



THE VOICE

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

December 11, 2018

Save the Date for the 2019 Consumer Voice Conference

The 2019 Consumer Voice Annual Conference will be held **November 3-6, 2019** at the Crystal Gateway Marriott in Arlington, Virginia.

Mark your calendars, and stay tuned for more details!

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New Fact Sheet for Providers on Medicare Coverage in Light of *Jimmo* *v. Sebelius*

The Center for Medicare Advocacy (CMA) has created a new fact sheet "Medicare Coverage in Light of *Jimmo v. Sebelius* for Providers, Contractors, and Adjudicators." The fact sheet is intended to help Medicare providers, contractors, and adjudicators apply the correct legal standard to Medicare coverage and payment determinations – as required by the *Jimmo v. Sebelius* Settlement Agreement. The *Jimmo* Settlement means that beneficiaries do not need to improve to qualify

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for Medicare coverage. Coverage and payment are available for care provided in a skilled nursing facility, home health or outpatient therapy setting when skilled nursing or therapy is required to maintain or slow decline of an individual's condition.

Find more information in [CMA's Alert](#).

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OVC Releases Blueprint for a Vicarious Trauma-Informed Organization

The Office for Victims of Crime (OVC) has released the Blueprint for a Vicarious Trauma-Informed Organization as a part of their [Vicarious Trauma Toolkit](#) (VTT). VTT was developed to assist victim services and first responder agencies and organizations in raising awareness about and addressing vicarious trauma. The toolkit uses the term "vicarious trauma" as a broad term to include secondary traumatic stress, compassion fatigue, and critical incident stress. The newly released Blueprint is a step-by-step guide that provides tools and technical assistance to help organizations begin the process of becoming more trauma-informed. The Blueprint includes four steps: 1) Lay the foundation for success; 2) Assess current organizational capacity for addressing vicarious trauma; 3) Determine priorities and develop an action plan; and 4) Explore the VTT for resources to implement your action plan.

Find the Blueprint [here](#).

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2019 Older Americans Month Theme Announced

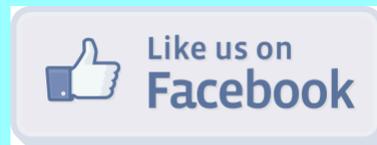
The Administration for Community Living has released the theme for 2019 Older Americans Month - Connect, Create, Contribute. The theme encourages adults and their communities to connect with friends, family, and services that support participation; to create by engaging in activities that promote learning, health, and personal enrichment; and to contribute time, talent, and life experience to benefit

Thursday, December 13: [After Receiving Final Statewide Transition Plan Approval: Tackling the Ongoing Systems-Change Work that Remains](#), 2:00pm ET, Part III of ACL Webinar Series

Monday, December 17: [Clinical Practice Guidelines for Quality Palliative Care, 4th Edition](#), 2:30pm ET, Webinar from the National Consensus Project for Quality Palliative Care

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:

Tuesday, December 4:

["The federal government announced plans to crack down on nursing homes with abnormally low weekend staffing..."](#)



Last Week's Most Popular Tweet:

Thursday, December 6:

others. The theme emphasizes that communities that encourage the contributions of older adults are stronger and that older adults play a key role in the vitality of neighborhoods, networks and lives. Older Americans Month takes place in May.

Check back on ACL's [website](#) in early 2019 for more resources and materials.

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Materials Available from NORC Webinar on Advocating for Residents with Mental Health Needs

Materials are available from the December 4th NORC Webinar "Advocating for Residents with Mental Health Needs: What to do When a Resident Threatens to Harm Themselves." The webinar discussed Ombudsman program advocacy for residents with mental health needs and how to respond when residents threaten to harm themselves or others.

Find the webinar recording and slides on [NORC's website](#).

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Spotlight on Resources

[Senate Special Committee on Aging report - Ensuring Trust: Strengthening State Efforts to Overhaul the Guardianship Process and Protect Older Americans](#)

Long-Term Care Resources & News

- [Feds Order More Weekend Inspections of Nursing Homes to Catch Understaffing](#), November 30, 2018, *Kaiser Health News*

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The Long-Term Care Ombudsman Program
Ombudsman programs are resident advocates!

What does the long-term care Ombudsman Program do?

The Ombudsman program advocates for residents of nursing homes, board and care homes, assisted living facilities, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and effect change at the local, state, and national levels to improve quality of life and care.

For more information, visit ltcumbudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.

There are 53 State Ombudsmen,
1,320 full-time-equivalent staff, and
7,311 volunteers trained to investigate and resolve complaints.

In 2016 the Program:

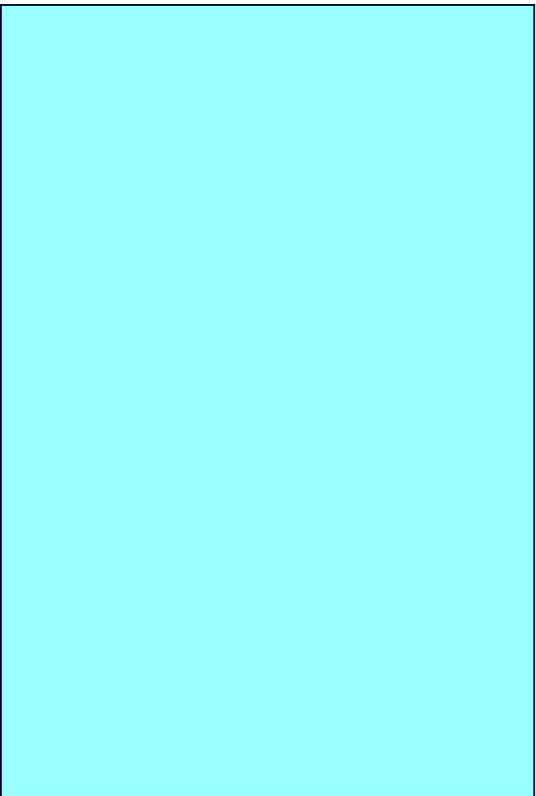
<p>provided information regarding long-term care to 378,526 individuals.</p>	<p>visited 28,473 long-term care facilities at least quarterly.</p>	<p>provided information and assistance to 115,708 LTC facility managers and staff.</p>
<p>attended 1,974 family council meetings.</p>	<p>attended 22,205 resident council meetings.</p>	<p>provided 4,702 training sessions for long-term care facility staff.</p>

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:

[Long-Term Care Ombudsman Program Printable Infographic](#)

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About The Voice

The Voice is a weekly e-newsletter, published by the National Consumer Voice for Quality Long-Term Care. If you do not wish to continue receiving this publication, please unsubscribe below. Your contributions and comments are welcome and should be sent to info@theconsumervoice.org. Copyright © 2018.

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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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