



THE VOICE

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

August 27, 2019

New Residents' Rights Door Hangers Available

Residents' rights door hangers are now available in our online store.



**PLEASE
KNOCK**



I have the right to:

Be fully informed and participate in my own care.

Voice my concerns.

Privacy and confidentiality.

Make my own choices.

Dignity and respect!

Find an Ombudsman:
www.theconsumervoice.org/get_help
202-332-2275



Developed with a CMP grant from the MD Office of Healthcare Quality and the Maryland Culture Change Coalition.

The useful door hangers can be hung on residents' doors. They ask for privacy on one side and list several residents' rights on the other.

Door hangers are available in packs of 50 or 100.

Also available are "I Stand for Quality" buttons

in celebration of our 2019 Residents' Rights Month theme.

Buttons are available in packs of 20, 50 and 100.

In this Issue

[New Residents' Rights Door Hangers Available](#)

[Federal Background Checks Identify Nearly 25,600 Ineligible Job Applicants](#)

[OIG Finds Emergency Preparedness and Life Safety Deficiencies in Investigation of New York Nursing Homes](#)

[Spotlight on Resources](#)

Calendar of Events

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

September 1: [Resident's Voice Challenge](#) entries due

October: [Residents' Rights Month](#)

Be sure to order materials in time for Residents' Rights Month in October! Visit our [online store](#) for more useful products and resources.



Remember, Resident's Voice Challenge entries are due on September 1st. Residents are invited to respond to this

year's [Residents' Rights Month](#) theme (see prompt questions [here](#)) in the form of an essay, poem, video, photo, poster or other artwork. Find more information [here](#).

Residents and all advocates are invited to fill out the "[I Stand for Quality...](#)" [sign](#) to share how or why you stand for quality. Take a photo with your sign and send it to info@theconsumervoice.org.

I STAND FOR QUALITY...



NATIONAL CONSUMER VOICE FOR QUALITY LONG-TERM CARE

#STANDFORQUALITY

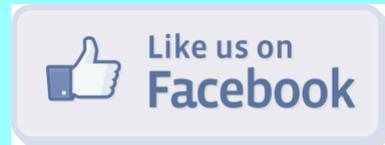
[Back to Top](#)

Federal Background Checks Identify Nearly 25,600 Ineligible Job Applicants

According to an assessment of eleven states using the National Background Check Program for Long-Term Care Providers by the

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

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Wednesday, August 21:

[Check out our new residents' rights door hangers!](#)



Last Week's Most Popular Tweet:

Monday, August 19:

[Seeking Graduate Intern: This is a fantastic opportunity to learn about the inner workings of a nonprofit organization, engage in grassroots advocacy, and gain valuable member development and fundraising skills.](#)

Long-Term Care Resources & News

Office of Inspector General, Health and Human Services in 2017 and 2018, long-term care providers identified nearly 25,600 checks resulting in ineligible long-term care job applicants. The National Background Check Program for Long-Term Care Providers is meant to assist providers in identifying job applicants who are ineligible to work in the industry due to state or federal criminal histories, such as healthcare fraud or controlled substance abuse. Michigan, Minnesota, Utah and Kentucky had the highest percentages of ineligible applicants. Read the report from OIG [here](#).

This study shows the importance of conducting comprehensive background checks on all individuals working or volunteering in a long-term care facility. The background check program studied by the OIG is voluntary and is currently being implemented in 29 states. Funds are available from CMS for all states to develop and improve their systems to conduct background checks of State and Federal criminal history records for prospective long-term care employees. Consumer Voice believes that all states should draw down funds to improve their background check systems, federal monitoring of states needs to be done to assess whether they have fully implemented the program, and all facilities should be required to run a comprehensive background check on all prospective employees. As stated by the OIG, "background checks are an important safety measure that can help protect ... [those] who rely on long-term care services each year for safe, dependable care."

[Back to Top](#)

OIG Finds Emergency Preparedness and Life Safety Deficiencies in Investigation of New York Nursing Homes

An investigation by the Office of the Inspector General (OIG), Health and Human Services found that nursing homes in New York are lagging in emergency preparedness and life safety. The investigation analyzed 20 nursing homes out of the 621 in the state that participate in Medicare and Medicaid programs. OIG made unannounced visits to the nursing homes between January and April 2018. The investigation found deficiencies in all 20 nursing homes including 205 areas of noncompliance with life safety regulations and 219 areas of noncompliance with emergency preparedness. For more information, read the [article](#) in McKnight's.

- [Keep talking about aging with presidential candidates](#), Des Moines Register, August 13, 2019

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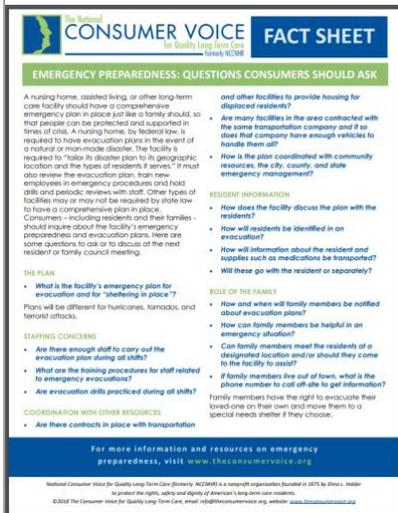
Visit the [Consumer Voice website](#) for resources when preparing for, or in the aftermath of, an emergency event.

[Back to Top](#)

How to Get the Best Possible Rate for the 2019 Consumer Voice Conference

1. **Register before August 31st** to take advantage of the early bird registration rate
2. **Become a member** - Members receive a discounted conference rate; Add membership directly on [the conference registration form](#)
3. **Bring a group** - [Discounts](#) are available for groups of five or more individuals

Spotlight on Resources



The National CONSUMER VOICE For Quality Long Term Care FACT SHEET

EMERGENCY PREPAREDNESS: QUESTIONS CONSUMERS SHOULD ASK

A nursing home, assisted living, or other long-term care facility should have a comprehensive emergency plan in place just like a family should so that people can be protected and supported in times of crisis. A nursing home, by federal law, is required to have an evacuation plan in the event of a natural or man-made disaster. The facility is required to "have its disaster plan to its geographic location and the types of residents it serves." It must also review the evacuation plan, train new employees in emergency procedures and hold drills and periodic reviews with staff. Other types of facilities may or may not be required by state law to have a comprehensive plan in place. Consumers - including residents and their families - should inquire about the facility's emergency preparedness and evacuation plans. Here are some questions to ask or to discuss at the next resident or family council meeting.

THE PLAN

- What is the facility's emergency plan for evacuation and for "sheltering in place?" Plans will be different for hurricanes, tornadoes, and terrorist attacks.

STAFFING CONCERNS

- Are there enough staff to carry out the evacuation plan during all shifts?
- What are the training procedures for staff related to emergency evacuations?
- Are evacuation drills practiced during all shifts?

COORDINATION WITH OTHER RESOURCES

- Are there contacts in place with transportation and other facilities to provide housing for displaced residents?

RESIDENT INFORMATION

- Are many facilities in the area contracted with the same transportation company and if so does that company have enough vehicles to handle them all?
- How is the plan coordinated with community resources, the city, county, and state emergency management?

ROLE OF THE FAMILY

- How and when will family members be notified about evacuation plans?
- How can family members be helpful in an emergency situation?
- Can family members meet the residents of a designated location and/or should they come to the facility to assist?
- If family members live out of town, what is the phone number to call off-site to get information? Family members have the right to evacuate their loved-one on their own and move them to a special needs shelter if they choose.

For more information and resources on emergency preparedness, visit www.theconsumervoice.org

National Consumer Voice for Quality Long Term Care (formerly ACCRA) is a nonprofit organization founded in 1975 by Ethel J. Heller. It is a 501(c)(3) nonprofit, public and private. ©2018 The Consumer Voice for Quality Long Term Care. Email: info@theconsumervoice.org, website: www.theconsumervoice.org

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:

Emergency Preparedness: Questions Consumers Should Ask

[Back to Top](#)

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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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