



# THE VOICE

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

July 30, 2019

## Free Consumer Voice Webinar on Newly Released Proposed Changes to Nursing Home Regulations

The Centers for Medicare & Medicaid Services (CMS) just released proposed changes to the 2016 nursing home regulations. The stated purpose of these changes is to reduce the burden on providers. At the same time, CMS issued its final rule on nursing home arbitration agreements, which has a goal to “achieve a better balance between the advantages and disadvantages” of pre-dispute arbitration for residents and providers.

Join Consumer Voice on Thursday, August 8, 2019 4:00 - 5:15 PM ET for a webinar - [Changes to the 2016 Federal Nursing Home Regulations: What's Proposed, What's Final, & What to Do About It](#). At the webinar, you will:

- Learn what CMS is proposing to eliminate or modify in the current nursing home regulations
- Find out the details and impact of the final rule on arbitration in nursing homes
- Hear about action steps you can take to let your voice be heard and protect residents

### Presenters

Eric Carlson, Directing Attorney, Justice in Aging  
Toby Edelman, Senior Policy Attorney, Center for Medicare Advocacy

### In this Issue

[Free Consumer Voice Webinar on Newly Released Proposed Changes to Nursing Home Regulations](#)

[CMS Releases Latest List of Special Focus Facilities and Candidates](#)

[Share How You Stand for Quality](#)

[Spotlight on Resources](#)

### Calendar of Events

**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

**Thursday, August 8:** [Changes to the 2016 Federal Nursing Home Regulations: What's Proposed, What's Final & What to Do About It](#), 4:00pm ET, Consumer Voice webinar

**October:** [Residents' Rights Month](#)

Robyn Grant, Director of Public Policy and Advocacy,  
Consumer Voice  
Lori Smetanka, Executive Director, Consumer Voice

[Register now.](#)

[Back to Top](#)

## CMS Releases Latest List of Special Focus Facilities and Candidates

The Centers for Medicare & Medicaid Services (CMS) has released [the latest list of Special Focus Facilities \(SFF\) and candidates](#) (July 24, 2019). Currently, 88 nursing facilities are designated as SFFs, and more than 400 additional facilities are considered candidates for the SFF list, meaning they meet the eligibility criteria for the program. To be considered for the SFF program, a facility must have a history (at least 3 years) of serious quality issues. These nursing facilities generally have more deficiencies than the average facility, and more serious problems such as harm or injury to residents.

Special Focus Facilities have more frequent surveys and are subject to progressive enforcement until it either graduates from the program or is terminated from Medicare and/or Medicaid.

CMS updates the list monthly.

For more information about long-term care issues, including selecting a nursing home visit our website at [www.theconsumervoice.org](http://www.theconsumervoice.org).

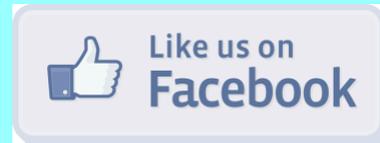
[Back to Top](#)

## Share How You Stand for Quality

[Residents' Rights Month](#) is all about celebrating the rights of residents living in long-term care facilities. It's a time to focus on all the ways the long-term care community - residents, family members, staff members, and advocates - can work together to stand for quality.

**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 25:**

[Consumer Voice Executive Director Lori Smetanka answers Senator Maggie Hassan's question about how to protect nursing home residents from abuse and neglect during Tuesday's Sentate Finance Committee hearing.](#)



**Last Week's Most Popular Tweet:**

**Monday, July 22:**

[Consumer Voice Executive Director Lori Smetanka will testify during tomorrow's @SenFinance Hearing - Promoting Elder Justice: A Call for Reform](#)

To show your spirit during Residents' Rights Month and year-round, Consumer Voice has new "I Stand for Quality" buttons:



Available in packs of 20, 50, and 100.

See the [Consumer Voice Store product sheet](#) for more available resources and products.

Plus, remember to submit your entry to the **2019 Resident's Voice Challenge!** Residents' voices are the most important part about Residents' Rights Month, and we want to hear what you have to say! Tell us how or why you Stand of Quality using [this sign](#). Email your photo with your sign to [info@theconsumervoice.org](mailto:info@theconsumervoice.org). (Join in! All advocates are encouraged to fill out the sign and share their response!) Plus, residents are invited to respond to the [prompt questions](#) to share their voices! **Submissions are due September 1.** [Find more information about the Resident's Voice Challenge here.](#) Need some inspiration? [See last year's Resident's Voice entries here.](#)

[Back to Top](#)

## Spotlight on Resources

## Long-Term Care Resources & News

- [NBC News Investigation: Nursing home chain collapses amid allegations of unpaid bills, poor care](#), NBC News, July 19, 2019

DONATE NOW

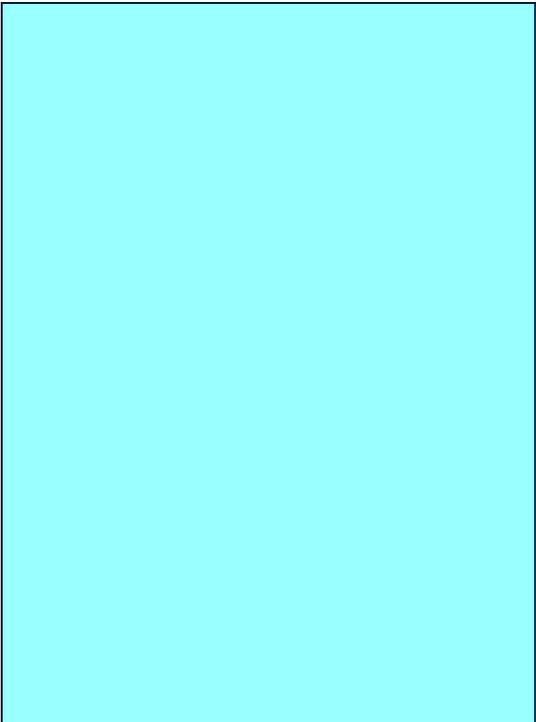
Read past issues of The Voice [here](#).

Support the Consumer Voice While You Shop Online

**amazon**smile  
You shop. Amazon gives.



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:



### **[A Consumer Guide to Choosing a Nursing Home](#)**

[Back to Top](#)

## 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](mailto:info@theconsumervoice.org). Copyright © 2019.

If you did not receive The Voice through a subscription, but would like to join our mailing list to receive future issues, click [here](#).

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.

[Click here to unsubscribe](#)