



# THE VOICE

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

May 8, 2018

## Registration Now Open for 2018 Annual Conference



Join us October 22-24, 2018 in Alexandria, Virginia for a packed [conference](#) featuring:

- the latest policy updates;
- voices of long-term care consumers;
- nationwide best practices;
- skills trainings; and
- new tools and takeaways to put your advocacy into action!

Do not miss the best possible deal on our conference - save up to \$55 [Register Now!](#)

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### Calendar of Events

**May:** [Older Americans Month](#)

Come together with a community of advocates for engaging sessions on topics like:

- Successfully Challenging Transfers and Discharges
- Medicaid Funded Assisted Living: Improved Oversight is Needed
- The Intersection of Guardianship and Long-Term Care
- Ombudsman Partnerships with Legal Services
- Advocating for Older Adults who have Experienced Trauma
- Helping Families Become Positive Partners
- Supported Decision-Making Listening Session
- Ombudsman Practice Tips for Facilitating Meetings between Consumers and Facility Representatives
- Defining Quality with Resident Voices
- Consumer Rights and Nursing Home Arbitration Clauses
- Protecting Residents Rights Through Discharge Notice Collection and Review
- Challenges and Innovations in Systems Advocacy by LTC Ombudsman Programs

Click [here](#) for a preliminary agenda.

PLUS - three can't-miss [post-conference intensives](#) -

1. Bringing Hand in Hand to Life – A Competency Based Resource for Dementia and Abuse Training
2. Understanding and Addressing Bullying and Other Antagonistic Behaviors among Older Adults
3. Nursing Home Evictions to Inappropriate Settings: Finding Answers

For more conference information (including group discounts and information on the new conference hotel), visit [theconsumervoice.org/2018-conference](http://theconsumervoice.org/2018-conference).

\*\*The [National Aging & Law Conference](#) is happening the same week as the Consumer Voice Conference in the same hotel! Register for both conferences and receive a \$50 discount on a full registration to the Consumer Voice Conference. Consumer Voice's conference concludes with our post-conference intensives from 9:00am-12:00pm on Wednesday, October 24th. The National Aging & Law Conference begins the same day at 1:00pm with their [Legal Skills pre-conference session](#). Make the most of your visit to DC and easily attend both conferences. To receive the Consumer Voice Conference discount, email [info@theconsumervoice.org](mailto:info@theconsumervoice.org).

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**Friday, May 11:** Dr. Joshua M. Wiener's Legacy: Keep on Marching!, 1:00-5:00pm ET, Symposium in Washington, DC

**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

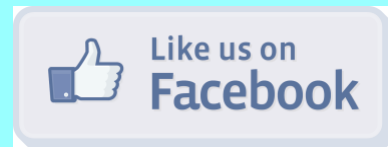
**Friday, June 15:** [World Elder Abuse Awareness Day](#)

**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](#)

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

**Join the conversation and follow us on social media!**



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

## Consumer Voice Webinar on Relationship Between Resident Satisfaction and Quality Measures

Nursing homes are increasingly collecting information about resident and family satisfaction. Consumers want this information when making choices among facilities. Policymakers are interested in it as another indicator of quality, given known weaknesses in existing quality measures. Managed care plans and other partners want this information to inform contracting decisions. And yet, little is understood about whether consumer satisfaction data duplicates other types of quality indicators, such as nursing home quality of care and quality of life deficiencies, or Nursing Home Compare 5-star ratings.

Join leading national experts from the University of Massachusetts Boston for a free webinar on Thursday, May 17th at 2:00pm ET on the principles of consumer satisfaction in nursing homes. You will also learn about research examining the relationship between satisfaction and existing quality measures and facility characteristics, and the implications of this evidence for building the case for pushing policymakers to require nursing homes to collect and report consumer satisfaction data to the benefit of consumers. The webinar will also discuss feedback on this research, along with expert perspectives, garnered at the Consumer Voice Annual Meeting last November. Register [here](#).

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## NCLER Webinar on Understanding Durable Medical Equipment

Join the National Center on Law & Elder Rights (NCLER) on Wednesday, May 16th at 2:00pm ET for a webinar entitled "Understanding Durable Medical Equipment." Durable Medical Equipment (DME) is the equipment and supports an individual needs to help with health issues. Many people experience difficulty accessing DME, especially if they are dual eligible individuals. The webinar will address DME coverage through Medicare and Medicaid; the coordination between the two programs; and practice tips and solutions for those who are denied access to DME services. Register for the webinar [here](#). This webcast is part of NCLER's Advanced Legal Training series. To see other webinars in the series, go to [NCLER's website](#).

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Thursday, May 3:

[Quality NOW](#)

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### Last Week's Most Popular Tweet:

Friday, May 4:

[Registration is NOW Open for our Annual Conference in Alexandria, VA in October!](#)

### Long-Term Care Resources & News

- [AARP Foundation's Kelly Bagby Discusses "Patient Dumping" Litigation](#), ACL.gov, May 3, 2018

**DONATE NOW**

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

## MANHR Debuts Newly Designed Website

Massachusetts Advocates for Nursing Home Reform (MANHR) has released its newly designed website. The comprehensive, user-friendly, consumer-focused site is a one-stop resource for people considering or living in a nursing home in Massachusetts. The website provides information on considering a nursing home for yourself or a loved one; managing nursing home experiences; and dealing with problems while you or a loved one are in a nursing home. Visit the website at [www.manhr.org](http://www.manhr.org).

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## NORC Webinar on Ending Nursing Home Violence Between Residents

Save the Date for a NORC webinar Tuesday, June 26th at 3:00pm ET entitled "[Ending Nursing Home Violence Between Residents: Prevention, Intervention, and Advocacy](#)." This presentation will examine the widespread problem of physical violence (resident to resident mistreatment) in nursing homes and argue that a large-scale public health initiative is needed to end nursing home violence. Dr. Karl Pillemer, Director, Bronfenbrenner Center for Translational Research, Hazel E. Reed Professor in the Department of Human Development, Professor of Gerontology in Medicine at the Weill Cornell Medical College, will review the research evidence on the prevalence of violence in nursing homes and discuss why intervention in this area has lagged other forms of violence. Options for eliminating violence in nursing home settings, with special attention to transferring knowledge from successful public health campaigns to combat violent behavior, will be presented.

Following Dr. Pillemer, information will be shared regarding resources and training for facility staff and long-term care Ombudsman programs.

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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

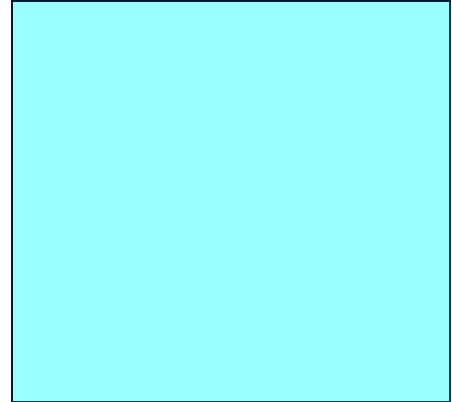
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the [NORC website](#) to explore all the available resources. Take a look at this week's highlighted resource:

[Resident Advocate: April 2018](#) - A new issue of the quarterly resident newsletter is now available. If you are a long-term care consumer, receive a mailed copy of the newsletter free of charge by emailing [info@theconsumervoice.org](mailto:info@theconsumervoice.org). Interested others can find downloadable copies of the newsletter on our website or can purchase a mailed subscription. More information [here](#).

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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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