



# THE VOICE

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

September 18, 2018

## CMS Proposes Rollback of Emergency Preparedness Rules

On Monday, the Centers for Medicare and Medicaid Services (CMS) issued a proposed rule impacting a wide range of Medicare providers that includes revisions to the new emergency preparedness regulations. According to a CMS press release, the proposed rule is part of the agency's efforts to "relieve burden on healthcare providers by removing unnecessary, obsolete or excessively burdensome Medicare compliance requirements for healthcare facilities." The emergency preparedness requirements are targeted for rollback even though they were only implemented less than a year ago.

A preliminary review by Consumer Voice shows that most changes involve a reduction in the frequency with which nursing homes must perform certain activities. For instance, the facility would only have to review and update its emergency preparedness plan, policies and procedures, communication plan, and training and testing program at least every two years instead of annually. In addition, after providing initial training, the facility would be required to provide emergency preparedness training at least every 2 years instead of every year.

As the country watches the devastation caused by

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**What do you have planned for Residents' Rights Month?**

Hurricane Florence, Consumer Voice is concerned that the proposed revisions will make nursing homes less ready when disaster strikes and subject residents to greater danger. In addition, significant turnover rates among both staff and administration in nursing homes raise concerns about staff readiness if emergency preparedness training is extended to every two years.

To read the proposed rules released for public inspection prior to their publication in the Federal Register, click [here](#).

Consumer Voice will be preparing a summary of the proposed changes, a side-by-side document comparing the proposed to the current regulations, and comments for advocates to submit.

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## Regular Conference Registration Ends Thursday

The regular registration rate for the 2018 Consumer Voice Conference ends Thursday, September 20th. Register ASAP to reserve your spot at our conference at the [Crown Plaza Old Town Alexandria](#) with can't miss sessions like:

- Ombudsman Partnerships with Legal Services: Enhancing Advocacy
- Not Her Own Person Anymore – Strategies for Avoiding and Addressing the Potentially Devastating Impact of Guardianship
- Advocating for Well-Being using Non-Pharmacological Approaches
- How to Define Quality Using Resident Voices: Empowered Residents, Real Progress, and Remaining Challenges
- Advocating for Older Adults Who Have Experienced Trauma
- Understanding and Addressing Bullying and Other Antagonistic Behaviors among Older Adults
- ...and [many more!](#)

Plus, take part in our networking reception, Leadership Awards Ceremony, and Resident Empowerment Luncheon!

Residents' Rights Month starts in just two weeks; what activities or events do you have planned?

Find promotional materials, residents' rights resources and activity suggestions on our [website](#).

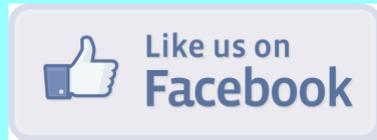
Plus, let us know what you have planned! Send event details (and photos, after the fact) to [info@theconsumerveice.org](mailto:info@theconsumerveice.org).

## Calendar of Events

**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, September 12:**  
[A nursing home, assisted living, or other long-term care facility should have a comprehensive emergency plan in place just like a family should.](#)



Register and find more information [here](#).

Already registered? Be sure you have a hotel room. Book in our [extended room block](#) at the Holiday Inn (walking distance to the conference hotel) by October 2nd.

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## Study Finds that Increase in Nurse Staffing Could Reduce Antipsychotic Use

A University of Missouri study published in the Journal of Psychiatric and Mental Health Nursing found that increasing registered nurse staffing in nursing homes could reduce antipsychotic use. The study compared nursing facilities and found that increasing RN staffing by one hour per resident day could reduce antipsychotic use by more than 50%. For more information, read the [article](#) in *McKnight's*.

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## Resources about LGBT Older Adults and Elder Justice Available from NCEA and SAGE

The National Center on Elder Abuse (NCEA) has released three new fact sheets in collaboration with SAGE. The fact sheets aim to promote justice and inclusion for LGBT older adults.

- [LGBT Older People Built the LGBT Community](#) provides steps LGBT organizations and professionals can take in support of LGBT older people.
- [LGBT Older People: Our Right to a Peaceful Life](#) provides steps LGBT older people can take to feel empowered and advocate for themselves.
- [Paying it Back: Promoting Justice for LGBT Communities of All Ages](#) provides information and steps to promote justice and prevent and address social isolation and LGBT specific elder abuse.

## Last Week's Most Popular Tweet:

**Tuesday, September 11:**

["If a resident has indicated that they have been assaulted or raped, believe them. Your first step should certainly be to believe them and try to get them some support."](#)

## Long-Term Care Resources & News

- [Assisted Living Kicks Out the Frail 'Cause 'We Can't Take Care of You Any Longer'](#), *Kaiser Health News*, September 6, 2018

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## CMS CMP Reinvestment Program to Provide TA Coaching to Nursing Homes

The Centers for Medicare & Medicare Services' (CMS) [Civil Money Penalty Reinvestment Program](#) (CMPRP) is offering one-to-one technical assistance (TA) coaching to nursing homes in efforts to improve dementia care. CMPRP TA trainers will work with facilities to identify opportunities for improvement and develop a performance improvement project plan to improve dementia care. Consumer Voice Leadership Council member Kathy Bradley has been identified as a subject matter expert and will be sharing her story of advocating for proper care and services for her mother. She will be a part of 15 virtual presentations to groups of 8-10 facilities over the course of two years.

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## Spotlight on Resources

The infographic titled "The Long-Term Care Ombudsman Program" features a header with three people icons and the text "Ombudsman programs are resident advocates!". Below this, it asks "What does the long-term care Ombudsman Program do?" and explains that the program advocates for residents of nursing homes, board and care homes, assisted living facilities, and other similar adult care facilities. It states that ombudsman programs work to resolve problems individual residents face and effect change at the local, state, and national levels to improve quality of life and care. A link is provided: "For more information, visit [ltombudsman.org/about/about-ombudsman](http://ltombudsman.org/about/about-ombudsman)".

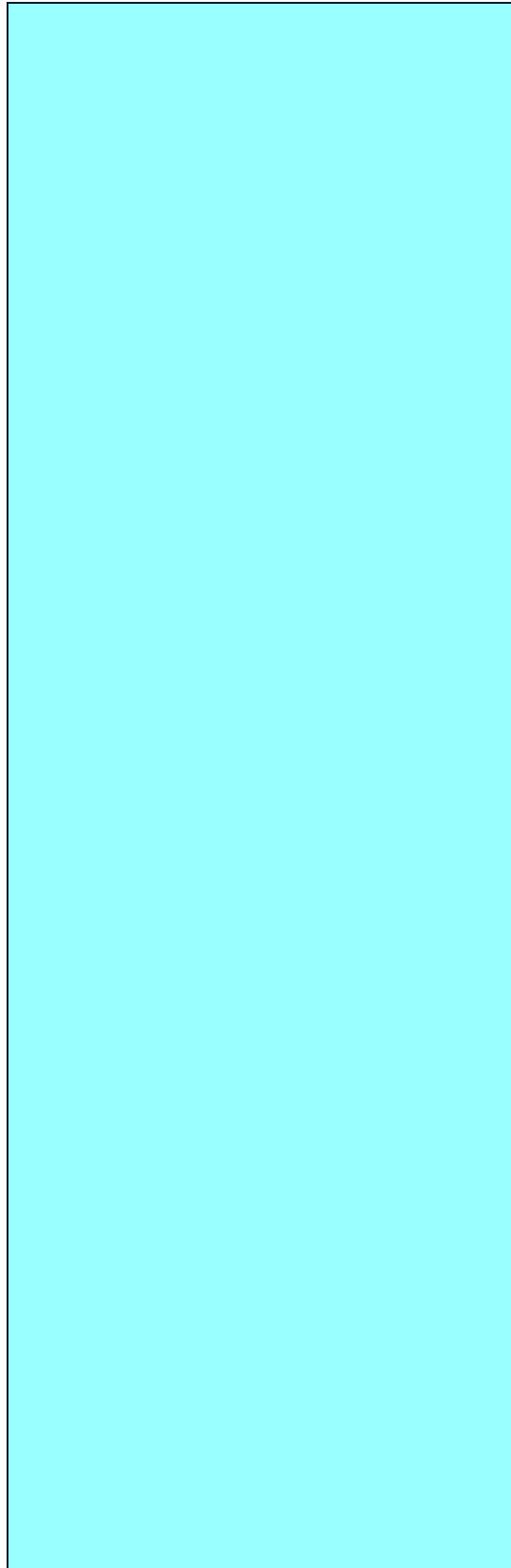
**The Ombudsman Program by the Numbers**

In the U.S.		
There are 53 State Ombudsmen; 1,320 full-time-equivalent staff; and 7,331 volunteers trained to investigate and resolve complaints.		

In 2016 the Program:		
provided information regarding long-term care to <b>378,526</b> individuals.	visited <b>28,473</b> long-term care facilities at least quarterly.	provided information and assistance to <b>115,708</b> LTC facility managers and staff.
attended <b>1,974</b> family council meetings.	attended <b>22,205</b> resident council meetings.	provided <b>4,702</b> training sessions for long-term care facility staff.

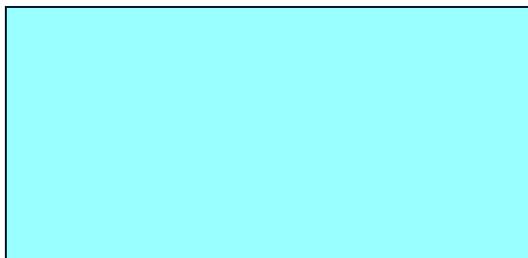
Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer](#)



[Voice and NORC websites](#) to explore all the available resources. Check out this week's highlighted resource:

[Long-Term Care Ombudsman Program Infographic](#)

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## About The Voice

The Voice is a weekly e-newsletter, published by the National Consumer Voice for Quality Long-Term Care. If you do not wish to continue receiving this publication, please unsubscribe below. Your contributions and comments are welcome and should be sent to [info@theconsumervoice.org](mailto:info@theconsumervoice.org). Copyright © 2018.

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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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