



THE VOICE

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

February 20, 2018

CMS Website Features Enforcement Database

The Centers for Medicare & Medicaid Services (CMS) has made available a database with enforcement information. In August 2017, CMS announced the Quality and Certification Oversight Reports (QCOR) website launch in an initiative for increased transparency. The QCOR website is meant for providers, suppliers, and stakeholders to have better access to data. The QCOR website launch replaces the previously known Survey and Certification Providing Data Quickly (S&C PDQ) system. S&C PDQ provided summarized survey and certification data, including results of on-site inspections of providers and suppliers. The QCOR site is meant to be more easily accessible. It provides the results of CMS survey and certification activity over the last 10 years. The QCOR website can be accessed at <https://qcor.cms.gov>.

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Residents' Rights Fact Sheet Now Available in Braille

Newly updated Residents' Rights fact sheets are now available in Braille. These newly updated fact sheets

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Calendar of Events

Thursday, February 22: [MDT Member Recruitment and Retention: Building Trust and Traction](#), 2:00pm ET, Webinar from Elder Justice Initiative

provide essential information on the residents' rights guaranteed by the 1987 Reform Law, now easily accessible for those who are visually impaired. Purchase the braille fact sheet from our [online store](#) for \$12 (plus shipping and handling).

Residents' Rights fact sheets are also available in English, Spanish, French, Chinese, Korean and Tagalog. Download and print the fact sheets for free from our [website](#) or purchase in bulk from our [online store](#).

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New Training Materials on Abuse and Revised Nursing Home Regulations

Consumer Voice and NORC have created several new training materials on the topic of abuse, neglect, exploitation and misappropriation of property. 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 Abuse, Neglect, Exploitation and Misappropriation of Property Prezi uses the map-like layout to provide information on identifying, preventing and reporting abuse and knowing the signs of abuse. The Prezi is available as a [video with a voiceover](#) or as a [clickable presentation](#) without the voiceover. Use the [script](#) to follow along with the presentation and learn further details on each topic.
- **PowerPoint** - This [PowerPoint](#) can be used for training purposes. The slides include presenter notes and are customizable for state and local information.
- **Fact Sheet** - This updated [fact sheet](#) is an easy-to-use handout with information on the topic.

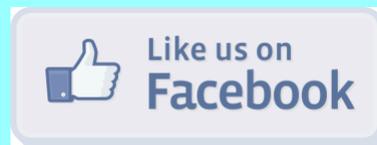
Wednesday, March 7: [Systems Advocacy: It's More than Legislative Work](#), 3:00pm ET, Webinar from NORC

Tuesday, March 20: [Dementia Care: Person-Centered Care Planning and Practice Recommendations Call](#), 1:30pm ET, Medicare Learning Network Call

May: [Older Americans Month](#)

October 22-24: Consumer Voice Annual Conference, Alexandria, Virginia

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Tuesday, February 13:

[Consumer Voice Executive Director Lori Smetanka and former Ohio State Long-Term Care Ombudsman Beverley Laubert](#) have published an article on emergency preparedness.



Last Week's Most Popular Tweet:

Wednesday, February 14:

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

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New Medicare Cards Coming Soon

Beginning in April, the Centers for Medicare & Medicaid Services (CMS) will begin mailing new Medicare cards to all those with Medicare. CMS has several resources with information about the new cards:

- [New Medicare Card Mailing Strategy](#)
- [Questions from Patients? Guidelines](#)
- [10 Things to Know About Your New Medicare Card](#)
- [New Medicare Card overview webpage](#)

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Spotlight on Resources

The Consumer Voice and the National Ombudsman Resource Center (NORC) have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer Voice website](#) and the [NORC website](#) to explore all the available resources. Take a look at this week's highlighted resource:

[The Flu](#) - Flu season is still in full swing. This Consumer Voice fact sheet provides information about the specific dangers of the flu for people receiving long-term care, facts about vaccinations, facilities' responsibilities and information on Medicare coverage.

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[Colorado Dept of Health Care Policy and Financing](#) has produced a series of videos that show how people with disabilities experience the [healthcare system](#).

Long-Term Care Resources & News

- [Easing of federal nursing home regulations raises concerns in state](#) *CTPost*, February 14, 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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