

THE VOICE

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

May 15, 2018

New Courses Available in the Consumer Voice and NORC Online Training Center

New courses are available in the Consumer Voice and NORC Online Training Center. The Online Training Center is an on-demand education platform which allows you to delve into important topics through our online courses. Courses are available for consumers, representatives of long-term care Ombudsman programs, advocates, and family members through your computer or mobile device.

The course **Abuse, Neglect & Exploitation - for Consumers, Family and Advocates** will give you tools and resources which can be used to help detect, prevent, and create awareness about abuse, neglect, exploitation and misappropriation of property. This course also includes sections on Financial Exploitation and Resident-to-Resident Mistreatment. Another new course, **Revised Federal Nursing Home Regulations**, provides a deeper dive into the revised federal nursing regulations and looks in depth into topics like: assessments, care planning and discharge planning; unnecessary drugs and antipsychotic medications; involuntary transfer and discharge; nursing services; admission; visitation rights; rehabilitation services; return to facility after hospitalization; and quality of care. The third new course, **Nursing Home Transitions**,

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provides information and resources on the difficult transitions from home to facility, facility to facility, or facility back home.

To enroll in a course you must create an account. Watch this [video](#) for an overview of the Training Center. Step-by-step instructions for enrolling and navigating a course are available [here](#). New courses are located in the Consumer Voice Courses category. Access the Online Training center at consumervoice.mrooms.net. Stay tuned - new courses are being developed and will be posted in coming weeks.

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PHI Releases Recruitment and Retention Guide for Employers of Direct Care Workers

PHI National has released "Growing a Strong Direct Care Workforce: A Recruitment and Retention Guide for Employers." The guide seeks to answer the question "What are the best ways to find and keep direct care workers in long-term care?" PHI compiled a range of strategies to help providers recruit and retain direct care workers and improve the delivery of care. The guide provides three key takeaways:

- Developing a successful recruitment & retention strategy takes time - but the investment pays off.
- The key to retaining a committed direct care workforce is to recruit the right individuals from the start.
- As with all employees, direct care workers need room to learn and grow in their jobs.

Access the guide [here](#).

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Consumer Voice Leaders Participate in AARP Foundation Roundtable on

Registration Now Open!



Registration is open for the 2018 Consumer Voice Annual Conference. Find the preliminary agenda, session topics and information on discounts [here](#).

[Register Now!](#)

Calendar of Events

May: [Older Americans Month](#)

Tuesday, May 15: [National Senior Fraud Awareness Day](#)

Wednesday, May 16: [Understanding Durable Medical Equipment](#), 2:00pm ET, Webinar from the National Center on Law & Elder Rights

Thursday, May 17: [A Closer Look at the Relationship Between Resident Satisfaction and Quality Measures in Nursing Homes](#), 2:00pm ET, Consumer Voice Webinar

Friday, June 15: [World Elder Abuse Awareness Day](#)

Tuesday, June 26: [Ending Nursing Home Violence Between Residents: Prevention, Intervention, and Advocacy](#), 3:00pm ET, NORC Webinar

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

Misuse of Antipsychotic Drugs

AARP Foundation held a roundtable last week on the misuse of antipsychotic drugs. Consumer Voice Executive Director Lori Smetanka was a presenter and panelist at the event, and Consumer Voice Governing Board Member Dr. Jonathan Evans was a featured speaker and panelist. The roundtable, entitled "Invisible People: The Misuse of Antipsychotic Drugs With Nursing Facility Residents Who Have Dementia" raised awareness about people with dementia in nursing homes who are inappropriately medicated with antipsychotic drugs and promoted the use of non-drug interventions. AARP has provided several resources on the issue:

- [Deadly Drugs Misused In U.S. Nursing Facilities](#)
- [Antipsychotics in Nursing Homes](#)
- [Antipsychotics Overprescribed in Nursing Homes](#)
- [Off-Label Antipsychotic Use in Older Adults with Dementia: Not Just a Nursing Home Problem](#)

Consumer Voice's [Misuse of Antipsychotics Issue page](#) provides information and resources on ending the misuse of antipsychotics among nursing home residents.

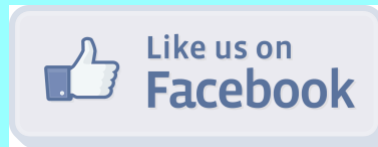
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Consumer Voice Sends Letter Recommending Increased Funding for Long-Term Care Ombudsman Program

Consumer Voice sent a letter to the House Committee on Appropriations recommending an increase of \$24.98 million in funding for the Long-Term Care Ombudsman Program. The letter emphasized the long-term care ombudsmen's role in advocating for quality care for long-term care consumers. The letter also demonstrated the ways ombudsmen promote quality care by resolving complaints, visiting residents in facilities, providing information about long-term care to individuals, and providing information, assistance and training to long-term

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, May 9:

[Shame on you, Louisiana! This is not only heartless and harmful to the nursing home residents and their families, it is bad policy.](#)



Last Week's Most Popular Tweet:

Tuesday, May 8:

[Join us May 17 2pm ET for a free webinar "A Closer Look at the Relationship Between Resident Satisfaction and Quality Measures in Nursing Homes."](#)

Long-Term Care Resources & News

care facility staff. Consumer Voice supports increased funding for the Long-Term Care Ombudsman Program in order to provide residents with the advocacy, assistance, and support they need to obtain quality of care and quality of life. The letter recommended funding for the Long-Term Care Ombudsman Program in the Elder Justice Act, level funding for federal fiscal year 2019 in Title VII, and new funding to create new ombudsman positions dedicated to assisted living, board and care, and similar community-based long-term care settings. Read the full letter [here](#).

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Today is National Senior Fraud Awareness Day

The U.S. Senate has designated today, May 15, 2018, as "[National Senior Fraud Awareness Day](#)" to raise awareness about the increasing number of fraudulent schemes targeted at older people, to encourage the implementation of policies to prevent these scams from happening, and to improve protections from these scams for seniors. The Office of Financial Protection for Older Americans has several resources to help protect older adults from financial exploitation:

- [Medicare ID fraud prevention placemat](#)
- [Money Smart for Older Adults](#) - a curriculum to raise awareness of frauds and scams
- [Managing Someone Else's Money guides](#)

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Quality Improvement Tools Available from National Nursing Home Quality Improvement Campaign

The National Nursing Home Quality Improvement Campaign has several resources available on their [Quality Improvement Tools page](#). The page includes quick start resources, like [Insitute for Healthcare Improvement's Quality Improvement Essentials Toolkit](#), and tried and true

- [More than 30,000 nursing home eviction notices to be sent in Louisiana](#), *Chicago Sun-Times*, May 8, 2018

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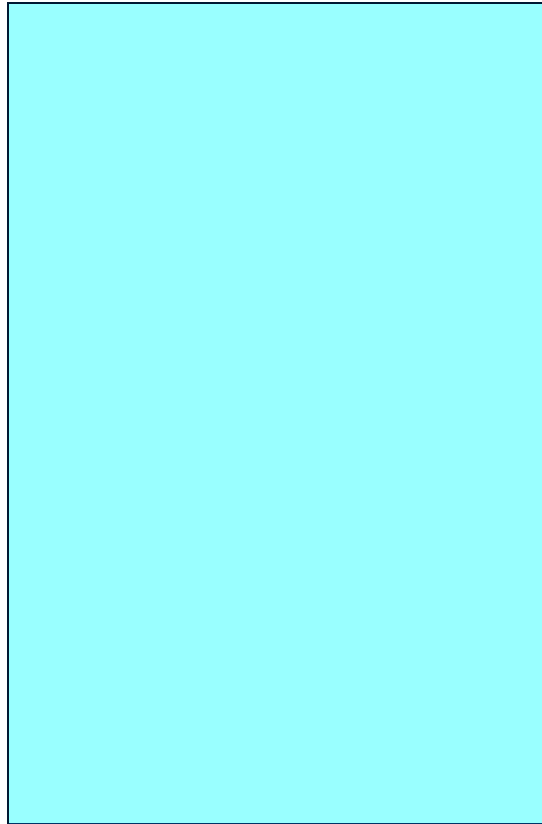
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Spotlight on Resources

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:

[About Ombudsmen](#) - This NORC issue page provides information about long-term care ombudsmen and how they advocate for quality care; resources include a short video and infographic.

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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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