



THE VOICE

The e-newsletter of National Consumer Voice for Quality Long-Term Care

April 10, 2018

Consumer Voice's Lori Smetanka and Other Advocates Publish Article on Advocating for Residents Under the Revised Nursing Facility Regulations

Consumer Voice Executive Director Lori Smetanka, along with Eric Carlson and Nancy Stone, have written an article published in the National Academy of Elder Law Attorneys (NAELA) Journal entitled "Advocating for Nursing Facility Residents Under the Revised Federal Requirements." The article provides a comprehensive guide to the revised federal nursing facility regulations, focusing on care planning and person-centered care; admission, transfer, and discharge procedures; grievance procedures; resident rights, choice, safety, and self-determination; staffing, medications, and quality of care; and protections from abuse, neglect, and exploitation. It also discusses advocacy and enforcement issues and further CMS rulemaking activities under the Trump administration which will likely result in changes to the rules. Read the full article [here](#).

[Back to Top](#)

In this Issue

[Consumer Voice's Lori Smetanka and Other Advocates Publish Article on Advocating for Residents Under the Revised Nursing Facility Regulations](#)

[New Consumer Voice and NORC On-Demand Training Center](#)

[Free Webinar - When Nursing Homes Close: Hear from Pilot States](#)

[National Healthcare Decisions Day is April 16th](#)

[Newly Updated Report on Nursing Facilities, Staffing, Residents and Facility Deficiencies](#)

[CMS Releases Memo on Payroll-Based Journal Staffing Measures on Nursing Home Compare Tool](#)

[Spotlight on Resources](#)

New Consumer Voice and NORC On-Demand Training Center

Consumer Voice and NORC have created a new online training center. This on-demand education platform allows you to delve into important topics through our online courses. Courses are available for consumers, representatives of long-term care Ombudsman programs, advocates, and family members through your computer or mobile device.

There are separate courses created by Consumer Voice and NORC. Consumer Voice courses focus on understanding federal regulations, policies, and advocacy strategies. NORC courses focus on Ombudsman program practices and advocacy.

NORC created a continuing education course that Ombudsman programs can use for on-going education credits for their representatives. Individuals that complete the course will receive a certification of completion. Two continuing education courses are currently available, one regarding Abuse, Neglect, and Exploitation and another regarding Volunteer Management. Additional courses will be added to the Training Center over time.

To enroll in a course you must create an account. Watch the [video](#) for an overview of the Training Center. Step-by-step instructions for enrolling and navigating a course are available [here](#). Access the training center at consumervoice.mrooms.net.

[Back to Top](#)

Free Webinar - When Nursing Homes Close: Hear from Pilot States

Based on our 2016 study of nursing home closures, Consumer Voice has been working with two pilot states, Tennessee and Michigan, as they review their closure processes for ways to improve the transition of residents.

Join us for a webinar Wednesday, April 18th at 2pm ET to

Calendar of Events

April 8-14: [National Crime Victims' Rights Week](#)

Tuesday, April 10: [Trauma-Informed Care for People Living with Dementia](#), 1:00pm ET, Webinar from the National Alzheimer's and Dementia Resource Center

April 15-21: [National Volunteer Week](#)

Monday, April 16: [National Healthcare Decisions Day](#)

Wednesday, April 18: [When Nursing Homes Close: Hear from Pilot States](#), 2:00pm ET, Consumer Voice webinar

Wednesday, April 18: [Drafting Advance Planning Documents to Reduce the Risk of Abuse or Exploitation](#), 2:00pm ET, Webinar from the National Center on Law & Elder Rights

May: [Older Americans Month](#)

Friday, May 11: Dr. Joshua M. Wiener's Legacy: Keep on Marching!, 1:00-5:00pm ET, Symposium in Washington, DC

Friday, June 15: [World Elder Abuse Awareness Day](#)

October: Residents' Rights Month, [Speak Up: Know Your Rights and How to Use Them](#)

October 22-24: [Consumer Voice Annual Conference](#), Alexandria, Virginia

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hear from representatives from each state about their experiences over the past year as they developed mission statements, clarified roles of the different state agencies, created a written process, and developed tools for addressing transfer trauma.

Representatives from each team will discuss:

- The benefits of a coordinated state relocation team with a written closure process;
- Obstacles the team faced and how they overcame those obstacles; and
- How the newly coordinated team and written manual provided a different closure experience.

For more resources on nursing home closures, please visit our website. Register for the webinar [here](#).

[Back to Top](#)

National Healthcare Decisions Day is April 16th

April 16th is a day for health care decision planning. It promotes education and awareness and is aimed at encouraging adults to create an advance health care plan. An advance health care directive helps name someone to make health care decisions when the person cannot do so. When creating planning documents, it is also a good time to think about what kind of health care and treatment one wants and does not want. For more information, visit the [website](#) for National Healthcare Decisions Day. Also, review [free resources](#) provided by the American Bar Association Commission on Law and Aging.

[Back to Top](#)

Newly Updated Report on Nursing Facilities, Staffing, Residents and Facility Deficiencies

A newly updated report is available from the University of California, San Francisco and the Kaiser Family Foundation - Nursing Facilities, Staffing, Residents and Facility



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Last Week's Most Popular Post:

Tuesday, April 3:

[In honor of this year's World Elder Abuse Awareness Day \(WEAAD\) on June 15th, submit your artwork to the WEAAD Virtual Art Gallery.](#)

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twitter

Last Week's Most Popular Tweet:

Tuesday, April 3:

[Celebrate justice for older people! Create and submit art that promotes empowering older adults and preventing abuse!](#)

Long-Term Care Resources & News

- [LGBT adults worry about getting into, living in long-term care](#) *McKnight's*, April 9, 2018
- [Senior Living Resident Dead Up to 2 Days Before Being Found](#), *CBS Minnesota*, April 4, 2018

Deficiencies, 2009 Through 2016. This report analyzes nursing home data from 2009 to 2016, including rates of deficiencies, staffing levels as well as resident and facility characteristics. Charlene Harrington from the University of California, San Francisco has previously completed similar reports analyzing nursing home data in earlier years. This report provides information on recent trends in nursing facilities in the United States, drawing on data from the federal On-line Survey, Certification, and Reporting system (OSCAR) and Certification and Survey Provider Enhanced Reports (CASPER). The information in the report is meant for policymakers and the general public to understand recent changes in nursing facility care and to highlight ongoing areas of interest. Read the report [here](#) and view the [supplemental tables](#).

[Back to Top](#)

CMS Releases Memo on Payroll-Based Journal Staffing Measures on Nursing Home Compare Tool

The Centers for Medicare & Medicaid Services (CMS) has released a memo regarding - [Transition to Payroll-Based Journal \(PBJ\) Staffing Measures on the Nursing Home Compare tool on Medicare.gov and the Five Star Quality Rating System](#). The memo announced that beginning in April 2018, CMS will use PBJ data to determine each facility's staffing measure on the Nursing Home Compare tool and will calculate the staffing rating used in the Nursing Home Five Star Quality Rating System. It also noted that nursing homes whose staffing data audit identified significant inaccuracies between the hours reported and the hours verified or facilities who have failed to submit data by the deadline will receive a one-star rating in the staffing domain. Nursing homes will also receive a one-star rating in the staffing domain if they report seven or more days in a quarter with no RN hours.

[Back to Top](#)

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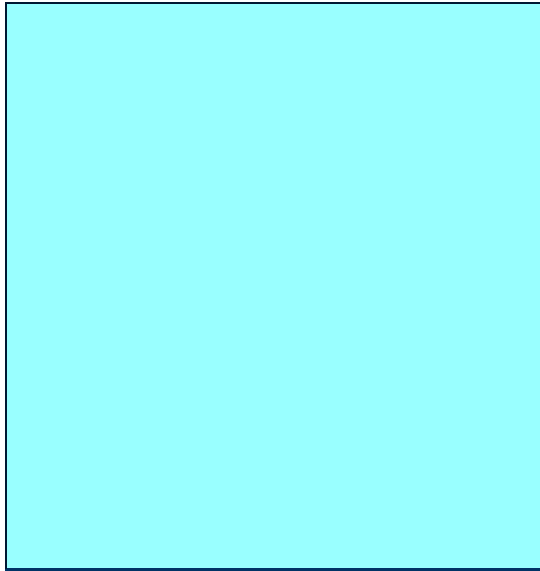
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Spotlight on Resources

The Consumer Voice and the National Ombudsman Resource Center (NORC) have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer Voice website](#) and the [NORC website](#) to explore all the available resources. Take a look at this week's highlighted resource:

[Revised Federal Nursing Home Regulations](#) - Check out the Consumer Voice issue page for a multitude of resources on the revised regs.

[Back to Top](#)



About The Voice

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Consumer Voice is the leading national voice representing consumers in issues related to long-term care, helping to ensure that consumers are empowered to advocate for themselves. We are a primary source of information and tools for consumers, families, caregivers, advocates and ombudsmen to help ensure quality care for the individual. Consumer Voice's mission is to represent consumers at the national level for quality long-term care, services and supports.

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