

RESOURCES

National Citizens' Coalition for Nursing Home Reform

<http://www.nursinghomeaction.org>, 202-332-2275

This site provides up-to-date information on public policies that affect nursing home residents' rights and the quality of nursing home care. Learn how you can make a difference in the care of your loved one in a nursing home and access information on how NCCNHR works to improve care.

National Long Term Care Ombudsman Resource Center

<http://www.ltombudsman.org>, 202-332-2275

Check out this site to learn more about the fifty-two State Long-Term Care Ombudsman Programs, and their statewide networks of 600 regional (local) programs. Access information on training and advocacy opportunities as well as previous Residents' Rights Weeks packets are available.

Nursing Homes: Getting Good Care There (2nd edition) (2002)

A consumer guide, written by Sarah Greene Burger, Virginia Fraser, Sara Hunt, and Barbara Frank, on achieving the best possible nursing home experience for a relative or friend. With clarity and compassion, the authors use everyday language and real-life examples to show that care respecting each resident's individuality, dignity and physical and emotional well-being is within reach. Order from NCCNHR. Price: \$11.95

Contact: National Citizens' Coalition for Nursing Home Reform
1828 L St. NW, Suite 801
Washington, DC 20036
(202) 332-2275
<http://nursinghomeaction.org>

State Operations Manual – Appendix PP – Guidance to Surveyors for Long-Term Care Facilities

www.cms.hhs.gov/manuals/107_som/som107ap_pp_guidelines_ltcf.pdf

Guidelines for surveyors of long-term care facilities to use in surveying regulatory requirements in nursing homes. Developed by the Centers for Medicare and Medicaid Services.

Minimum Data Set & Resident Assessment Instrument

www.cms.hhs.gov/quality/mds20/

The MDS and the Resident Assessment Instrument are the tools developed by the Centers for Medicare and Medicaid Services for assessing a resident's abilities and functional status.

State Quality Improvement Organizations

A detailed overview of numerous Clinical Care topics can be obtained by contacting your state Quality Improvement Organization (QIO). Visit

<http://www.medqic.org/QIOListings>.

Long-Term Care Resident Assessment Instrument User's Manual

Revised Long-Term Care Resident Assessment Instrument User's Manual, December 2002, Version 2.0, Revised March 2006. Available:

<http://www.cms.hhs.gov/RAI>

Residents' Rights Bingo (1990).

The Residents' Rights Bingo can make learning residents' rights fun. It's played just like regular bingo. Game includes Bingo cards and markers.

Contact Information:

The Legal Center

455 Sherman St. , #130

Denver, CO 80203

Fax: (303) 722-0720

CULTURE CHANGE

Pioneer Network: <http://www.pioneernetwork.net/>

Eden Alternative: <http://www.edenalt.com/>

Wellspring: <http://www.wellspringis.org/>

RESIDENT AND FAMILY COUNCILS

National Citizens' Coalition for Nursing Home Reform (NCCNHR),
<http://nursinghomeaction.org>; 202.332.2275.

Resident Council Handbook (2001).

A 82 page handbook for use in creating, or restructuring resident councils in health care facilities. Acts as a how-to manual, offering hands-on guidelines to developing a resident council in your senior residence, nursing home or health care facility. The handbook Includes samples of bylaws, minutes, slate of officers, and committees.

Contact: Resident Councils of Washington
220 E. Canyon View Road
Belfair, WA 98528-9597

Phone: (360) 275-8000
www.residentcouncil.org

Council Assistance

- Family Councils in Action: A Manual for Organizing and Developing Family Councils in Nursing and Boarding Care Homes. (1994).
- Framing a Bill of Rights and Responsibilities for Residents' Families. (1997).
- Increasing Council Participation. (1997).
- Promoting Your Family Council. (1997).
- Recruiting Members for Your Family Council.
- Team Building in Resident and Family Councils. (1997).

Contact: Advocacy Center for Long-Term Care
2626 East 82nd Street, Suite 220
Bloomington, MN 55425
Phone: (952)854-7304

Friends & Relatives of Institutionalized Aged (FRIA) <http://www.fria.org>

California Advocates for Nursing Home Reform

Getting Involved in the Care Plan: A Guide for Family Members/Legal Representatives of Nursing Home Residents.

Organizing Family Councils in Long Term Care Facilities: This document is available on the web at <http://www.canhr.org/pdfs/FCBook.pdf>.

For more information contact California Advocates for Nursing Home Reform, 1610 Bush Street, San Francisco, CA 94109, (415)474-5171, www.canhr.org.

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Contact: Connecticut Long Term Care Ombudsman Program
CT Department of Social Services
25 Sigourney Street
10th Floor
Hartford, CT 06106-5033
Phone: (860)424-5200