



THE VOICE

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

September 11, 2018

Consumer Voice Commends House Subcommittee on Oversight and Investigations for Hearing on Nursing Home Quality Care

Consumer Voice commends the U.S. House Subcommittee on Oversight and Investigations for holding a [hearing](#) last week entitled, "Examining Federal Efforts to Ensure Quality of Care and Resident Safety in Nursing Homes." While there are certainly nursing homes that provide excellent care, studies and reports show that poor care, abuse, and neglect continue to be a problem nationwide. The Consumer Voice applauds the Committee's interest in this important issue and stands ready to provide assistance as the Committee moves forward in its oversight of the nursing home industry.

Read the full statement [here](#).

The source of the no-harm deficiency example included in the statement is from the Elder Justice Newsletter: [What "No Harm" Really Means for Residents](#), a publication of the

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Materials Available from Sexual Abuse Webinar

Materials are available from Consumer Voice's recent webinar "Sexual Abuse in Nursing Homes: What You Need to Know." The webinar examines the full scope of sexual abuse in nursing homes, including: (1) its prevalence, (2) the physical and social signs of sexual abuse, (3) who is most at risk, (4) who the perpetrators are, (5) what protections the federal nursing home rule provides, and (6) how Ombudsman programs can advocate for nursing home residents who are victims of this type of abuse. Find the webinar recording and Powerpoint slides [here](#). Consumer Voice and the National Center on Elder Abuse also created an [issue brief](#) on the topic to accompany the webinar.

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NORC Webinar on Emergency Preparedness

Recent natural disasters have significantly impacted several states, including consumers of long-term care services and supports. Join the National Long-Term Care Ombudsman Resource Center (NORC) for a free webinar Tuesday, September 18th entitled "*Emergency Preparedness: Ombudsman Program Advocacy and Facility Responsibilities*." Presenters will share their experience before, during, and after a natural disaster. Attendees will learn about CMS' emergency preparedness rule, model policies and procedures for Ombudsman programs by the Administration for Community Living (ACL), the most common reactions of residents after a disaster and how to support them, and tips to help prepare personally and professionally.

Presenters are Maria Greene, Consultant, National Ombudsman Resource Center (NORC); Mike Milliken, Florida State Long-Term Care Ombudsman; Dania Vazquez, Puerto Rico State Long-Term Care Ombudsman; and Lisa Hayes, Managing Local Ombudsman, Houston-

Wednesday, September 12: [Using Supported Decision-Making to Avoid Guardianship: Screening with the PRACTICAL Tool](#), 2:00pm ET, Webinar from the National Center on Law & Elder Rights

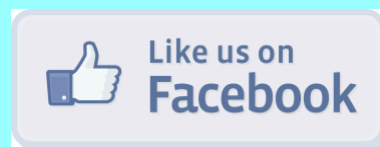
Tuesday, September 18: [Dementia Care: Opioid Use & Impact for Persons Living with Dementia](#), 1:30pm ET, Call from CMS

Tuesday, September 18: [Emergency Preparedness: Ombudsman Program Advocacy and Facility Responsibilities](#), 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
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Last Week's Most Popular
Post:

Thursday, September 6:
[Consumer Voice commends the U.S. House Subcommittee on Oversight and Investigations for holding a hearing today entitled "Examining Federal Efforts to Ensure Quality of Care and Resident Safety in Nursing Homes."](#)

Galveston Area Agency on Aging/Houston-Galveston Area Council. [Register now.](#)

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Updated Hand in Hand Training Series for Nursing Homes

The updated ***Hand in Hand: A Training Series for Nursing Homes*** is now available on the Centers for Medicare & Medicaid Services' (CMS's) Integrated Surveyor Training Website (ISTW). The *Hand in Hand* training is now available as a self-paced online training and also available for download as an instructor-led course. This training focuses on caring for residents with dementia and on preventing abuse. CMS, supported by a team of training developers and subject matter experts, created this training to address the need for nurse aides' in-service training on these important topics. Click [here](#) for the self-paced online training and [here](#) for the materials for instructor-led training.

On Wednesday, October 24 from 9:00am – 12:00pm during the Consumer Voice Annual Conference, a post-conference intensive will be held on the training. This highly interactive session will provide advocates an in-depth familiarity with the *Hand in Hand* training program and tools for bringing it to life through engaging adult learning principles. Find more information about the intensive [here](#) and register for the conference [here](#) (registration for only the post-conference intensive is available).

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New Jimmo Resources from the Center for Medicare Advocacy

The Center for Medicare Advocacy, with support from The John A. Hartford Foundation, has created two new checklists to help Medicare beneficiaries and their families respond to unfair Medicare denials based on an erroneous "Improvement Standard." The *Jimmo v. Sebelius* Settlement confirmed that you do not need to

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Last Week's Most Popular Tweet:

Tuesday, September 4:

[Show your support for the MFP program at the House Energy & Commerce Health Subcommittee hearing this Wednesday.](#)

Long-Term Care Resources & News

- [Timeliness and support among steps in addressing residents' sexual abuse allegations, advocates say, McKnight's, September 6, 2018](#)

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improve in order to qualify for Medicare coverage. The [Medicare Home Health Coverage Requirements](#) checklist provides Medicare beneficiaries and their families with an overview of the home health coverage criteria, providing an emphasis on the *Jimmo* Settlement. The [Skilled Nursing Facility Expedited Appeals Checklist](#) provides an overview of the expedited appeals process in traditional Medicare, focusing on the termination of skilled care solely based on an erroneous "Improvement Standard." Find more information from the Center for Medicare Advocacy [here](#).

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Spotlight on Resources



The National CONSUMER VOICE for Quality Long-Term Care FACT SHEET

EMERGENCY PREPAREDNESS: QUESTIONS CONSUMERS SHOULD ASK

A nursing home, assisted living, or other long-term care facility should have a comprehensive emergency plan in place just like a family should, so that people can be protected and supported in times of crisis. A nursing home, by federal law, is required to have evacuation plans in the event of a natural or man-made disaster. The facility is required to "take its disaster plan to its geographic location and the types of residents it serves." It must also review the evacuation plan, train new employees in emergency procedures and hold drills and periodic reviews with staff. Other types of facilities may or may not be required by state law to have a comprehensive plan in place. Consumers – including residents and their families – should inquire about the facility's emergency preparedness and evacuation plans. Here are some questions to ask or to discuss at the next resident or family council meeting.

THE PLAN

- What is the facility's emergency plan for evacuation and for "sheltering in place"?

Plans will be different for hurricanes, tornadoes, and terrorist attacks.

STAFFING CONCERNS

- Are there enough staff to carry out the evacuation plan during all shifts?
- What are the training procedures for staff related to emergency evacuations?
- Are evacuation drills practiced during all shifts?

COORDINATION WITH OTHER RESOURCES

- Are there contracts in place with transportation and other facilities to provide housing for displaced residents?
- Are many facilities in the area contracted with the same transportation company and if so, does that company have enough vehicles to handle them all?
- How is the plan coordinated with community resources, the city, county, and state emergency management?

RESIDENT INFORMATION

- How does the facility discuss the plan with the residents?
- How will residents be identified in an evacuation?
- How will information about the resident and supplies such as medications be transported?
- Will these go with the resident or separately?

ROLE OF THE FAMILY

- How and when will family members be notified about evacuation plans?
- How can family members be helpful in an emergency situation?
- Can family members meet the residents at a designated location and/or should they come to the facility to assist?
- If family members live out of town, what is the phone number to call off-site to get information?

Family members have the right to evacuate their loved-ones on their own and move them to a special needs shelter if they choose.

For more information and resources on emergency preparedness, go to www.thconsumervoice.org

National Consumer Voice for Quality Long-Term Care (formerly NCCMRE) is a nonprofit organization founded in 1975 by Elma L. Holder to protect the rights, safety and dignity of America's long-term care residents.

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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:

[Emergency Preparedness Fact Sheet](#)

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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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