



THE VOICE

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

July 31, 2018

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](#).

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Calendar of Events

[Register Now!](#) Already registered? Be sure to book your [hotel room](#) ASAP; the block is filling fast!

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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](#).

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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

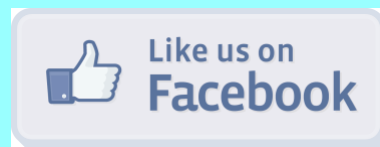
September 5-7: National Center for Victims of Crime [2018 National Training Institute](#)

Tuesday, September 18: [Dementia Care: Opioid Use & Impact for Persons Living with Dementia](#), 1:30pm ET, Call from CMS

October: Residents' Rights Month, [Speak Up: Know Your Rights and How to Use Them](#)

October 22-24: [Consumer Voice Annual Conference](#), Alexandria, Virginia

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Wednesday July 25:

["Securing access to traditional foods for Kotzebue's elders has been a difficult process, but the effects on the individuals in the facility are noticeable and significant."](#)



Last Week's Most Popular Tweet:

Thursday, July 26:

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](#).

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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](#).

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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

[Are you excited for the 2018 Consumer Voice Conference?](#)

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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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:

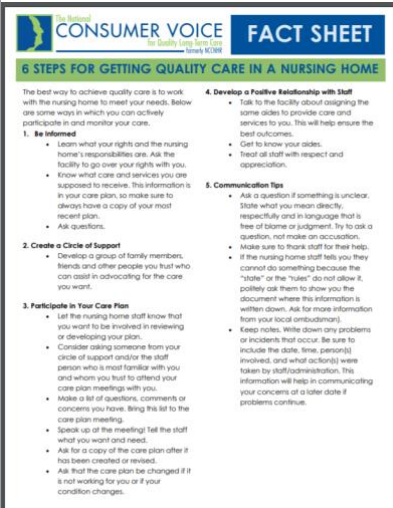
Consumer Voice
Attn: Resident's Voice Entry
1001 Connecticut Ave, NW, Suite 632
Washington, DC 20036

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 National CONSUMER VOICE FACT SHEET
The Quality Care and Access Network (CQAN)

6 STEPS FOR GETTING QUALITY CARE IN A NURSING HOME

The best way to achieve quality care is to work with the nursing home to meet your needs. Below are some ways in which you can actively participate in and monitor your care.

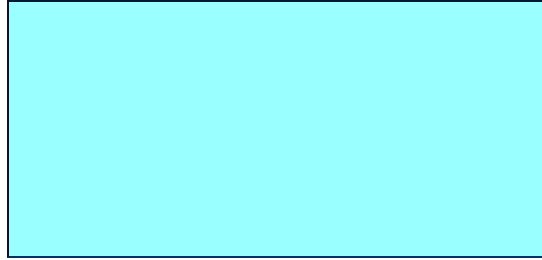
- 1. Be informed.**
 - Learn what your rights and the nursing home's responsibilities are. Ask the facility to give you your rights with you.
 - Know what care and services you are supposed to receive. This information is in your care plan, so make sure to always have a copy of your most recent plan.
 - Ask questions.
- 2. Create a Circle of Support**
 - Develop a group of family members, friends and other people you trust who can assist in advocating for the care you want.
- 3. Participate in Your Care Plan**
 - Let the nursing home staff know that you want to be involved in reviewing or developing your plan.
 - Consider asking someone from your circle of support and/or the staff person who is most familiar with you and whom you trust to attend your care plan meetings with you.
 - Make a list of questions, comments or concerns you have. Bring this list to the care plan meeting.
 - Speak up at the meeting! Tell the staff what you want and need.
 - Ask for a copy of the care plan after it has been created or revised.
 - Ask that the care plan be changed if it is not working for you or if your condition changes.
- 4. Develop a Positive Relationship with Staff**
 - Talk to the facility about assigning the same aides to provide care and services to you. This will help ensure the best outcomes.
 - Get to know your aides.
 - Treat all staff with respect and appreciation.
- 5. Communication Tips**
 - Ask a question if something is unclear. State what you mean directly, respectfully and in language that is free of blame or judgment. Try to ask a question, not make an accusation.
 - Make sure to thank staff for their help.
 - If the nursing home staff tells you they cannot do something because the "buses" or the "rules" do not allow it, politely ask them to show you the document where this information is written down. Ask for more information from your local ombudsman.
 - Keep notes. Write down any problems or incidents that occur. Be sure to include the date, time, person(s) involved, and what actions were taken by staff/administration. This information will help in communicating your concerns or a later date if problems continue.
- 6. Develop a Positive Relationship with Staff**
 - Talk to the facility about assigning the same aides to provide care and services to you. This will help ensure the best outcomes.
 - Get to know your aides.
 - Treat all staff with respect and appreciation.

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](#)

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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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