teamwork and collaboration with the nursing homes. The Michigan Long-Term Care Ombudsman Program utilized survey data, reports, and observations to advocate with nursing home leadership to create a different approach to reduce abuse and neglect and to change the culture in these buildings. Hear from the Ombudsman program and the provider about the process, struggles, and successes.

PRESENTERS: *Stacey Hodges, Senior Director of Nursing, Medilodge; Karrie Jordan, Michigan Assistant State Long-Term Care Ombudsman; Ann Walker, Life Enrichment Director and Abuse Prevention Educator, Medilodge*

Partnering with Legal Advocates: Reform Through Litigation

Salon D-E

Come to this session to learn how to work with lawyers to improve nursing home care. You will hear a case study of a class action suit, which employed the participation of a consumer advocate (to help the lawyers as they negotiated improved staffing numbers as well as better quality outcomes). This case demonstrates how litigation, with crucial knowledge from a consumer advocate, can lead to an improvement in the quality of care. Ask questions about how you can get involved in legal advocacy.

PRESENTERS: *Jeremiah Frei-Pearson, Partner, Finkelstein, Blankinship, Frei-Pearson & Garber, LLP; Cynthia Rudder, PhD, Consumer Advocate*

Schedule:

MONDAY, NOVEMBER 4

Finding the Consumer's Voice: Nursing Home Complaints

Salon F-G

Complaints are considered to be a unique indicator of consumer concerns. Complaint data collected by the federal government is part of the Nursing Home Compare Five-Star system. However, the government (Centers for Medicare and Medicaid Services [CMS]) does not explain the role of complaints in the ratings to enhance public knowledge of nursing home quality. This session will describe research examining nursing home complaint data, the complaint inspection process, and what the data say about quality.

PRESENTER: *Lindsay Jo Peterson, Research Assistant Professor, University of South Florida*

12:30 pm – 1:30 pm **Ombudsman Learning Collaborative Peer-to-Peer Roundtable**
(invitation only)

Salon D-E

12:30 pm – 1:30 pm **Elder Justice Coordinating Council Listening Session**

Grand Ballroom

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

Share your thoughts and ideas for future activities of the Elder Justice Coordinating Council (EJCC). The EJCC is made up of 14 federal departments that administer programs related to abuse, neglect, or financial exploitation, and is chaired by the Secretary of Health and Human Services. Secretary Azar has designated Assistant Secretary Lance Robertson as the delegated Chair of the Elder Justice Coordinating Council and representative of the Department of Health and Human Services to the EJCC.

OFFICIAL LISTENERS: *Lance Robertson, Administrator, Administration for Community Living, and Assistant Secretary for Aging, Administration on Aging; Susan Lynch, Senior Counsel for Elder Justice, Department of Justice*

1:30 pm – 2:00 pm **Break**

2:00 pm – 3:15 pm **WORKSHOPS**

360 Degree Reform in Minnesota's Assisted Living Facilities – Lessons for Other States

Salon A

What would you do if you had a blank slate to design consumer protections in Assisted Living? Minnesota advocates have engaged in a fresh and holistic reform of the state's existing tangle of regulations. To combat both the complexity and the significant gaps in consumer protection, advocates have opened new ground with state agencies and provider stakeholders. Presenters will explain how advocates can learn from these changes and promote changes in their own states.

PRESENTERS: *Sean Burke, Public Policy Director, Minnesota Elder Justice Center; Iris C. Freeman, Founding Chair, Board of Directors, Minnesota Elder Justice Center; Aisha Elmquist, Policy Specialist, Minnesota's Office of Ombudsman for Long-Term Care*

You are the Key, Stand Up for Yourself and Each Other

Salon K

One of the biggest goals for Ombudsmen is to empower the people we serve. The Minnesota Office of Ombudsman for Long-Term Care in partnership with Moving Home Minnesota (a Money Follows the Person project) developed a training curriculum for people who receive long-term services and supports. The presenter will review the training modules which include: History of Self-Advocacy and Resident Council Advocacy, Resident Rights, One Page Descriptions, Person Centered Care planning, Grievances, Awareness of Abuse, and Understanding Retaliation. Participants will have an opportunity for hands-on experience working with the modules. The presenter will also share the knowledge and skills she learned developing the curriculum and training residents around the State of Minnesota.

PRESENTER: *Jane M. Brink, Self-Advocacy Specialist, Minnesota Office of Ombudsman for Long-Term Care*

Schedule:

MONDAY, NOVEMBER 4

Let's Talk NORS

Grand Ballroom

Ombudsman programs are now using the new National Ombudsman Reporting System (NORS) codes. This session will offer an opportunity to review frequently asked questions and raise issues that have surfaced since implementation of the new data collection.

PRESENTER: *Louise Ryan, Ombudsman Program Specialist, Administration for Community Living/Administration on Aging*

3:15 pm – 3:45 pm **Break**

3:45 pm – 5:00 pm **WORKSHOPS**

The Quest Upstream: One Community's Journey to Support Inclusive Dementia Care

Salon A

Increasingly, people living with dementia recognize locked/segregated dementia care as a human rights violation. Effective alternatives must be identified and promoted. Carol Woods Retirement Community has supported people living with dementia in an inclusive setting since 1979. Recently, they launched a 16-month participatory action research initiative, The Quest Upstream, to explore, understand and document the organizational requirements of inclusive dementia care and support. This session will engage participants with the outcomes and practical lessons learned.

PRESENTER: *Jennifer Carson, Director, Dementia Engagement, Education and Research Program, University of Nevada, Reno*

Preventing and Responding to Bullying in Long-Term Care

Salon K

Strong social bonds are an important aspect of successful aging, but group dynamics often involve conflict and tension. How can we manage the bullying, aggression, or hurts that often arise when people share the same spaces? Special attention will be paid to preventing bullying where the aggression is based on a person's minority status. For example, bullying targeting specific ethnic and/or racial identities, genders, people with disabilities, diverse sexual orientations, or religious groups.

PRESENTER: *Tim Johnston, Director of National Projects, SAGE*

Back to the Basics: The 3 R's of Advocacy – Collaboration Between HNJH MLTSS Member Advocates and the New Jersey Long-Term Care Ombudsman Program

Salon D-E

This session will highlight the collaborative advocacy of the Horizon New Jersey Health (HNJH) Managed Long-Term Care Services and Supports (MLTSS) Member Advocates and the New Jersey Long-Term Care Ombudsman Program, and focus on the '3 R's' of Advocacy: Recognition: the individual, the issue(s), and support of advocacy efforts by the State and Managed Care Organization (MCO); Resourcefulness: community contacts/resources, and how the relationship between Managed Care Organization/Long-Term Care Ombudsman enhances the support/protection of residents' rights; and Results: review of issue(s), processes and outcomes, and aggregating data for the purpose of program modifications and improved resident/member experience.

PRESENTERS: *Sue Bailey, MLTSS Member Advocate, Horizon NJ Health; Carol Cianfrone, Director, MLTSS Clinical Operations, Horizon NJ Health; Laurie Facciarossa Brewer, New Jersey State Long-Term Care Ombudsman*

Schedule:

MONDAY, NOVEMBER 4

Social Media Advocacy – Building a Bigger Base

Salon F-G

Social media is a powerful tool for engagement. This workshop will present strategies for utilizing social media for growing online advocates and for conducting effective long-term care advocacy – including telling consumers’ stories and other appealing content, creating and implementing an annual social media advocacy calendar, distributing online resources to support advocates actions, extending your reach by engaging your followers online network of friends, and partnering with other organizations. This will be a good introduction and opportunity for capacity building for anyone who isn’t already a pro at online advocacy.

PRESENTER: *Mitzi McFatrach, Executive Director, Kansas Advocates for Better Care*

5:00 pm – 7:00 pm

Dinner On Your Own

Join us for dessert at the Awards Ceremony at 7:00 pm.

7:00 pm – 9:00 pm

AWARDS CEREMONY & RECEPTION

Grand Ballroom



JANET TULLOCH MEMORIAL ADVOCACY AWARD: George Barnes

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.



George Barnes is a resident of a Texas nursing home who has routinely advocated for his and other residents’ rights. A carpenter by trade, Mr. Barnes has found a family among the residents and staff at his home – a family that he says is at the center of his advocacy work.

Mr. Barnes’ recent advocacy journey began when he was wrongly evicted from his nursing home and sent to a mental health facility. Even after the mental health facility found that he did not meet commitment criteria, he was not allowed back and was sent to another nursing home, over an hour away from his friends and home. With the help of the Texas Office of the State Long-Term

Care Ombudsman, Mr. Barnes won his appeal of this improper discharge, yet the facility still refused to honor the state’s order to readmit him. For nine long months, Mr. Barnes fought to be admitted back to the place he called home – a home filled with his family of residents and staff members.

His hard work and dedication paid off, as he was not only allowed to return, but his case also resulted in major changes statewide in Texas. Because of his advocacy work, the state regulatory agency has now instructed all state surveyors to require Texas nursing homes to enforce hearing officers’ orders to readmit wrongfully discharged residents. A bill based on his case has also made significant progress in the Texas State Legislature. After having such a significant impact, Mr. Barnes says he is happy to be back at his home and wants to commend the Ombudsmen and nursing home staff for all the hard work they’ve done.

Schedule:

MONDAY, NOVEMBER 4



HOWARD HINDS MEMORIAL AWARD: Anthony Szczygiel

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 care consumers on the local level.



Tony Szczygiel is a SUNY Buffalo Law School Professor Emeritus. Tony taught at the Law School from 1982 through 2015. He earned his Juris Doctor from Boalt Hall, UC Berkeley School of Law, in 1975. From 1977 through 1981, he worked in a Legal Services Corporation funded program providing representation to migrant and seasonal farmworkers. Tony's Law School teaching and research centered on Elder Law and Health Law. Tony has made over 300 presentations for the New York State and local County Bar Associations, as well as other advocates and consumers. He has served as a Board member for various local not-for-profit organizations, including Canopy of Neighbors, a "Village" dedicated to helping seniors age in community.

Tony supervised law students and worked on long-term care issues in the Law School's Legal Services for the Elderly Clinic that he started in 1983 and operated until 2014. The Clinic worked closely with Legal Services for the Elderly, Disabled or Disadvantaged, now named the Center for Elder Law and Justice (CELJ). One major focus of this clinical work was administrative appeals of Medicare and Medicaid determinations, with state and federal court litigation following where appropriate. Tony continues to volunteer with the Center for Elder Law & Justice. After his retirement, Tony became a certified volunteer with the New York State's Region 15 Long-Term Care Ombudsman Program where he is working on systems advocacy projects.



CERNORIA JOHNSON MEMORIAL ADVOCACY AWARD: Martha Deaver

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



Martha Deaver has been doing advocacy work since the 1980's. For the past 20 years, she has served as the President of the Arkansas Advocates for Nursing Home Residents. In 2010, Martha was honored with the FBI Director's Community Leadership Award. She also received the 2016 Arkansas Trial Lawyers Advocacy Leadership Award. In 2014, Martha worked with Jeff Lowenstein with the Center for Public Integrity. In 2006, Martha worked with Trudy Lieberman and Consumer Reports, and her story was featured in the *Ladies' Home Journal*. In 2005, Martha also received the Consumer Voice Janet Tulloch Memorial Award. For the past 15 years, Martha chaired the Annual National Residents' Rights rally. After finding only annual surveys were posted, Martha worked

with the Government Accountability Office culminating in complaint surveys being added to the CMS Nursing Home Compare website. She also served three terms on the Governor's Long-Term Care Advisory Board. Martha serves on two committees focusing on long-term care needs for our Veterans and serves on the Professional Advisory Council for Alzheimer's Arkansas.

Schedule:

MONDAY, NOVEMBER 4

JANET WELLS PUBLIC POLICY LEADERSHIP AWARD: Toby Edelman

The Consumer Voice Public Policy Leadership Award recognizes an individual who 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.



Toby S. Edelman has been representing older people in long-term care facilities since 1977. As a Senior Policy Attorney with the Center for Medicare Advocacy since January 2000, Toby provides training, research, policy analysis, consultation, and litigation support relating to nursing homes and other long-term care facilities. Under two grants from the Commonwealth Fund, she evaluated the federal nursing home survey and enforcement system and its impact on state activities and provided technical assistance to states on effective enforcement practices. In cooperation with the Centers for Medicare & Medicaid Services, she completed a Commonwealth Fund project to evaluate seven states' deficiency citations for misuse of antipsychotic drugs.

Since September 1999, she has written a monthly newsletter on nursing home enforcement issues. Toby was the lead attorney for a statewide class of nursing facility residents who successfully challenged the state of California's refusal to implement the federal Nursing Home Reform Law (*Valdivia v. California Department of Health Services*, Civ. No. S-90-1226 EJG (E.D. Calif. 1993)). As a beneficiary representative, Toby has testified before Congress and served on federal task forces, technical expert panels, and working groups on nursing home issues. Toby received a B.A., Magna cum Laude, from Barnard College (1968), an Ed.M. from the Harvard Graduate School of Education (1969), and a J.D. from the Georgetown University Law Center (1974). She is a member of the Washington, DC Bar.

TOBY S. EDELMAN LEGAL JUSTICE AWARD: Kelly Bagby

This award was created in 2009 to honor those who, working through or with the legal system, 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.



Kelly Bagby is the Vice President at AARP Foundation Litigation (AFL) managing the office's work related to health, hunger, housing and human services. Kelly specializes in civil rights, disability rights, health law, and other public interest areas, with an emphasis on litigation. She has been a part of AFL's Team since 2008. She has litigated a range of discrimination and public interest cases in federal and state courts for the past two and a half decades. Kelly has served as class counsel in several cases enforcing Title II of the Americans with Disabilities Act to allow people to age in place in the community rather than be forced to receive long-term services and supports in nursing facilities. *Darling v. Douglas (Cota v. Maxwell-Jolly)*, 688 F. Supp. 2d 980 (N.D. Cal. 2010); *Brown v.*

District of Columbia (Case No. 10-02250). Kelly was co-counsel in several cases in California, Delaware, and Tennessee in which nursing facility residents were administered psychotropic medications without informed consent. She and her colleagues are currently litigating a high-profile case in which a vulnerable nursing facility resident was illegally evicted from the facility where she had lived with her husband for five years and dumped into a hospital without due process.

Schedule:

MONDAY, NOVEMBER 4



PUBLIC SERVICE AWARD: Jordan Rau

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.



Jordan Rau is a senior correspondent for *Kaiser Health News* (KHN). His stories have been published by *The New York Times*, *The Washington Post*, *NPR*, *USA Today*, *The Philadelphia Inquirer*, *Chicago Tribune* and other media outlets. He previously reported for *The Los Angeles Times*, *Newsday*, the *Concord (NH) Monitor*, and two newspapers in Vermont. Jordan's articles cover a range of topics related to long-term care including conditions in assisted living facilities, shortages in nursing home staffing and hospital readmission issues. He is a graduate of Wesleyan University. Jordan joined KHN at its founding in 2009. KHN is a nonprofit news service covering health issues. It is an editorially independent program of the Kaiser Family Foundation, which is not affiliated with Kaiser Permanente.



ELMA HOLDER FOUNDER'S AWARD: Arlene Germain

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.



Arlene Germain is Co-founder and President of the Massachusetts Advocates for Nursing Home Reform (MANHR, www.manhr.org). MANHR, founded in 2000 by grassroots volunteers, is the only statewide consumer group advocating for improvements in the care, dignity, and quality of life for MA nursing home residents. Arlene first learned the importance of strong advocacy when her mother entered a nursing home over 20 years ago. Since then, Arlene has been involved in the care of many loved ones in Massachusetts long-term care facilities. When she assumed MANHR leadership in 2004, Arlene ran the organization on evenings and weekends while she was controller of a prestigious venture capital firm. She retired from accounting in 2011 and then devoted herself full-time to MANHR, on a continued volunteer basis.

Over the past 15 years, Arlene greatly expanded the scope of MANHR's advocacy. MANHR initially networked and mentored family-run councils in nursing homes. Under Arlene's tenure, MANHR's impact grew to include advocating for public policies and promoting best care practices to improve the care and lives of nursing home residents. MANHR now represents nursing home residents in coalitions, committees, and statewide initiatives; is an active advocate in MA Attorney General quarterly meetings; and provides research to state officials and the media. Arlene currently serves on Consumer Voice's Leadership Council, previously was on the Consumer Voice Governing Board 2005-07, and has been a member since 1997. In 2013, she was honored to receive the Consumer Voice's Janet Tulloch Award for her dedication to nursing home resident advocacy. Arlene's care experiences with her loved ones and the many injustices to residents are the driving force behind her passionate advocacy efforts.

Schedule:

TUESDAY, NOVEMBER 5

8:00 am – 5:30 pm **Registration Open**

8:30 am – 10:00 am **PLENARY**

Grand Ballroom

Nursing Home Quality: The CMS 5-Point Plan

In April of this year, the Centers for Medicare and Medicaid services (CMS) announced a 5-point plan to ensure safety and quality in nursing homes across the country. In this session, you will hear a top CMS official describe this plan and share what has been done since the plan began, what is currently being implemented, and future plans. Participants will then have the opportunity to ask questions and dialogue with the speaker.

PRESENTER: *Kate Goodrich, MD, Director of the Center for Clinical Standards and Quality and CMS Chief Medical Officer*

10:00 am – 10:15 am **Break**

10:15 am – 11:30 am **WORKSHOPS**

Addressing Abuse, Neglect, & Suspicion of Crime Against Nursing Home Residents

Salon A

While strong protections exist to protect nursing home residents from abuse, neglect, and crime, these continue to be persistent problems. To help improve resident protections, federal law requires that any suspicion of a crime against a resident be reported immediately. Unfortunately, this requirement is not well understood or implemented. This session will discuss essential resident protections; provide highlights of promising practices; and present tools to improve reporting and addressing abuse, neglect, and crimes against residents.

PRESENTERS: *Richard Mollot, Executive Director, Long Term Care Community Coalition (LTCCC); Dara Valanejad, Attorney, LTCCC and Center for Medicare Advocacy; Toby Edelman, Senior Policy Attorney, Center for Medicare Advocacy*

Pre-Dispute Arbitration Agreements: Just Say No

Salon K

Earlier this year, CMS issued new rules about pre-dispute arbitration agreements in long-term care facilities. While these rules reversed a ban on pre-dispute arbitration from earlier regulations, they do include important notice and rescission requirements. Join this session where we discuss the requirements in the rule and what they mean for residents and families who are asked to sign these agreements.

PRESENTERS: *Eric Carlson, Directing Attorney, Justice in Aging; Lori Smetanka, Executive Director, Consumer Voice.*

Virtual Visitation in Long-Term Care Facilities

Salon D-E

This session will address the voluntary use of technology by nursing home residents to communicate with their loved ones and others, to monitor their own care, and to help their loved ones be part of the care team. The presentation will feature an overview of the law addressing this topic, efforts across the states to legislate in this area, and legal efforts to enforce resident rights to utilize existing and emerging communications technologies.

PRESENTERS: *Ilene Henshaw, Director, State Advocacy & Strategy Integration Health and Family Team, AARP; Maame Gyamfi, Senior Attorney, AARP Foundation; Andrew Muhl, Associate State Director of Advocacy, AARP Louisiana*

Engage with Older Adults™ – Behavioral Health Skills Training: A New Approach to Workforce Training

Salon F-G

Engage with Older Adults is an interactive, skills-based training designed for individuals who work with older adults. Participants will learn about this unique approach to skills training and practice actual skills that utilize “ego preservation” as a strategy for reducing resistance to care. The training is geared toward those who work with, care for, or are responsible for the care of older adults with mental and behavioral health issues, neurocognitive disorders, and/or traumatic brain injuries.

PRESENTERS: *Stephen B. Goldberg, MD, Developer/Clinical Consultant, Mental Health Association of Maryland; Sharon Lipford, LCSW-C, Program Development Officer, Mental Health Association of Maryland*

Schedule:

TUESDAY, NOVEMBER 5

11:30 am – 12:00 pm **Break**

12:00 pm – 2:00 pm **Resident Empowerment Luncheon**

Grand Ballroom

Open to all conference participants

Sponsored by:



and



SPECIAL GUEST SPEAKER: *Edwin Walker, Deputy Assistant Secretary for Aging, Administration for Community Living*

PROGRAM: Standing for Quality

SPECIAL GUESTS: *William Alvarado Rivera, Senior Vice President, Litigation, AARP Foundation; Ilene Henshaw, Director, Health & Family Team, State Advocacy & Strategy Integration, AARP; Jonathan Evans, MD, MPH, CMD, FACP; Lori Smetanka, Executive Director, Consumer Voice*

2:00 pm – 2:30 pm **Break**

2:30 pm – 3:45 pm **WORKSHOPS**

Forgotten Victims No More

Salon A

This presentation will address the lack of prosecutions for elder abuse victims in long-term care settings. Former prosecutor Paul Greenwood will offer explanations about classic barriers to successful investigation and prosecution and will also provide examples of how these barriers can be avoided.

PRESENTER: *Paul Greenwood, Retired Elder Abuse Prosecutor*

Protecting Residents from Financial Exploitation: Tips and Resources

Salon K

Vast numbers of older adults fall prey to financial exploitation by perpetrators ranging from offshore scammers to family members—and nursing home and assisted living residents may be particularly vulnerable. Learn how to work with facilities to protect residents from financial harm. Get manuals! Placemats! Guides! Plug-and-play curricula! All are available from the Consumer Financial Protection Bureau for free. Hear about these materials and other strategies for protecting residents.

PRESENTERS: *Michael Herndon, Deputy Assistant Director, Office for Older Americans, Consumer Financial Protection Bureau; Naomi Karp, Consulting Research Scholar, Stanford Center on Longevity; Denise Wells, Bluegrass District Ombudsman, Nursing Home Ombudsman Agency*

Stand for Quality...Ombudsmen Are Not Always the Experts

Salon D-E

When you are asked the question each year about systems advocacy in your program, how do you answer? Are you the expert? Are you being the voice for your residents? This session will identify key reasons why residents should be advisors for your systems advocacy efforts. This session will use discussion, demonstration, and role play. We will provide useful tools to be resident-focused advocates for your program.

PRESENTERS: *Kimberly Shetler, Regional Ombudsman Specialist, Pennsylvania Long-Term Care Ombudsman Program; Carolyn Tenaglia, Regional Ombudsman Specialist, Pennsylvania Long-Term Care Ombudsman Program*

Schedule:

TUESDAY, NOVEMBER 5

Engaging and Empowering Consumers Transitioning to MLTSS

Salon F-G

MLTSS, MA, MCO, FFS... Confusing? Consumers and professionals agree! Using the example of Pennsylvania's transition to Managed Long-Term Services and Supports (MLTSS) for low-income older adults and adults with physical disabilities, attendees will hear lessons learned on educating and empowering vulnerable, diverse populations in home and community-based settings and nursing homes that transitioned into a dramatically different program for needed Long-Term Services and Supports (LTSS). MLTSS advocacy strategies and resources will be broadly applicable to generalized efforts to improve quality and access to long-term care.

PRESENTERS: *David J. Johnson, Community HealthChoices Advocate, Center for Advocacy for the Rights and Interests of the Elderly (CARIE); Diane A. Menio, Executive Director, CARIE*

3:45 pm – 4:00 pm **Break**

4:00 pm – 5:30 pm **PLENARY**

Grand Ballroom

Nursing Home Evictions: The Federal Response and Systems Advocacy

Nursing home evictions continue to plague residents and Ombudsman programs. Presenters from two federal agencies will discuss how they are addressing this issue to ensure residents' rights are protected, and Ombudsmen will share examples of successful systems advocacy. Presenters will share concrete advocacy strategies, discuss the value of Ombudsman program and legal services collaboration, and illustrate the importance of coordination at all levels of government.

PRESENTERS: *Hilary Dalin, Director, Office of Elder Justice and Adult Protective Services, Administration for Community Living; Louise Ryan, Ombudsman Program Specialist, Administration for Community Living; Evan Shulman, Director, Division of Nursing Homes, Centers for Medicare and Medicaid Services; Robyn Grant, Director, Public Policy and Advocacy, Consumer Voice*



Schedule:

WEDNESDAY, NOVEMBER 6

8:30 am – 12:00 pm **Registration Open**

9:00 am – 12:00 pm **INTENSIVES** (Extra fee required)

1 Behavioral Health Intensive: Taking the Mystery Out of Mental Illness

Salon C

Long-term care communities are often home to people living with dementia, mental illness, or other psychiatric disabilities. The key to supporting them requires specific knowledge, skills, and attitudes. In this intensive, participants will learn ways to understand and promote recovery in individuals living with disorders of mood, thought, and behavior.

PRESENTER: *Dr. Susan Wehry, Chief of Geriatrics at the University of New England, College of Osteopathic Medicine*

2 Using Data to Strengthen Your Nursing Home Advocacy

Salon H

In recent years, the amount of information on nursing home staffing, quality measures, and enforcement has grown enormously. Learn about the data that are available, including information from the Payroll-Based Journal system; how to access and manipulate those data; and how to use this information in your advocacy work whether you are focused on one nursing home or facilities in an entire community or state.

PRESENTERS: *Richard Mollot, Executive Director, Long Term Care Community Coalition (LTCCC); Eric Goldwein, Policy Fellow, LTCCC*

3 Good Care is Restraint Free! Changing the Culture of Care

Salon D-E-F

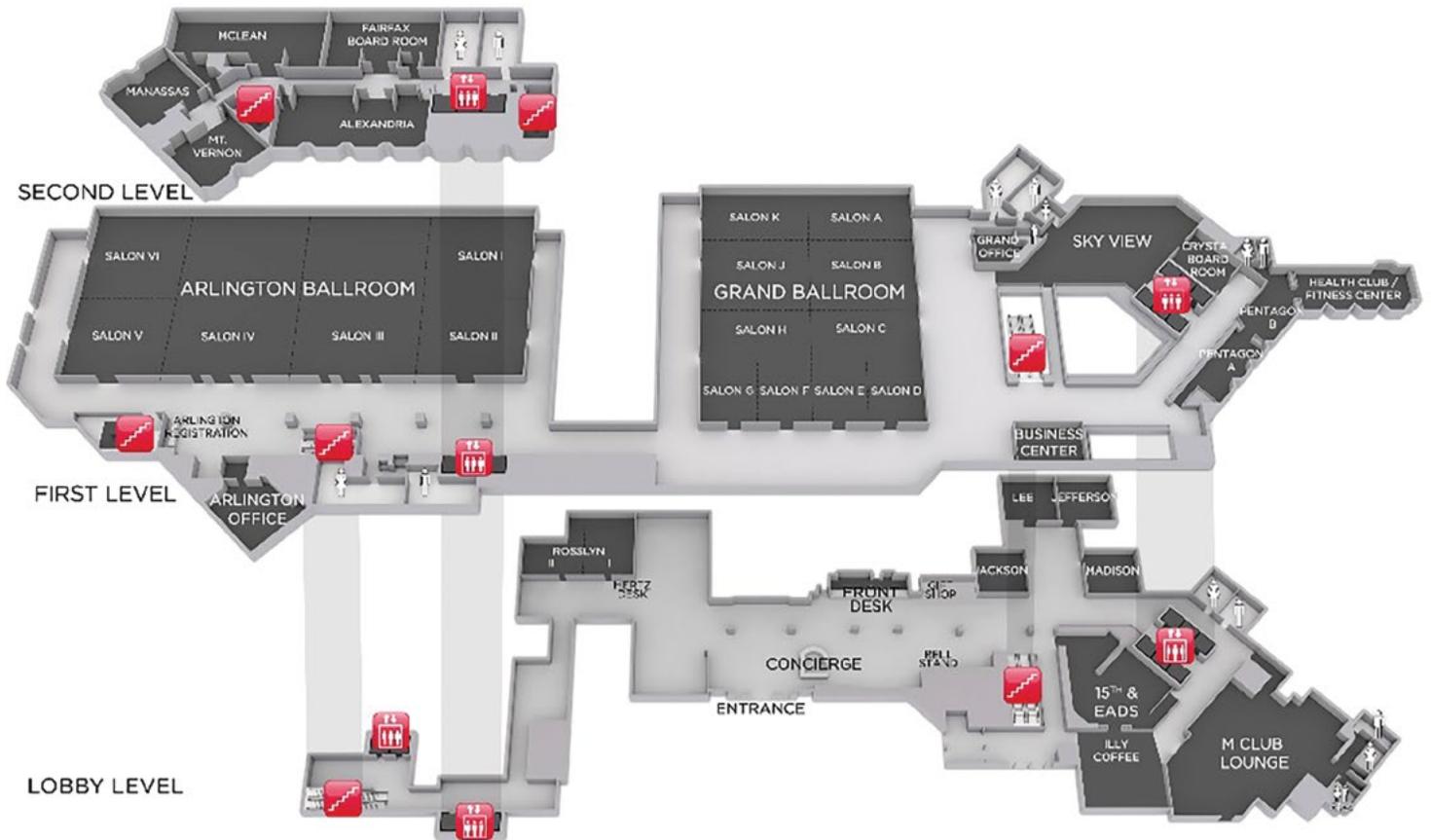
Use of drugs as chemical restraints continues to be far too common, and there continues to be misconceptions and misinformation by many about the use of antipsychotic and psychotropic medications in individuals with dementia. Join us in this program for an in-depth exploration of rights, rules, person-centered care, informed consent, and strategies for advocacy and consumer education that will help us change the culture of care.

PRESENTERS: *Lori Smetanka, Executive Director, Consumer Voice; Kelly Bagby, Vice President for Litigation on Health, Housing, Hunger, and Human Services, AARP Foundation Litigation; Jonathan Evans, MD, MPH, CMD, FACP*



HOTEL MAP

Crystal Gateway Marriott



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