



THE VOICE

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

August 13, 2019

Materials Available from Consumer Voice Webinar on Changes to the Nursing Home Regulations

Materials are available from the Consumer Voice webinar last week - Changes to the 2016 Federal Nursing Home Regulations: What's Proposed, What's Final, and What to Do About It. The Centers for Medicare & Medicaid Services (CMS) just released proposed changes to the 2016 nursing home regulations. The stated purpose of these changes is to reduce the burden on providers. At the same time, CMS issued its final rule on nursing home arbitration agreements, which has as a goal to "achieve a better balance between the advantages and disadvantages of pre-dispute binding arbitration for residents and providers." The webinar discussed what CMS is proposing to eliminate or modify in the current nursing home regulations, the details and impact of the final rule on arbitration in nursing homes, and action steps you can take to let your voice be heard and protect residents.

[Find the webinar recording and slides here.](#)

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Calendar of Events

August 31: Early Bird Registration ends for [2019 Consumer Voice Conference](#)

October: [Residents' Rights Month](#)

November 3-6, 2019: [Consumer Voice Annual Conference](#), Crystal Gateway Marriott, Arlington, Virginia

Ask Congress to Stamp Out Elder Abuse

Ask your members of Congress to direct the United States Postal Service to issue a "stamp out elder abuse" semipostal (fundraising) stamp. The proceeds from the stamp would go to the Department of Health and Human Service's (HHS) Administration on Community Living (ACL) and the Department of Justice (DOJ). This additional funding for the ACL would be used to further support the development and advancement of emerging practices to prevent and respond to the abuse of older adults. Funding for the DOJ would go toward improving prosecution, data collection, litigation support, and prevention of elder abuse initiatives. The bill would not cost taxpayers any money. [Click here to contact your members of Congress](#) to urge them to enact the Stamp Out Elder Abuse Act of 2019.

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Early Bird Registration for Consumer Voice Conference Ends August 31st

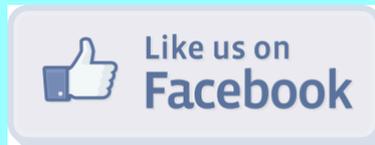
The Consumer Voice Annual Conference is November 3-6, 2019 at the Crystal Gateway Marriott in Arlington, Virginia. Register before August 31st to save up to \$55 off of your Consumer Voice Conference registration - **early bird registration ends in just a few weeks!** Join us for a range of [sessions](#) on topics such as: effective advocacy around transfer-discharge; the federal nursing home regulations - where we are now; partnering with legal advocates; addressing abuse, neglect and suspicion of crime against residents; and sessions on many more important issues. [Register Now!](#)

Already registered for the conference? Be sure your hotel room is reserved. **Our hotel room block is nearly full!** [Find more information on reserving your room here.](#)

[Find more information about the conference on our website.](#)

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Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Tuesday, August 6:

[Consumer Voice's Lori Smetanka and NORC's Carol Scott at the Pioneer Network conference!](#)



Last Week's Most Popular Tweet:

Friday, August 2:

[Consumer Voice Board Member Tim Johnston talks about his experience during Consumer Voice's Hill Day in July.](#)

Long-Term Care Resources & News

- [Tips for Older Consumers to Stop Illegal Robocalls](#), National Center on Law & Elder Rights, July 2019

Remembering Woody Wilson



Consumer Voice is saddened by the passing of Woodrow (Woody) Wilson, former Consumer Voice Board member and recipient of the Janet Tulloch Memorial Advocacy Award, which recognized him as a champion for the rights of long-term care residents. Woody worked for over 20 years with the Coalition of Institutionalized Aged and Disabled. He was strongly committed to advocacy on behalf of the institutionalized aged and disabled and tirelessly advocated for the dignity and respect due to all adult home and nursing home residents. Woody will be missed.

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Spotlight on Resources

[DONATE NOW](#)

Read past issues of The Voice [here](#).

Support the Consumer Voice While You Shop Online

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	mean as specified in 48 CFR 200.203(b)(2).			
483.10005	(5) Adequate and comfortable lighting levels in private.	1		
483.10006	(6) Comfortable and safe temperature levels. Facilities must comply after October 1, 2008 with minimum and maximum ranges of 72 to 82 °F and 68 to 78 °F, respectively, at the head of the bed.	1		
483.10007	(7) For the maintenance of comfortable indoor air.	1		
483.10008	(8) The resident has the right to voice grievances to the facility or other agency or entity that bears responsibility for the care or services provided to the resident. Each grievance must include those with whom the care and services were provided, the date, location, and other information as well as that which has not been resolved, and other relevant information. Each grievance must be filed with the facility no later than 30 days after the date of the grievance. The facility must make prompt efforts to the facility to resolve grievances the resident may have, in accordance with this paragraph.	1	483.10011	(1) The resident has the right to voice grievances to the facility or other agency or entity that bears responsibility for the care or services provided to the resident. Each grievance must include those with whom the care and services were provided, the date, location, and other information as well as that which has not been resolved, and other relevant information. Each grievance must be filed with the facility no later than 30 days after the date of the grievance. The facility must make prompt efforts to the facility to resolve grievances the resident may have, in accordance with this paragraph.
483.10009	(9) The resident has the right to voice grievances to the facility or other agency or entity that bears responsibility for the care or services provided to the resident. Each grievance must include those with whom the care and services were provided, the date, location, and other information as well as that which has not been resolved, and other relevant information. Each grievance must be filed with the facility no later than 30 days after the date of the grievance. The facility must make prompt efforts to the facility to resolve grievances the resident may have, in accordance with this paragraph.	1	483.10010	(2) The responsibility for the right to voice grievances must be placed on the resident. The facility must make prompt efforts to the facility to resolve grievances the resident may have, in accordance with this paragraph.
483.10010	(10) The facility must make admission or transfer decisions in compliance with this section.	1		
483.10011	(11) The facility must establish grievance procedures to ensure the prompt resolution of all grievances regarding the resident's rights contained in this paragraph. Upon request, the provider must give a copy of the grievance policy to the resident. The	1		

CONSUMER VOICE

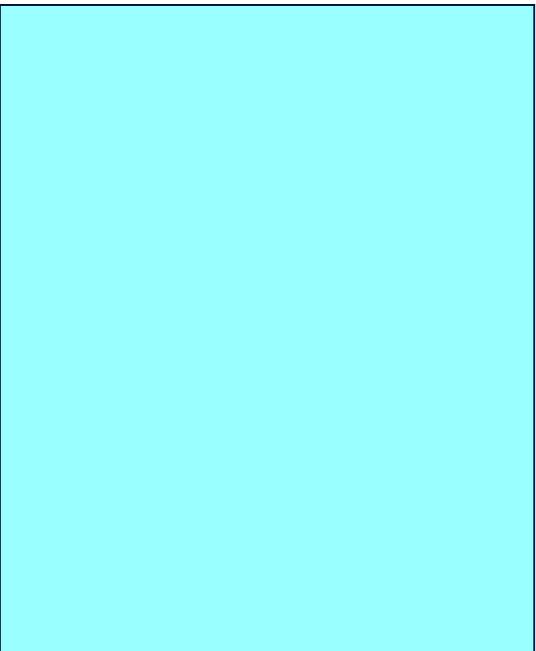
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Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care topics. Visit

the [Consumer Voice](#) and [NORC websites](#) to explore all the available resources. Check out this week's highlighted resource:

Side-By-Side Comparison of Current & Recently Released Federal Nursing Home Regulations

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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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