



THE VOICE

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

August 28, 2018

New Training Materials on Transfer/Discharge and the Revised Nursing Home Regulations

Consumer Voice and NORC have created several new training materials on the topic of transfer and discharge from a nursing home. The materials are based on the revised nursing home regulations.

The new materials can be used together as an educational toolkit for training by and for Ombudsman program representatives, for members of resident and family councils, facility in-service training and community education.

- **Prezi** - A Prezi is a visual storytelling alternative to a PowerPoint presentation. The Transfer/Discharge Prezi uses the map-like layout to provide information on protections against inappropriate discharges, your rights if you're being discharged, and how to get help and take action. The Prezi is available as a [video with a voiceover](#) or as a [clickable presentation without the voiceover](#) to be used with [this script](#).
- **PowerPoint** - This [PowerPoint](#) can be used for training purposes.
- **Fact Sheet** - This [fact sheet](#) was developed for long-term care consumers to inform them about

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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](#)

their rights regarding involuntary discharges. This fact sheet can also be used in training by and for Ombudsman program representatives, for members of resident and family councils, facility-in-service training, and community education.

- **Online Training Center Course on Transfer/Discharge** - Learn about transfers and discharges in the new e-course. Go to consumervoice.mrooms.net to access the course (you must create a free account or sign in to see courses).

All materials are available on the Consumer Voice website [here](#) and on the NORC website [here](#).

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Reminder: Consumer Voice Webinar on Sexual Abuse in Nursing Homes

Join Consumer Voice on Wednesday, September 5th at 2:00pm ET for a webinar on sexual abuse in nursing homes. Presenters will discuss a variety of topics to help you recognize the signs of sexual abuse and immediately respond to it.

We will examine the full scope of sexual abuse in nursing homes, including: (1) its prevalence, (2) the physical and social signs of sexual abuse, (3) who is most at risk, and (4) who the perpetrators are. In addition, you will learn the protections the federal nursing home rule provides for nursing home residents against this abuse and how to respond to the needs of victims. Finally, we will equip you with concrete knowledge on how ombudsmen can advocate for nursing home residents who are victims of this type of abuse, including hearing from a special presenter on the ombudsman role in the Washington Alliance to End Sexual Violence in Long-Term Care.

[Register now.](#)

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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

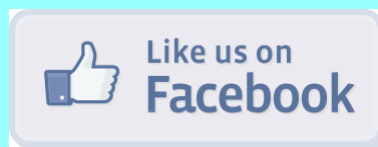
Tuesday, September 18: [Dementia Care: Opioid Use & Impact for Persons Living with Dementia](#), 1:30pm ET, Call from CMS

Tuesday, September 18: [Emergency Preparedness: Ombudsman Program Advocacy 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 23:
[Advocate Penny Shaw speaks with UMass Gerontology Institute Director Len Fishman](#)



Private Insurer Ordered to Pay for Nursing Home Residents' Wheelchairs

Courts in Iowa have ruled that UnitedHealthcare, a large private insurer, must pay for nursing home residents' customized wheelchairs. UnitedHealthCare covers the patients through Medicaid managed care and had rejected both physician and state orders to pay for the specialized wheelchairs. One nursing home resident with cerebral palsy and brain injury from a vehicle accident was denied coverage for a wheelchair to help her sit without choking or falling. The other nursing home resident had multiple health issues making her unable to walk independently. She was denied coverage for a customized wheelchair with more functions and designed to be lighter weight. Now, after a several months-long legal battle, the court ordered UnitedHealthCare to pay for the equipment. For more information, read the [article](#) in *McKnight's*.

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What are you planning for Residents' Rights Month 2018?

Residents' Rights Month is only about a month away. Get started planning what types of events and activities you'll do to celebrate the month and highlight residents' rights.

- Check out our Residents' Rights Month [activity suggestions](#)
- Find [Speak Up resources](#) on our website
- Get the word out about Residents' Rights Month with our [promotional materials](#)
- Be sure to get your [Resident's Voice Challenge](#) entry in by September 1st

Let us know what you have planned! Email info@theconsumervoice.org

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Last Week's Most Popular Tweet:

Wednesday, August 22:

[New white paper "An Oral Health Benefit in Medicare Part B: It's Time to Include Oral Health in Health Care"](#)

Long-Term Care Resources & News

- [Institute Talk: A Conversation with Penny Shaw, Activist and Long-Time Nursing Home Resident](#), *The Gerontology Institute Blog, University of Massachusetts Boston*, August 23, 2018

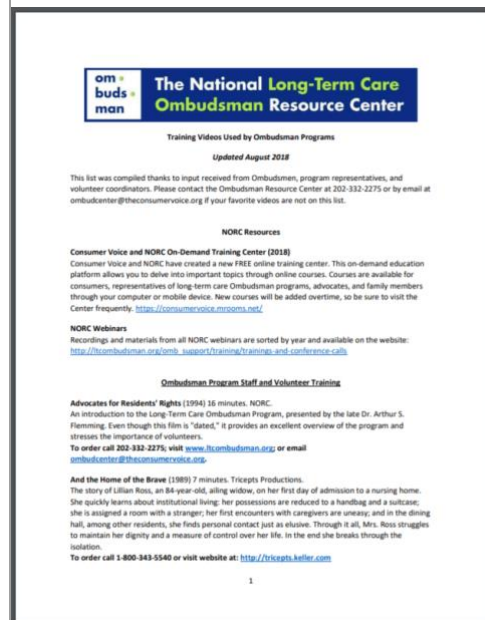
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Spotlight on Resources



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:

Looking for videos to use for training or in-service programs? Check out our [list of training videos recommended by ombudsmen](#), and also visit the [Terra Nova Films website](#) for their newest releases, including a 5-part series on Sexuality, Intimacy, and Dementia; and videos on person-centered care.

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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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