



THE VOICE

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

August 21, 2018

New Bill in Illinois Allows APS to Investigate

A bill recently passed in Illinois has expanded Adult Protective Services' jurisdiction for investigation of abuse. The amendment to the Adult Protective Services Act expanded the definition of "eligible adult" to include long-term care residents if the abuse, neglect, or financial exploitation is perpetrated by a non-facility staff member and occurred outside of the facility.

Illinois State Long-Term Care Ombudsman Jamie Freschi worked closely with the Adult Protective Services Director and the state Department on Aging to close the gap in the law.

Read the full bill [here](#).

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White Paper Proposes An Oral Health Benefit in Medicare Part B

A new white paper, [An Oral Health Benefit in Medicare Part B: It's Time to Include Oral Health in Health Care](#), was written and published by Oral Health America, the American

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Dental Association, Center for Medicare Advocacy, the DentaQuest Foundation, Families USA, Justice in Aging, the Santa Fe Group, and other health industry leaders and advocates.

The white paper reviews oral health's integral part in maintaining overall health, and older adults' need for affordable access to dental care in order to age successfully. The paper argues that a dental benefit in Medicare Part B would ensure that oral health care is seen as just as important as the rest of health care and would mean better quality of life for recipients.

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Webinar on Supported Decision-Making and the PRACTICAL Tool

Join the National Center on Law & Elder Rights on Wednesday, September 12th at 2:00pm ET for "Using Supported Decision-Making to Avoid Guardianship: Screening with the PRACTICAL Tool and Beyond." The webinar will highlight Supported Decision-Making (SDM) and the PRACTICAL Tool.

SDM is a person-centered model that helps supporters understand the values of the person and offer better advice and options for that person. The PRACTICAL Tool reviews options and concerns in using SDM to determine a person's needs, existing and required supports, and options.

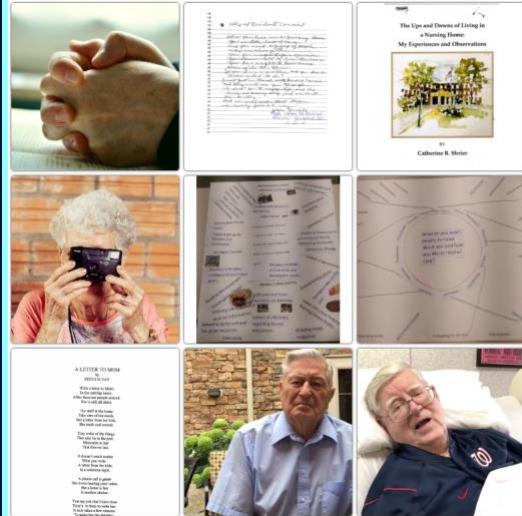
Register for the webinar [here](#).

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New Study on Incidents Between Residents with Dementia in Long-Term Care

A new study from Eilon Caspi, PhD at the University of Minnesota School of Nursing analyzed incidents between residents with dementia in long-term care homes. The

Resident's Voice Challenge Submission Deadline - September 1



Submit your entry for the 2018 Resident's Voice Challenge by September 1st. Find [guidelines](#) and check out [this year's entries](#).

Calendar of Events

Wednesday, September 5: [Sexual Abuse in Nursing Homes: What You Need to Know](#), 2:00pm ET, Consumer Voice webinar

September 5-7: National Center for Victims of Crime [2018 National Training Institute](#)

Wednesday, September 12: [Using Supported Decision-Making to Avoid Guardianship: Screening with the PRACTICAL Tool](#), 2:00pm ET, Webinar from the National Center on Law & Elder Rights

Tuesday, September 18: [Dementia Care: Opioid Use & Impact for Persons Living with Dementia](#), 1:30pm ET, Call from CMS

Tuesday, September 18: [Emergency Preparedness: Ombudsman Program Advocacy](#)

exploratory study, the first to examine the circumstances surrounding the death of elders as a result of resident-to-resident incidents, looked at media accounts and death review records. Resident-to-resident incidents are not currently tracked federally. The report found that:

- Nearly half of all fatalities were the results of physical contact classified as push-fall;
- While men and women equally died as a result of these incidents, 74% of exhibitors were men;
- More than half of all incidents took place inside bedrooms; and
- The most common time for an incident to occur was the evening.

For more information, read the press release [here](#) and a blog by Dr. Caspi [here](#).

Dr. Caspi will be presenting his findings at a session during the 2018 Consumer Voice Conference entitled "Death of 105 Elders Due to Resident-to-Resident Incidents: A Pilot Study." Register and find more information about this session and other can't-miss events during the conference on our [website](#).

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NORC Webinar on Emergency Preparedness

Recent natural disasters have significantly impacted several states, including consumers of long-term care services and supports. Join NORC for a free webinar Tuesday, September 18th from 3:00-4:30pm ET entitled "Emergency Preparedness: Ombudsman Program Advocacy and Facility Responsibilities." Presenters will share their experience before, during, and after a natural disaster. 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.

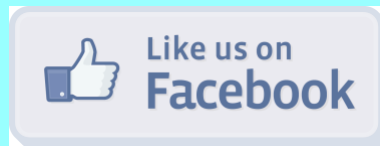
Presenters are Maria Greene, Consultant, National Ombudsman Resource Center (NORC); Mike Milliken, Florida State Long-Term Care Ombudsman; Dania Vazquez, Puerto Rico State Long-Term Care Ombudsman; and Lisa Hayes, Managing Local Ombudsman, Houston-

[and Facility Responsibilities](#), 3:00pm ET, NORC Webinar

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

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

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Thursday, August 16:
[New nursing home staffing data is available](#)



Last Week's Most Popular Tweet:

Wednesday, August 15:
[Join our webinar Sept. 5 at 2pm ET "Sexual Abuse in Nursing Homes: What You Need to Know"](#)

Galveston Area Agency on Aging/Houston-Galveston Area Council.

[Register now.](#)

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Free Video Series on Reframing How We Talk About Elder Abuse

The National Center on Elder Abuse and the FrameWorks Institute have released a new free video lecture series about reframing how we talk about elder abuse. These professional training videos review how to communicate more powerfully about elder abuse as a social policy issue.

To access the videos click [here](#), add the course to your cart, and use discount code: WEAAD2018. The video course will be free through June 15, 2019.

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Spotlight on Resources



The screenshot shows the website for the National Long-Term Care Ombudsman Resource Center. The header includes navigation links: Home, About, Get Help, Events, News & Updates, Policy & Advocacy, and a red Donate button. Below the header is the logo for 'The National CONSUMER VOICE for Quality Long-Term Care' and a search bar. A section titled 'Specialized Information for:' includes tabs for Long-Term Care Consumers, Family Members, and Advocates. The main content area features a sidebar with 'Advocacy Toolkit', 'Citizen Advocacy Groups', 'Resident-Directed Care', and 'Fact Sheets'. The main text area is titled 'Resident-Directed Care or "Culture Change"' and contains a paragraph about consumer voice and a list of resources: 'How to Select a Nursing Home', 'Individualized Care Planning', 'Family Involvement in the Nursing Home', 'Assessment and Care Planning: The Key to Good Care', and 'Residents' Rights in Nursing Homes'.

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

Long-Term Care Resources & News

- [Senator demands changes on nursing home staffing](#), *McKnight's*, August 16, 2018

[DONATE NOW](#)

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

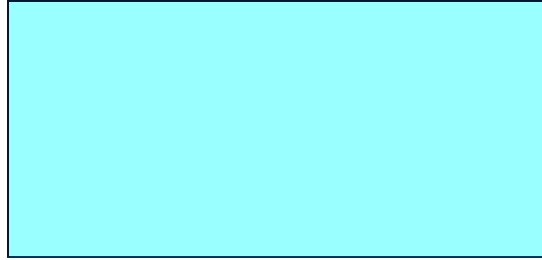
Support the Consumer Voice While You Shop Online

amazonsmile
You shop. Amazon gives.

available resources. Check out this week's highlighted resource:

[Resident-Directed Care Webpage](#)

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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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