



The National
CONSUMER VOICE
for Quality Long-Term Care
formerly NCCNHR

MARCH FORTH
t  **gether**

3.4.22

About the Consumer Voice

The leading national voice representing consumers in issues related to long-term care.

- **Advocate for public policies** that support quality of care and quality of life responsive to consumers' needs in all long-term care settings
- **Empower and educate** consumers and families with the knowledge and tools they need to advocate for themselves
- **Train and support** individuals and groups that empower and advocate for consumers of long-term care
- **Promote the critical role of direct-care workers and best practices** in quality-care delivery

Welcome and Reminders

- The program is being **recorded**
- Use the **Q&A feature** for questions for the speakers
- Use the **chat feature** to make comments or respond to questions from speakers or other attendees
- Links to the **PowerPoint** and resources – in the chat box

Will Harris

Senior Advisor, Office of the Administrator
Centers for Medicare and Medicaid
Services





MARCH 2022

Inadequate Staffing During the COVID-19 Pandemic

AND ITS CATASTROPHIC EFFECTS ON
NURSING HOMES RESIDENTS



- New Consumer Voice report confirms disastrous effects of inadequate staffing during the pandemic.
- Made worse by lockdown of facilities and absence of families, ombudsmen, and state regulators.
- Affirms need for minimum staffing standard and importance of access to family members for all residents.

The Devastating Effect of Lockdowns on Residents of Long-Term Care Facilities During COVID-19



A Survey of Residents' Families

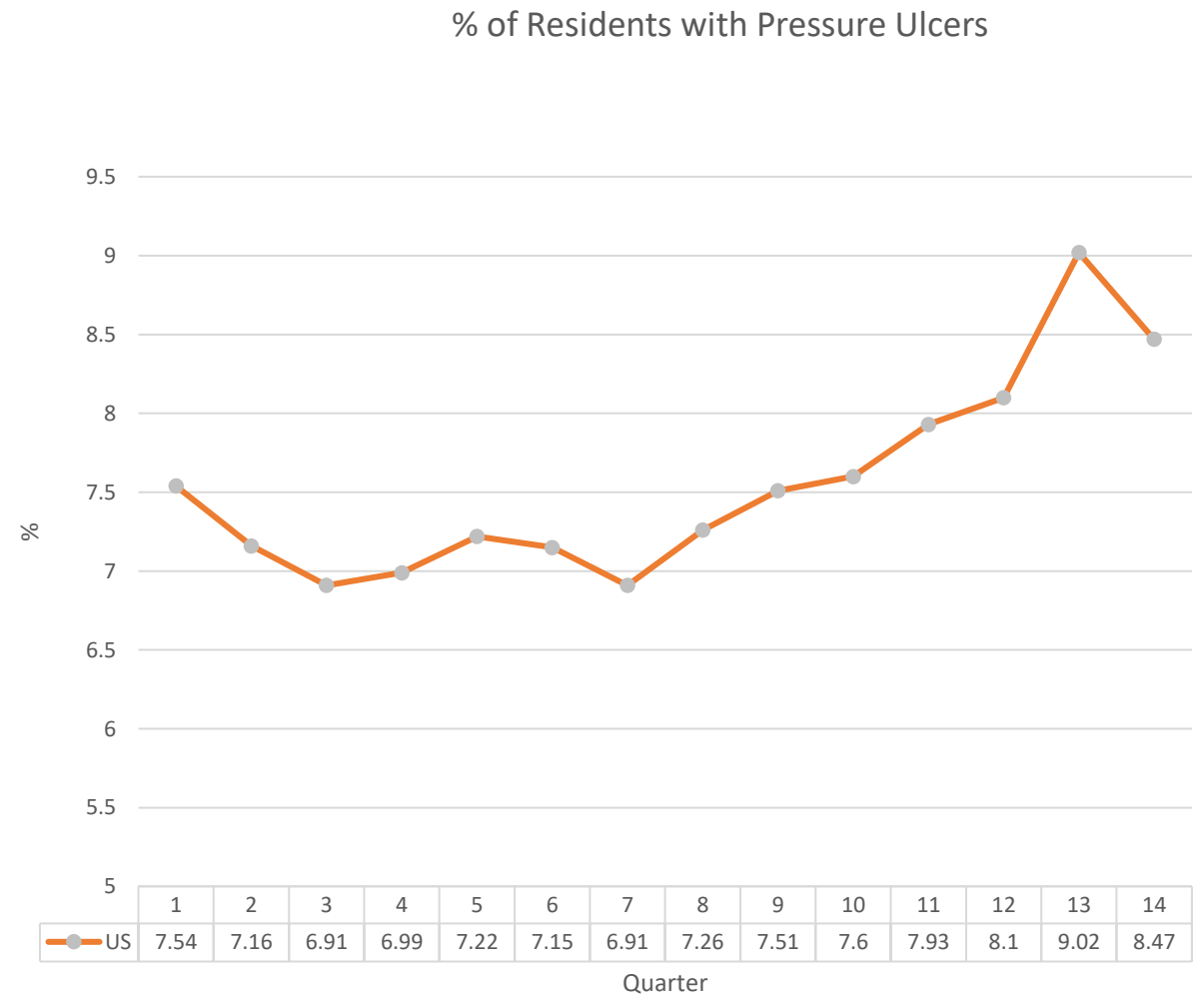
JANUARY 15, 2021

- 85% of families noted a decline in physical abilities.
- 87% indicated a decline in physical appearance.
- 91% reported a decline in mental status.
- 69% indicated the facility did not have adequate staff.

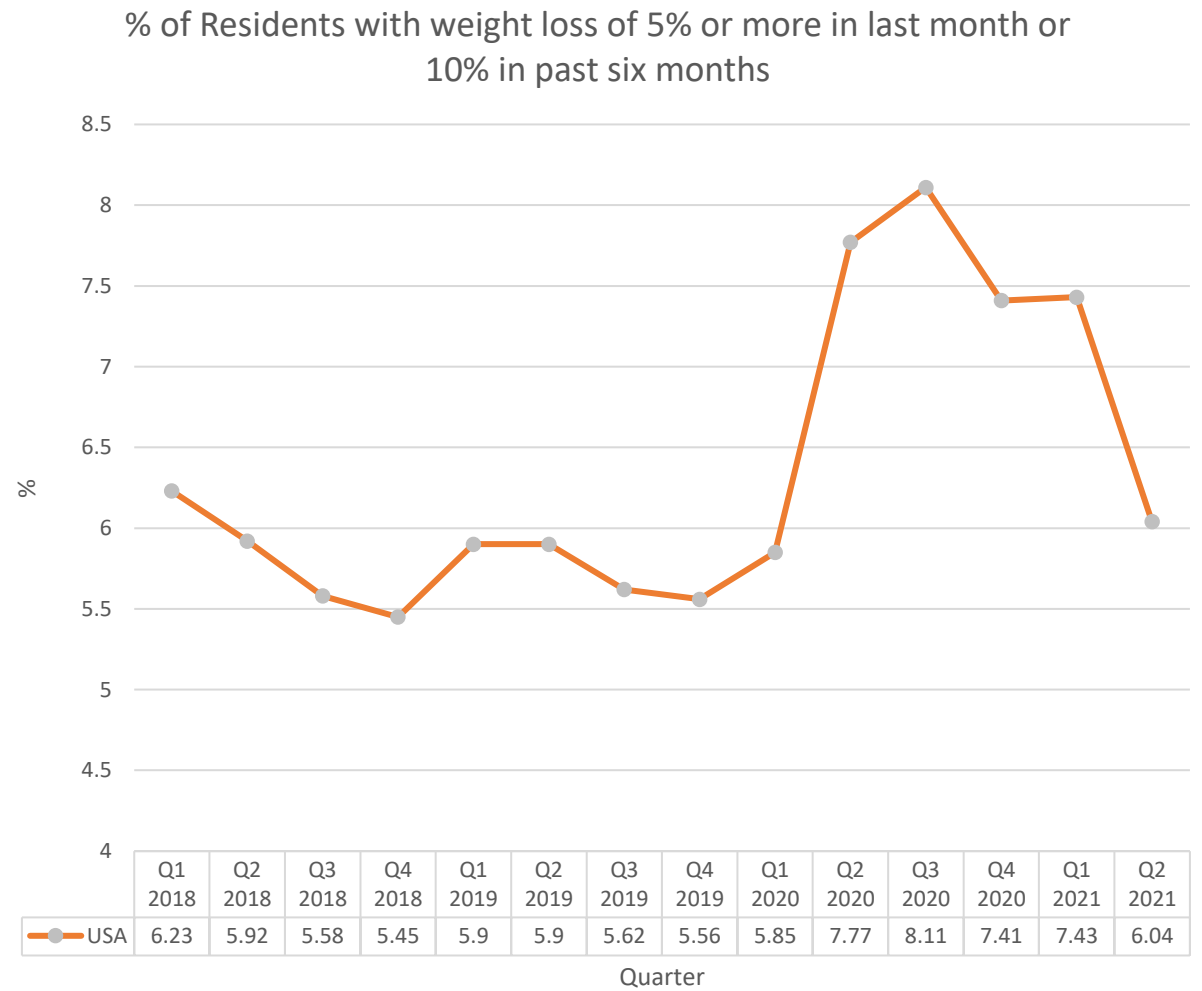
MDS Data Confirms Negative Impact on Care Quality

- Data through Q2 2021 in a variety of measures shows negative impact on residents
- Corresponds, in part, to changes in visitation policies
- Throughout the pandemic, facilities have reported on average 20% staff shortages
 - Currently it is close to 30%

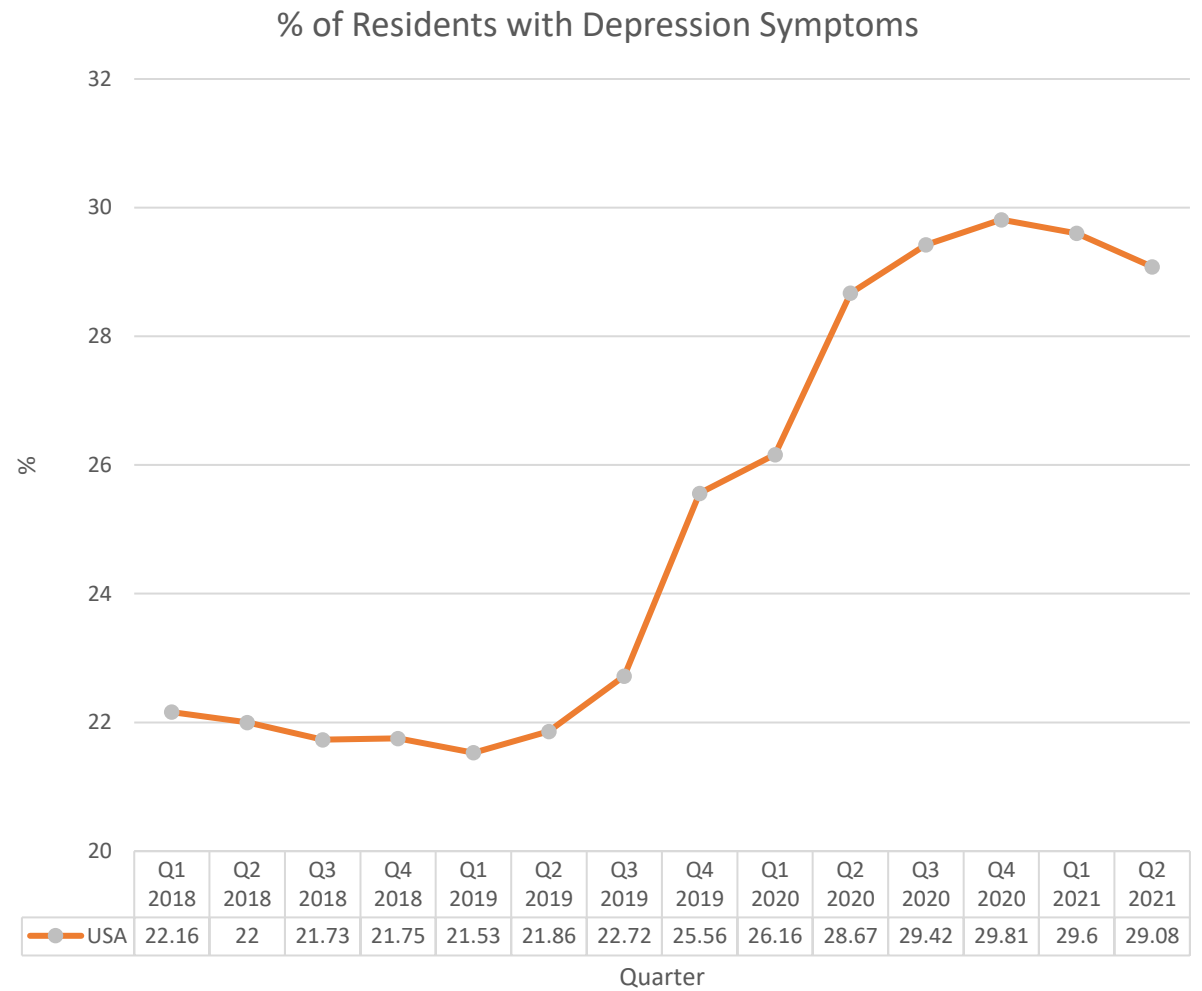
Pressure Ulcers



Weight Loss

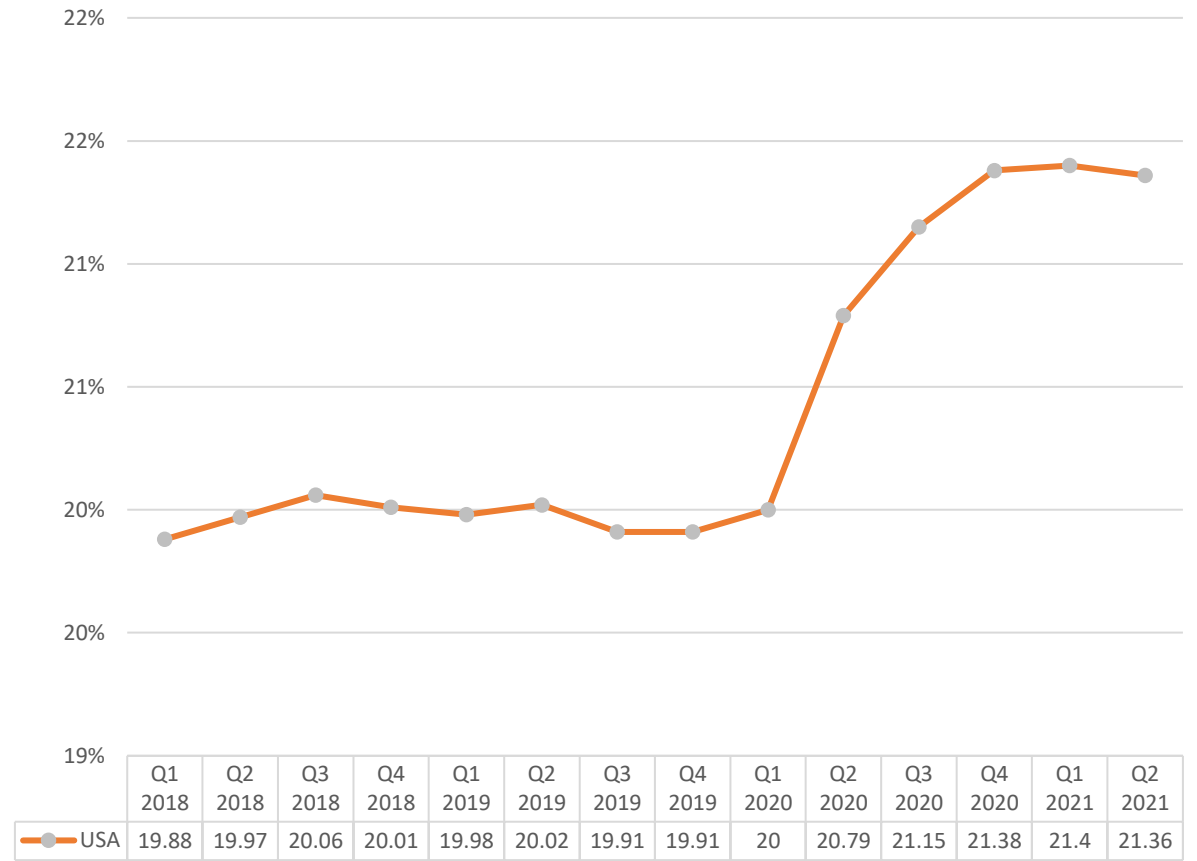


Depression

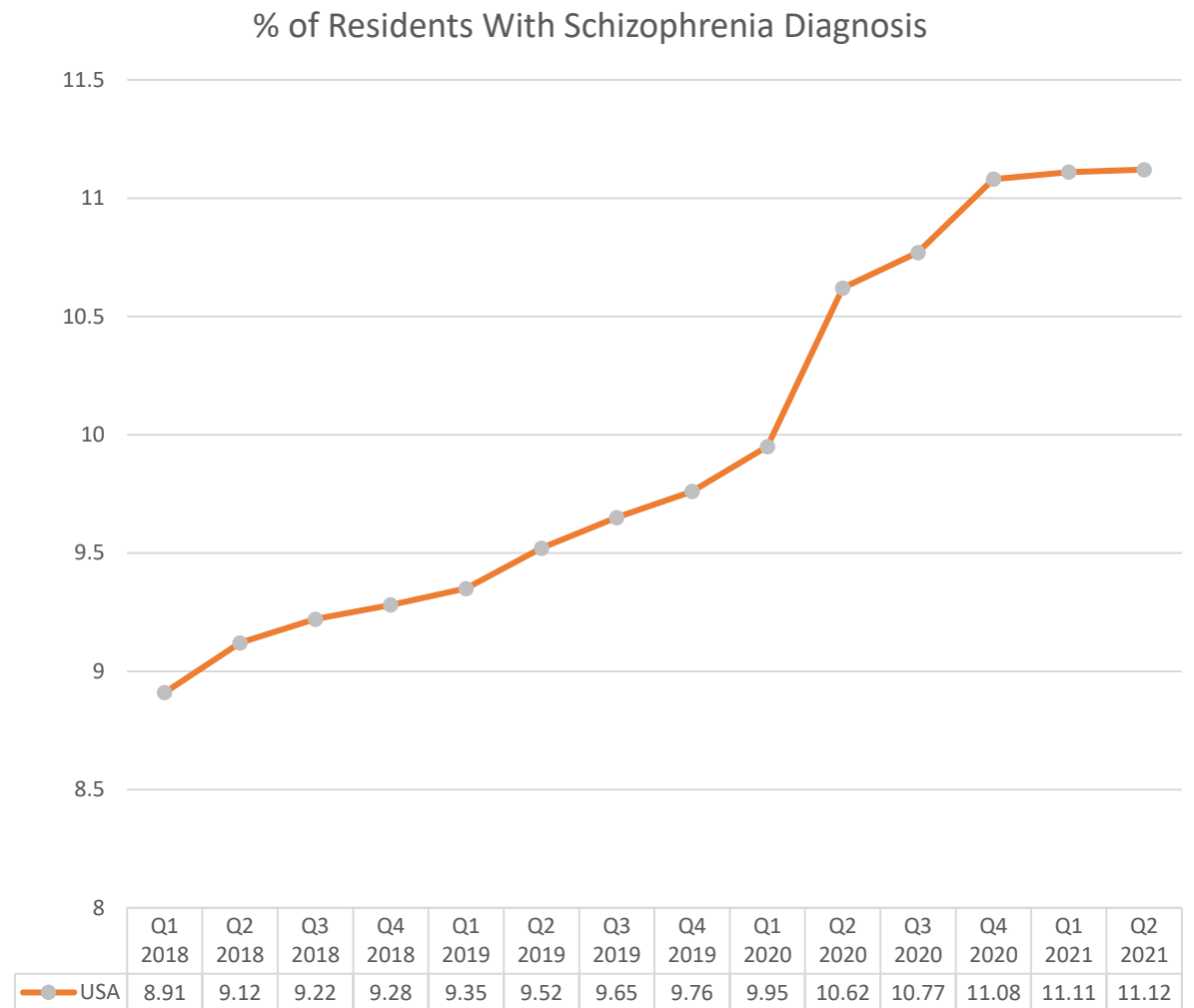


Antipsychotics

% of Residents Receiving at Least One Dose of Antipsychotics in the Past Week



Schizophrenia Diagnoses



Read Both Reports

- Inadequate Staffing During the COVID-19 Pandemic And Its Catastrophic Effects on Nursing Home Residents
 - <http://theconsumervoice.org/uploads/files/issues/suffering-in-lockdown.pdf>
- The Devastating Effect of Lockdowns on Residents of Long-Term Care Facilities During COVID-19
 - https://theconsumervoice.org/uploads/files/issues/Devasting_Effect_of_Lockdowns_on_Residents_of_LTC_Facilities.pdf

MARCH FORTH
t**gether**

A Month of
Action



March 7-11: Thank you, Mr. President!!!



March 14-18: Letters to the Editor

Consumer Voice will introduce a new Letter to the Editor tool.

We're encouraging everyone to use this tool this week and reach out to your local media in support of the Biden Administration's new nursing home reforms!

March 21-25: Social Media Week

#MarchForthWithResidents
#UnderstaffingIsNeglect

Throughout March, Consumer Voice will be using social media to share resident and family voices emphasizing the importance for the new nursing home provisions and to highlight why understaffing is neglect.

Join us, this week. Share clips of your loved ones discussing what it means when there aren't enough staff.

Join our TwitterStorm on March 24th, 2021.





March 28 – April 1: Reach Out to Congress!

THANK YOU!



QUESTIONS?



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