Early Bird Consumer Voice Conference Registration Extended

The deadline has been extended for the best possible deal on the Consumer Voice Conference; register by August 10th, and you can still get the early bird rate!

Don't miss sessions like:

- Challenges and Innovations in Systems Advocacy by the Long-Term Care Ombudsman Program
- The Overlooked Party: Helping Families Become Positive Partners
- Supported Decision-Making: A Listening Session
- Plenary: “Not Her Own Person Anymore”—Strategies for Avoiding and Addressing the Potentially Devastating Impact of Guardianship
- Post-Conference intensive: Nursing Home Evictions to Inappropriate Settings: Finding Answers

Plus, multiple networking opportunities, our annual Residents Luncheon and 2018 Leadership Awards Reception. Check out our updated session descriptions and preliminary agenda.
Congressman Neal Sends Letter to CMS Regarding Inappropriate Antipsychotic Use in Nursing Homes

Congressman Richard E. Neal (D-MA) wrote a letter to Seema Verma, Administrator of the Centers for Medicare & Medicaid Services (CMS) regarding antipsychotic use in individuals with dementia. In his letter, he reviews how inappropriate use of antipsychotic drugs is in violation of federal rules, and he asks for more information on CMS guidance related to the use of antipsychotics in nursing homes, particularly with respect to the responsibility of Part D prescription drug plan oversight. Since Medicare Part D plans pay for prescriptions for many nursing home residents, Congressman Neal asks for more information on how CMS can leverage Part D plans and sponsors to promote proper prescribing and use of antipsychotic medications to improve patient safety - similar to the way CMS is handling the opioid epidemic. The letter also asks CMS to list on the Nursing Home Compare website facilities that have antipsychotic use greater than 25% and note whether surveyors have cited any facilities on the list for either an antipsychotic drug deficiency or inappropriate use of chemical restraints. Congressman Neal emphasizes the urgency of these concerns. Read the full letter here.

CMS Call on Opioid Use and Dementia Care

Join CMS for a Medicare Learning Network call on Dementia Care: Opioid Use & Impact for Persons Living with Dementia on Tuesday, September 18th from 1:30pm - 3:00pm ET. The call will provide insights on opioid use in the post-acute and long-term care setting. It will also cover the impact of opioid use on people with dementia.
dementia. Additionally, CMS will share updates on the progress of the National Partnership to Improve Dementia Care in Nursing Homes. The call is targeted to consumer and advocacy groups, nursing home providers, the surveyor community, prescribers, professional associations and other interested stakeholders. Register for the call [here](#).

**Article Examines Ombudsman Complaint Data in Assisted Living**

“Sizing up assisted living: an examination of long-term care ombudsman complaint data,” an article lead by Karen J. Magruder, Staff Ombudsman at The Senior Source, Dallas County, Texas LTCOP, was published in *Home Health Care Services Quarterly*. The article looked at ombudsman complaint data (5,705 complaints) in small, medium and large assisted living facilities in Dallas, Texas. The authors found that all facilities had a high number of environmental complaints. When compared to larger facilities, small assisted living facilities had a disproportionately high number of complaints; significantly higher number of complaints related to access to information, visitors, and ombudsmen; lower number of complaints related to care and staffing; family are less likely to complain; and residents are least likely to voice concerns. The article suggests that more research is needed to understand systemic differences and recommends strategies for ombudsmen and assisted living providers to better meet residents’ needs. Access the full article [here](#).

**Resident's Voice Challenge Ends in One Month**

There's one more month to submit your entries to this year's Resident's Voice Challenge! Residents and long-term care consumers are invited to reflect on this year's Residents' Rights Month theme - "Speak Up: Know Your Rights and How to Use Them" - in the form of essays, poems, artwork, videos or photos. Entries will be featured

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**Long-Term Care Resources & News**

- In Kotzebue, Alaska, Hunters are Bringing Traditional Foods - And a Sense of Comfort - to Their Local Elders. *Pacific Standard*, July 17, 2018

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**Support the Consumer Voice While You Shop Online**

[Support](#) the Consumer Voice while you shop online.
on the Consumer Voice website, social media and some will be on display during the 2018 Consumer Voice Conference. Find guidelines and questions to answer to inspire your submission here.

Entries must be submitted by September 1, 2018 via email (info@theconsumervoice.org) or mail:

Consumer Voice
Attn: Resident's Voice Entry
1001 Connecticut Ave, NW, Suite 632
Washington, DC 20036

Help us spread the word about Residents' Rights Month and the Resident's Voice Challenge with our flyers.

Start planning for Residents' Rights Month in October now! Check out the Residents' Rights Month webpage for resources, activity ideas and this year's products to help enhance your celebration! Plus, let us know about events you have planned or if RRM has been featured in your local media; send photos and details to info@theconsumervoice.org

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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:

6 Steps for Getting Quality Care in a Nursing Home

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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