



THE VOICE

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

October 16, 2018

NORC Receives Supplemental Grant from Administration for Community Living

We are excited to share that the National LTC Ombudsman Resource Center (NORC) received a supplemental grant from the Administration for Community Living (ACL) to work on two projects over the next year (October 1, 2018 - September 30, 2019).

The first project will support Ombudsman programs with nursing facility initiated discharges by providing in-depth technical assistance, peer-to-peer learning opportunities, and training for up to five state Ombudsman programs. NORC will develop a resource that will explain how to use the revised federal regulations and guidance in Ombudsman program advocacy to address common issues related to nursing home transfer and discharge; discuss the administrative hearing process and advocacy opportunities; provide an advocacy checklist for responding to discharge complaints; and highlight examples of individual and systems advocacy and program management on this topic. NORC will also host a webinar for all Ombudsman programs, legal assistance developers, and legal assistance providers to introduce the new resource and share successful practices and outcomes from the selected states.

In this Issue

[NORC Receives Supplemental Grant from Administration for Community Living](#)

[It's International Infection Prevention Week](#)

[Senate and House Introduce Stamp Out Elder Abuse Act](#)

[October Proclaimed as Residents' Rights Month](#)

[Spotlight on Resources](#)

Calendar of Events

October: [Residents' Rights Month](#)

October 14-20: [International Infection Prevention Week](#)

The goal of the second project is to gain a better understanding of what residents experience regarding pain management, including the use of opioids; how their quality of life and care is impacted due to opioid misuse; and enhance their knowledge about their rights for person-centered care and available support from the Ombudsman program. NORC will use input from residents and Ombudsman programs to create a consumer education resource to raise awareness of residents' right to person-centered care, including appropriate pain management; the warning signs and risks of opioid misuse; alternatives to opioids for chronic pain; and how to report issues related to misuse of opioids.

Work will start on these projects immediately and more information will be shared in the coming months. [Let us know](#) if you have questions or information to share.

[Back to Top](#)

It's International Infection Prevention Week

October 14-20 is [International Infection Prevention Week](#), a time for health care professionals, administrators, legislators and consumers to focus on the importance of preventing infections in long-term care facilities and improving outcomes. Several resources are available:

- [Infection Prevention and You: Long-Term Care](#)
- [Nursing Home and Assisted Living LTC Facilities Prevention Tools](#) from the Centers for Disease Control and Prevention
- [Consumer Voice's Infection Prevention Issue Page](#)

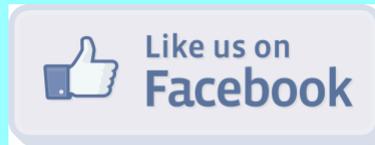
[Back to Top](#)

Senate and House Introduce Stamp Out Elder Abuse Act

Senators Susan Collins, Claire McCaskill, and Amy Klobuchar and Representatives Peter King, Carolyn Maloney, Suzanne Bonamici, and Jan Schakowsky

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

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Tuesday, October 9:
[Residents' Rights Month is in the news.](#)



Last Week's Most Popular Tweet:

Wednesday, October 10:
[Long-term care consumers face unique challenges exercising their right to vote.](#)

Long-Term Care Resources & News

- ['Patients are getting screwed' as Kentucky's under-staffed nursing homes go unfixed](#), *Lexington Herald Leader*, September 27, 2018

introduced the Stamp Out Elder Abuse Act of 2018. The bill would create a semi-postal stamp to provide additional funding to the federal government for programs that address elder abuse, neglect and exploitation. The programs benefitting from the proceeds of the semi-postal stamp include elder justice initiatives at the Administration on Aging and at the Department of Justice. These programs include prevention, education, data collection, services to protect and support victims, and demonstration projects, in addition to initiatives to investigate and prosecute perpetrators of elder abuse and financial exploitation. For more information, read the [press release](#) from the Elder Justice Coalition.

[Back to Top](#)

October Proclaimed as Residents' Rights Month

Governors and mayors across the country are proclaiming October 2018 as Residents' Rights Month. Making these proclamations helps raise awareness of and put the focus on the essential rights to which all residents are entitled. The federal Nursing Home Reform Law guarantees residents' rights and places a strong emphasis on individual dignity, choice, and self-determination. Residents' Rights Month is a time to raise awareness of these rights and celebrate residents. We have heard about Residents' Rights Month proclamations in [Florida](#); [Georgia](#); [Washington, DC](#); [Palm Shores, FL](#); [Greeley, CO](#); and [Heber Springs, AR](#). Has your local or state official proclaimed October as Residents' Rights Month? Let us know! Email the proclamation to info@theconsumervoice.org.

[Back to Top](#)

Spotlight on Resources

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CONSUMER VOICE

The National Consumer Voice for Quality Long-Term Care (Consumer Voice) was founded as the National Citizens' Coalition for Nursing Home Reform (NCCNHR) out of public concern for the quality of care in nursing homes by Elizabeth Hilder. For over forty years, Consumer Voice has been advocating for public policies that support quality of care and quality of life in long-term care settings and educating the public on the issues that matter most to consumers.

Consumer Voice represents consumers and advocates who desire and achieve quality for people with long-term care needs. If you are a resident and would like to make a difference, contact us today to learn more about how you can bring about change!

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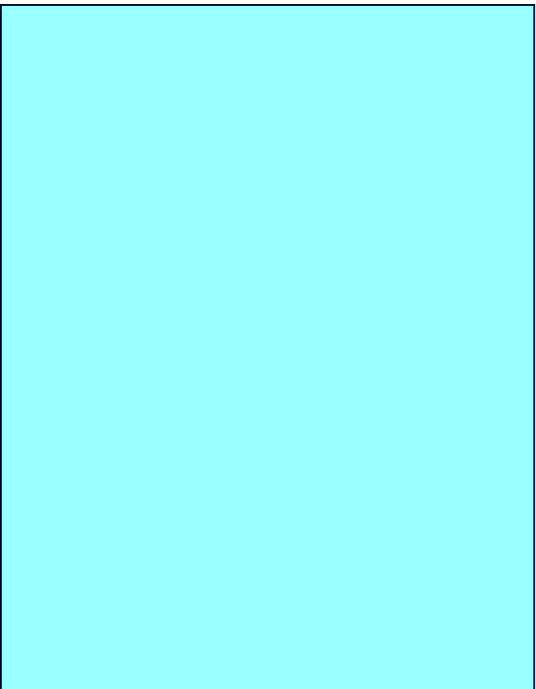
CONSUMER VOICE
 Content was provided as part of a program funded by the Agency for Healthcare Research and Quality.

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:

[Catheter-Associated Urinary Tract Infections](#)

[Back to Top](#)



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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