



THE VOICE

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

July 16, 2019

New Research Brief on the Impact of the Money Follows the Person Program

A new [research brief](#) by Steve Kaye on the impact of the Money Follows the Person (MFP) program uses multiple data sources to compare states with robust MFP programs with states with no/minimal programs (i.e. low numbers of transitions). Findings show that states with robust MFP programs reduced institutional utilization, institutional expenditures, and nursing home occupancy rates.

Moreover, these states reduced the number nursing home residents classified as "likely to remain permanently institutionalized." It provides additional support that MFP is working to help states reduce reliance on institutional services and shift to home and community-based services. Save the date July 25 from 2:00 - 3:30 PM EST.

Community Living Policy Center will be hosting a webinar that will feature Steve Kaye, Carol Irvin (Mathematica), and Nicole Jorwic and will focus on the evidence of impact of MFP.

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Calendar of Events

Thursday, July 18: [Consumer Voice Hill Day](#), 9:00am-3:00pm, Washington, DC

Tuesday, August 6: [Financial Capacity for People Living with Dementia and their Caregivers](#), 2:00pm ET, Webinar from National Alzheimer's and Dementia Resource Center

Update from the National Nursing Home Quality Improvement Campaign

In September 2016, the Centers for Medicare & Medicaid Services (CMS) and its contractors continued the work of the Advancing Excellence in America's Nursing Homes Campaign to make nursing homes better places to live, work and visit by promoting quality and performance improvement in nursing homes through individualized, person centered care. Subsequently, the Campaign continued and was renamed the National Nursing Home Quality Improvement (NNHQI) Campaign. The Campaign was operated by Telligen through a contract with CMS. Telligen's contract will end on July 17, 2019, and Telligen will no longer be able to operate the Campaign after that date. Many of the NNHQI Campaign tools and resources will continue to be available at the QIO Program [website](#). If you have any questions about this change, please contact help@nhQualityCampaign.org.

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Dive Even Deeper into Topics by Attending a Post-Conference Intensive at the Consumer Voice Annual Conference

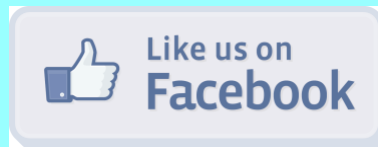
Join Consumer Voice - and advocates from across the country - at the [2019 Consumer Voice Annual Conference](#) at the Crystal Gateway Marriott in Arlington, Virginia November 3-6, 2019. Attend a post-conference intensive for a thorough discussion of important topics. These intensives are only \$60.00 and will be held concurrently Wednesday, November 6th from 9:00am-12:00pm. If you are already registered for the conference you can add an intensive retroactively on the conference registration form by choosing the option for Post-Conference Intensive Only. The intensive topics are below.

1. Behavioral Health Intensive: Taking the Mystery out of Mental Illness Long term care communities are often home to people living with dementia, mental illness or other

October: [Residents' Rights Month](#)

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:

Thursday, July 12:

["The FrameWorks Institute and National Center on Elder Abuse have renewed free access to the online video lecture series on how to effectively reframe public communications about elder abuse..."](#)



Last Week's Most Popular Tweet:

Monday, July 8:

[Are you joining us on Capitol Hill on July 18th? Come together with your fellow consumers, family members, and advocates for this day of advocacy in Washington, DC!](#)

psychiatric disabilities. The key to supporting them requires specific knowledge, skills and attitudes. In this intensive, participants will learn ways to understand and promote recovery in individuals living with disorders of mood, thought and behavior.

Speaker: *Dr. Susan Wehry, Chief of Geriatrics at the University of New England, College of Osteopathic Medicine*

2. Using Data to Strengthen Your Nursing Home Advocacy
In recent years, the amount of information on nursing home staffing, quality measures, and enforcement has grown enormously. Learn about the data that are available, including information from the Payroll-Based Journal system; how to access and manipulate those data; and how to use this information in your advocacy work whether you are focused on one nursing home or facilities in an entire community or state.

Speaker: *Richard Mollot, Executive Director, Long Term Care Community Coalition*

3. Good Care is Restraint Free! Changing the Culture of Care
Use of drugs as chemical restraints continues to be far too common, and there continues to be misconceptions and misinformation by many about the use of antipsychotic and psychotropic medications in individuals with dementia. Join us in this program for an in-depth exploration of rights, rules, person-centered care, informed consent, and strategies for advocacy and consumer education that will help us change the culture of care.

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Join Us in Washington, DC July 18th for the Annual Jackie Koenig Memorial Internship Program Fundraiser

Join the Consumer Voice staff and Board in Washington, DC for our Annual Open House and Fundraiser to support our Jackie Koenig Internship Program. Jackie Koenig was the Consumer Voice's First Communications Director who later became director of the National Long-Term Care Ombudsman Resource Center. As a treasured friend and

Long-Term Care Resources & News

- [Skilled Nursing Occupancy Dips Amid Overall Senior Living Slowdown](#), Article by McKnights

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co-worker, one of Jackie's many passions was mentoring new people in gerontology, a practice she began in the 1980s when she served as a local ombudsman in Ohio and as a member of the Consumer Voice's Board of Directors. She was passionate about her advocacy work and did not hesitate to pass on her enthusiasm to the many interns she had been privileged to tutor. For this reason, family and friends decided to honor Jackie's legacy by establishing a special fund to support the Jackie Koenig Memorial Internship Program. Jackie passed away in 1998, but the memories of her unique brand of heartening advocacy live on.

Throughout the year, students and recent graduates are selected to serve as interns at the Consumer Voice. Today, the organization hosts 2-4 interns each semester. Staff rely heavily on the support of interns to complete important advocacy and policy work and the students likewise gain valuable, real-world experience in consumer advocacy and public policy.

We look forward to seeing old and new friends at our event on July 18th in Washington, DC. RSVP to info@theconsumervoice.org. Plus, [join us on Capitol Hill earlier that day](#) for a day of advocacy!

Unable to join us? [Please consider an online donation](#) (you can designate your gift to the Jackie Koenig Memorial Internship fund on our website)! The Consumer Voice's ability to advocate for long-term care consumers is made possible by the generous financial support of our donors.

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Spotlight on Resources

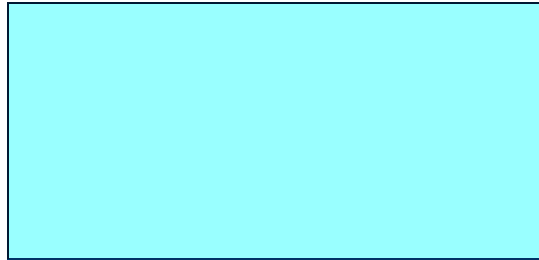


Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer](#)

[Voice](#) and [NORC websites](#) to explore all the available resources. Check out this week's highlighted resource:

[About the Ombudsman Program video and 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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