



# Arkansas Long-Term Care Ombudsman Program

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2013 Annual Report



Welcome to the 2013 Arkansas Long-Term Care Ombudsman Program Annual Report. This report is taken from our federally mandated statistical report and highlights those areas that reflect the highest areas of our work throughout the reporting period: October 1st, 2011 through September 30th, 2012. Once again LTC Ombudsmen have excelled at strengthening our program by increasing Certified Volunteer LTC Ombudsmen and by improving efficiency in reporting both cases and technical assistance. Congratulations to all levels of Certified LTC Ombudsmen!

I recall the first few months of my journey as the State LTC Ombudsman, and while I was fortunate to already know and had worked with Ombudsmen, I will say it was difficult trying to explain the program to the public. You see, due to the vast majority of our work not being a tangible product such as food, clothing, medications, and other types of assistance, people often do not grasp the seriousness of what we provide. However, driving home from the office one day, I was listening to a local news radio show, and the broadcaster shared a very inspiring story written by Loren Eiseley about a retired gentleman and young boy. Instantly, I knew that this story was an excellent, analogical tool for us to utilize our LTC Ombudsman services. Thus, we adopted the following story for our program, and just like Dr. Arthur S. Fleming tweaked the original Ombudsman program out of Sweden, our version has a few changes.

Once there was a retired gentleman who was on vacation and was walking along a beautiful beach in New Zealand. As he walked he noticed that further down the beach appeared a young boy very busy running back and forth from the beach to the ocean. The retired gentleman walked closer to the boy, and he realized the child was rushing around picking up starfishes and throwing them back into the ocean. He approached the boy and inquired, "Son, what are you doing?" The young boy looked up very seriously at the gentleman and stated, "I am helping the starfishes get back into the ocean because if I don't they will surely all die." The man gently smiled and placed his arm around the shoulders of the boy and said, "Son, I want you to look all the way down the left side of this beach as far as you can see." The young boy strained his neck around the man and stared down the beach. The man stated "Now, son I want you to look all the way down the right side of the beach." The young boy turned his head to the right and stared. Then the retired gentleman said, "Now son look at me. Son, there are thousands and thousands of starfishes washed up on this beach, and there is absolutely no way you can save them all." We all know how innocent and stubborn a young boy can look and without saying a word the boy bent over and picked up another starfish, and with all his strength and all his might, he threw the starfish as hard as he could back into the ocean. At this point, he placed his little hands on each side of his waist and looked up at the retired gentleman and sweetly, yet very seriously said, "But sir I just saved that one!"

What a profound statement and relevant vision of our Arkansas LTC Ombudsmen as they assist thousands of our most valuable and most vulnerable individuals every day! They know that they may not be able to help them all, yet how rewarding to know that they are able to resolve or prevent issues on behalf of these priceless but sometimes forgotten individuals.



Respectfully,

A handwritten signature in black ink that reads "Kathie J. Gately". The signature is written in a cursive, flowing style.

Kathie J. Gately, BSW,  
Office of the State Long-Term Care Ombudsman

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# Regional Ombudsmen Contact Information

## Region I - AAA of Northwest AR



**Laraine Lamb**

1510 Rock Springs Road, PO Box 1795  
Harrison, AR 72602-1795  
(870) 741-1144 / 1-800-432-9721 /  
TDD: (870) 741-6214

## Region II - White River AAA



**Donna Ernest**

3998 Harrison St., PO Box 2637  
Batesville, AR 72503  
(870) 612-3000  
/ 1-800-382-3205

## Region III - East AR AAA



**Elvin Smith**

PO Box 5035  
Jonesboro, AR 72403-5035  
(870) 336-2260  
/ 1-888-311-2238

## Region IV - AAA of Southeast AR



**Brenda Brown**

PO Box 8569  
Pine Bluff, AR 71611  
(870) 543-6300  
/ TDD: 1-800-264-3260

## Region V - CareLink



**Monica Tyler**

706 W. 4th St., PO Box 5988  
North Little Rock, AR 72119-  
5988  
(501) 372-5300 / 1-800-482-  
6359



**Tonia Barnes**

## Region VI - AAA of West Central AR



**Stacy Pearson**

915 S. Arkansas Ave.,  
Russellville, AR 72801  
(479) 967-9300 / 1-800-467-2171  
905 W. Grand Ave.  
Hot Springs, AR 71913  
(501) 321-2811 / 1-800-467-2170



**Jeanne Albarado**

## Region VII - AAA of Southwest AR



**Deborah Hanson**

600 Columbia, PO Box 1863  
Magnolia, AR 71754-1863  
(870) 234-7410 / TDD: 1-800-  
272-2127



**Doris Chaney**

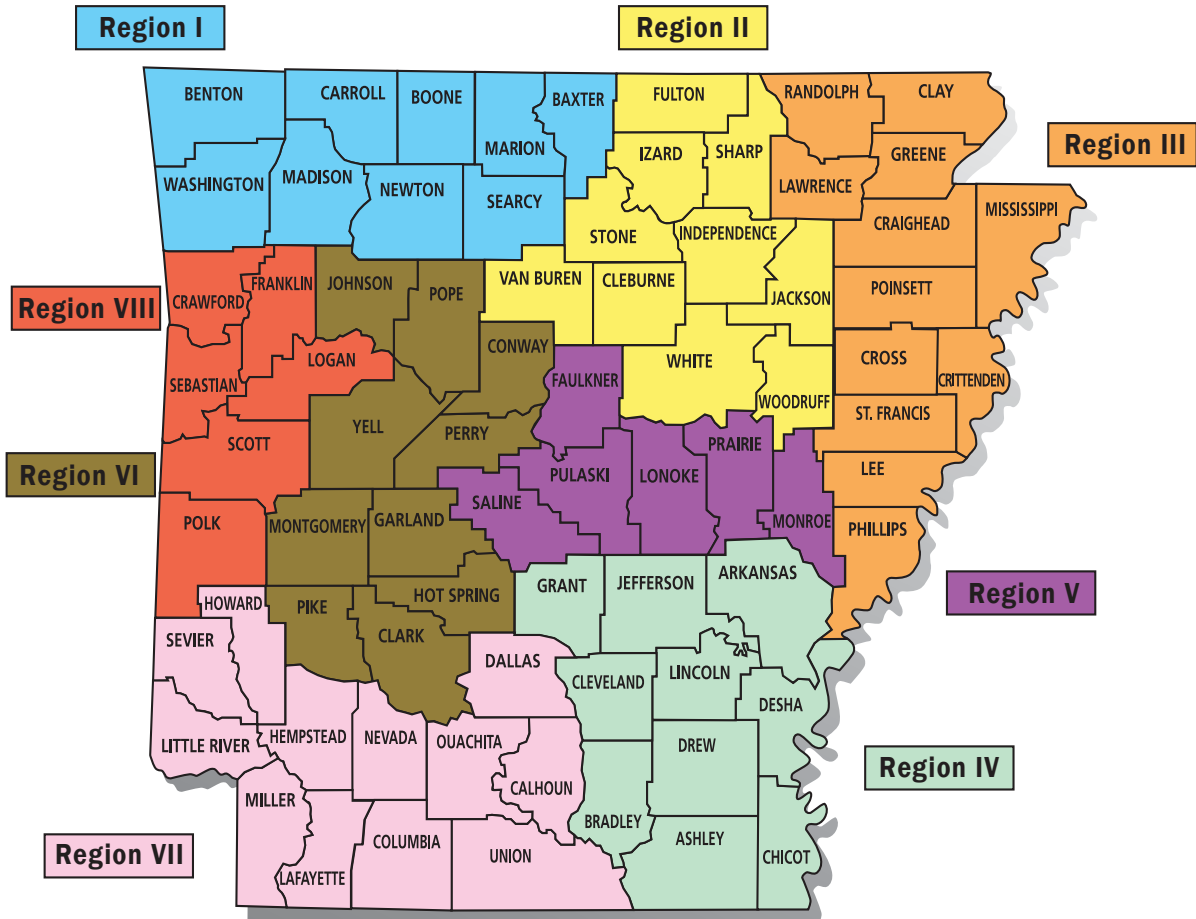
## Region VIII - AAA of Western AR



**Debbie Medley**

524 Garrison, PO Box 1724  
Fort Smith, AR 72902  
(479) 783-4500 / 1-800-320-6667

# Regional Ombudsmen Jurisdictions



# Mission Statement & Historical Overview

## Mission Statement

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The mission of the Arkansas Ombudsman Program is to assure that long-term care facility residents have the right to live their lives harmoniously and with dignity, feeling free to voice complaints or concerns without reprisal.

The Long-Term Care Ombudsman strives to be a trusted advocate for all residents, educating them regarding their rights and empowering residents to speak for themselves while providing advocacy for those without a voice.

Through regular visitation, the Long-Term Care Ombudsman seeks to enhance the quality of life for residents by the investigation of complaints and by interacting with both residents and staff to facilitate the resolution of problems.

## Historical Overview

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The Arkansas Office of the State Long-Term Care Ombudsman Program was implemented in 1975 upon receiving federal grant funding from the Administration on Aging. Nationally, federal grant funds became available in 1972 due to the eight-point Presidential Directive issued by President Richard Nixon in 1971, which addressed complaints by consumers. Arkansas, along with 44 other states, realized the significant impact that Long-Term Care Ombudsman programs were making on the overall care individuals were being provided.

In 1978, the reauthorization of the Older Americans Act passed by Congress mandated that all states establish a Long-Term Care Ombudsman Program. Dr. Arthur S. Fleming, Commissioner on Aging under President Nixon; Elma Holder, Founder of the National Citizens Coalition for Nursing Home Reform (NCCNHR); and, Ralph Nader were instrumental in this program accomplishment.

The Arkansas office developed its program and established it statewide by subcontracting Title III-B funding to all Area Agencies on Aging (AAA). Regional Long-Term Care Ombudsmen were hired. In 2000, a Certified Volunteer Long-Term Care Ombudsman pilot program began with three participants. In 2003, a vigorous statewide campaign was initiated, and the program grew exponentially to include the highest number of CVOs per capita in the nation. Currently, we have more than 680 ombudsmen including paid and volunteer. In 2007, we were honored with the selection of hosting the National State LTC Ombudsman Program (NASOP) annual conference. Our program received the Arkansas Gerontological Society Outstanding Volunteer Award in 2008. In partnership with an array of LTC stakeholders, we received the award to host the 2009 International Pioneer conference with global attendance of over 1200 people.

# Ombudsman Numbers

## Facilities

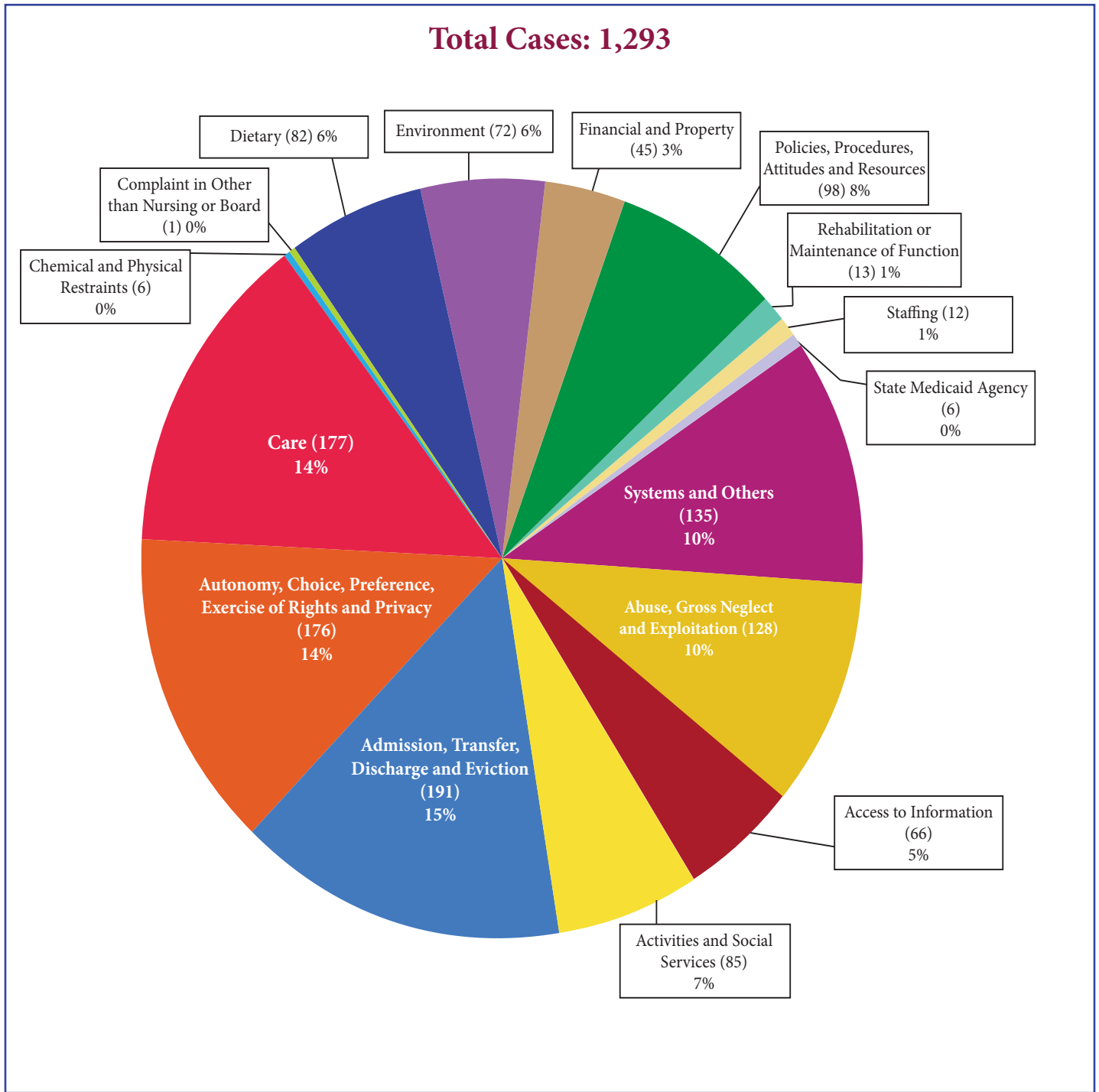
Type of Facility	Number of Facilities	Number of Beds
Skilled Nursing Facility	241	25,796
Residential Care and Assisted Living Facilities	138	7,236
<b>Total</b>	<b>379</b>	<b>33,032</b>

## Case Totals by Type (Federal Fiscal Year 2012)

Abuse, Gross Neglect and Exploitation	128
Access to Information	66
Activities and Social Services	85
Admission, Transfer, Discharge and Eviction	191
Autonomy, Choice, Preference, Exercise of Rights and Privacy	176
Care	177
Chemical and Physical Restraints	6
Complaint in Other than Nursing or Board and Care/Similar Settings	1
Dietary	82
Environment	72
Financial and Property	45
Policies, Procedures, Attitudes and Resources	98
Rehabilitation or Maintenance of Function	13
Staffing	12
State Medicaid Agency	6
Systems and Others	135
<b>Total Cases</b>	<b>1,293</b>

# Case Totals and Percentages by Type

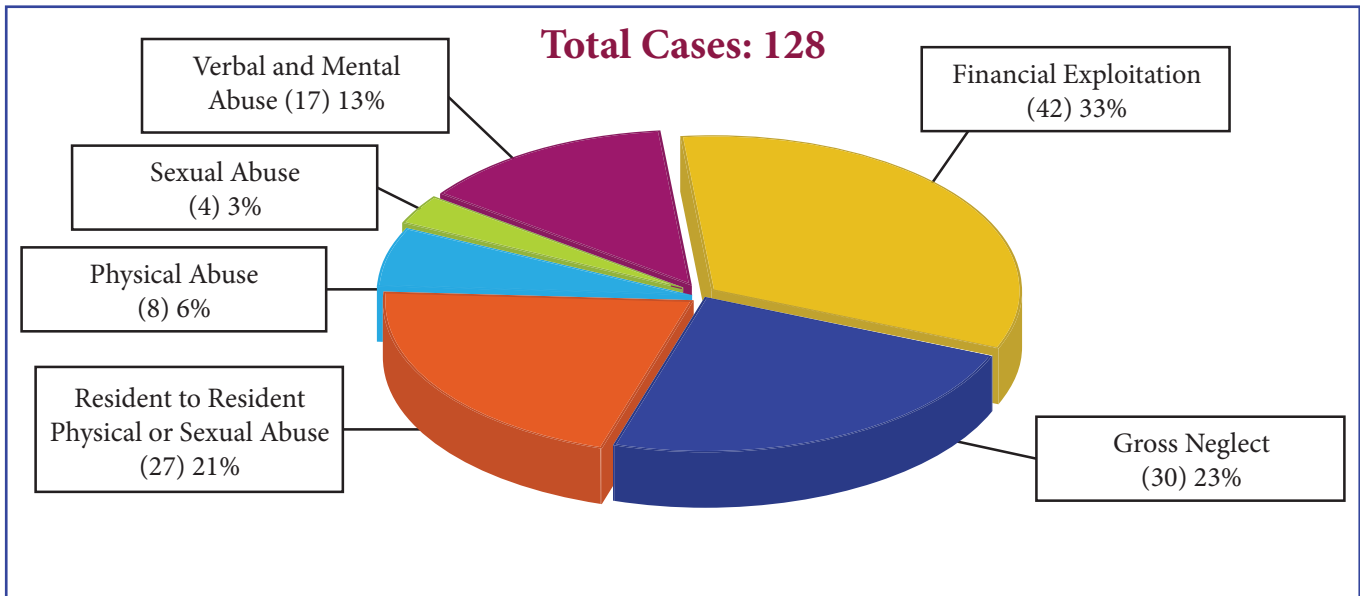
(Federal Fiscal Year 2012)



The charts on the following pages show more detail about the cases handled by ombudsmen during Federal Fiscal Year 2012.

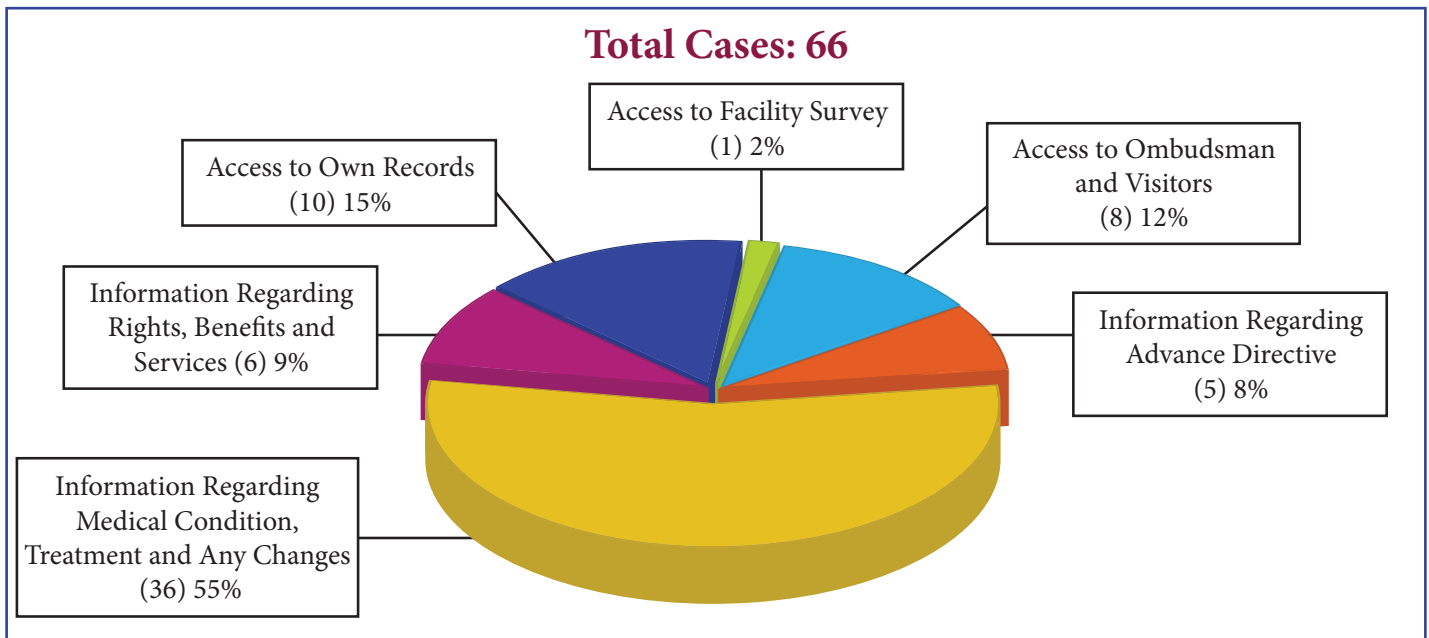


## Abuse, Gross Neglect, and Exploitation Complaints



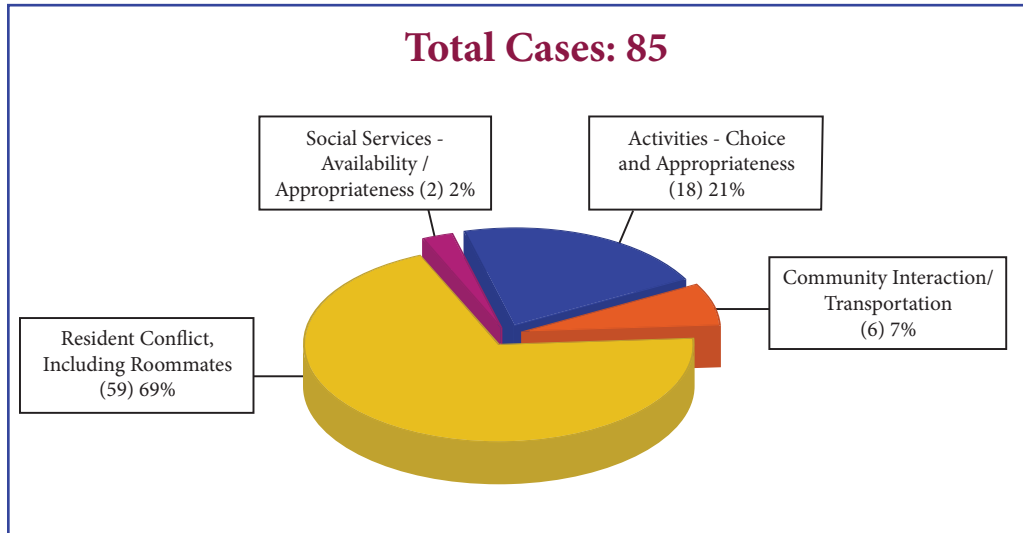
Long-Term Care Ombudsmen received a total of 128 complaints regarding abuse, gross neglect, and financial exploitation with the highest number of cases being in the area of financial exploitation. Regional LTC Ombudsmen work with the resident, facility staff, and family members to investigate and resolve these concerns.

## Access to Information Complaints



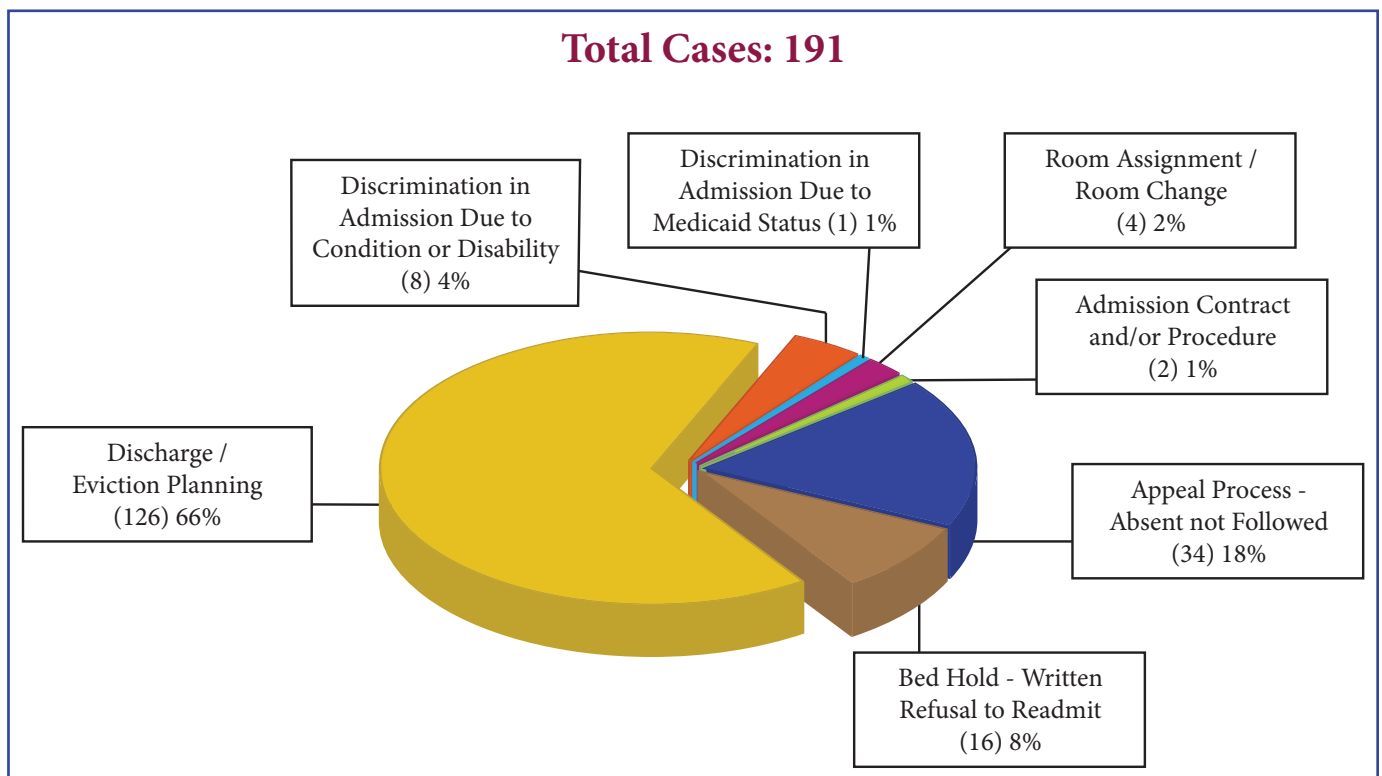
Residents must be informed of their rights, facility policy and procedures, services covered under Medicaid and Medicare, medical information, and additional services and fees offered by the facility. Regional Ombudsmen, along with Certified Volunteer Ombudsmen, are available to educate facility staff, legal representatives, and residents in these areas.

## Activities and Social Services Complaints



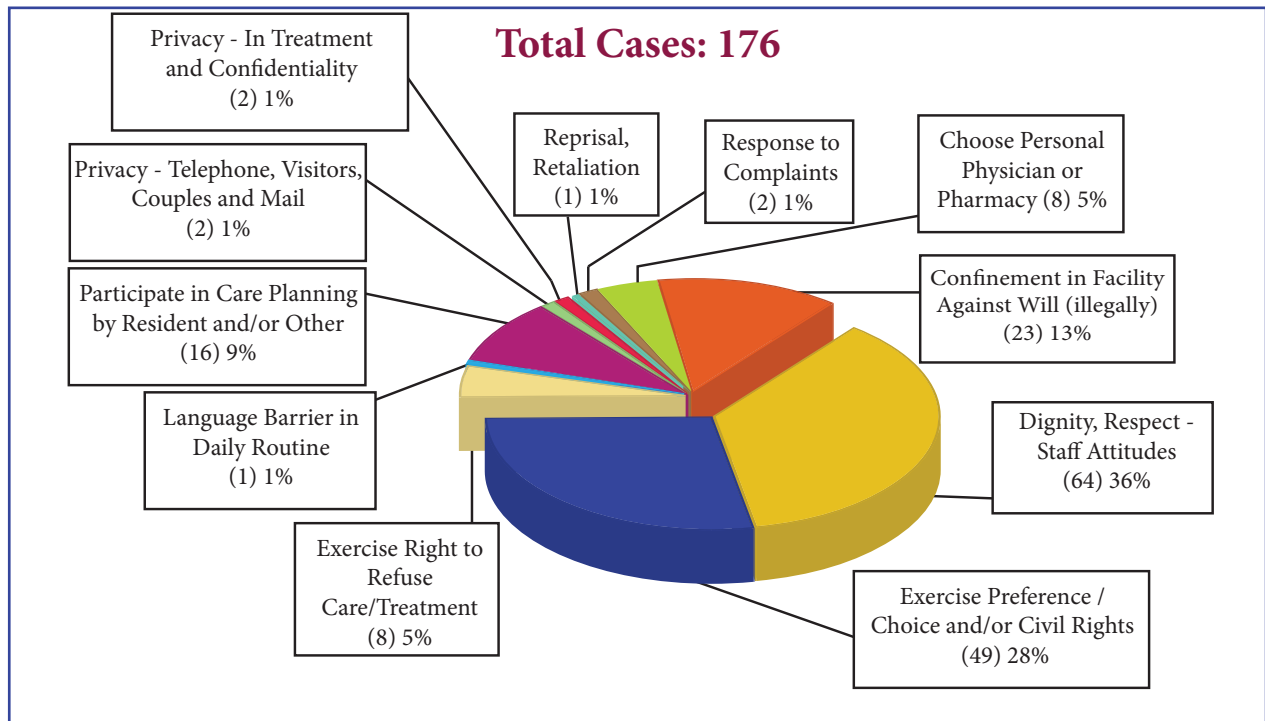
Federal regulations stipulate that each resident has the right to psycho-social services, individual choice of daily activities, church, exercise, etc. During 2012, Regional Ombudsmen reported 85 complaints in this area.

## Admission, Transfer, Discharge, and Eviction Complaints



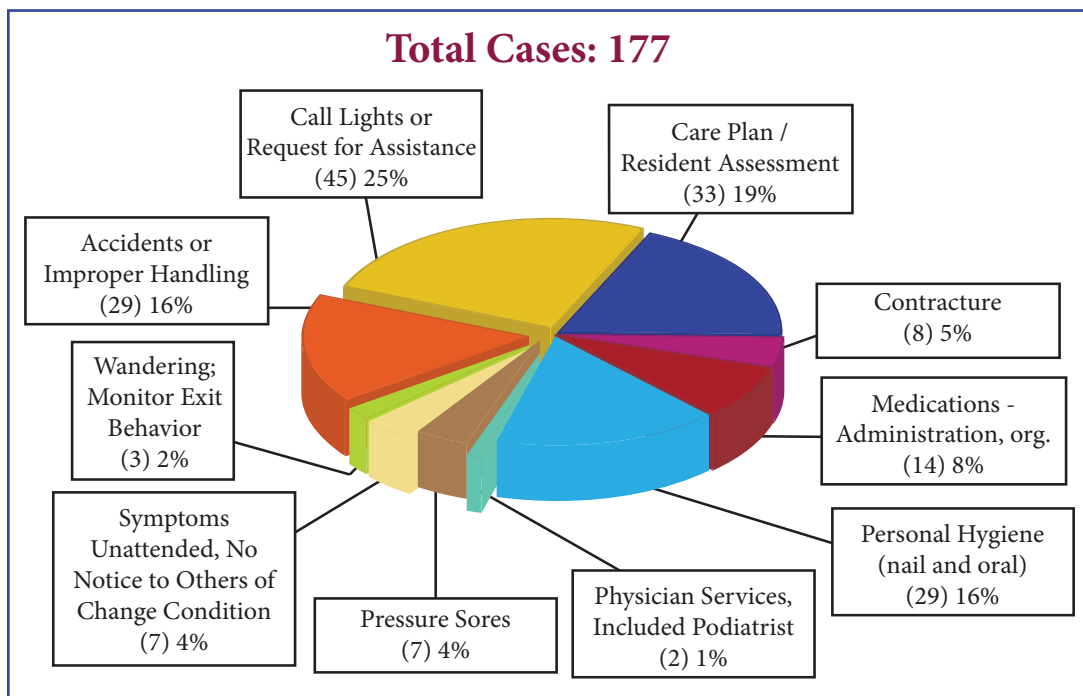
The area of involuntary discharge is the overall highest number of complaints that Regional Ombudsmen work with each year. Involuntary discharges are typically related to issues of legal representatives and facility staff completing long-term care Medicaid applications and obtaining monthly liability. Ombudsmen assist residents and legal representatives by informing them of their right to appeal these notices often with positive results.

# Autonomy, Choice, Preference, Exercise of Rights, and Privacy Complaints



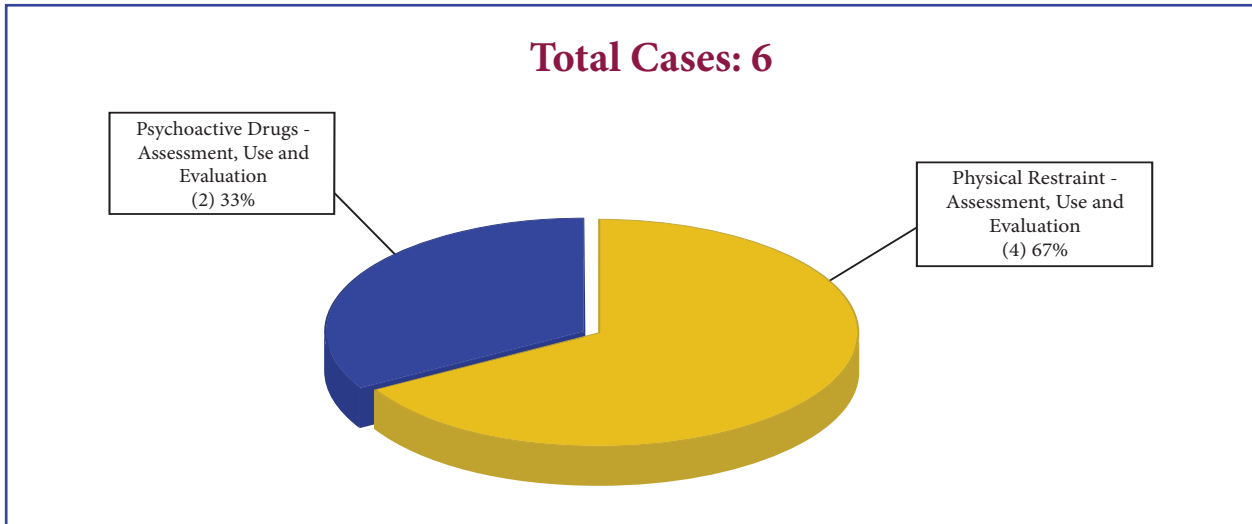
The majority of these complaints fall under the category of Dignity, Respect- Staff Attitudes. The right to choose one's roommate, when to take a bath, and what to eat are examples of this category. Ombudsmen strive to seek satisfactory resolution for residents; however, it is not always achieved as requests may not always be logistically feasible.

# Care Complaints



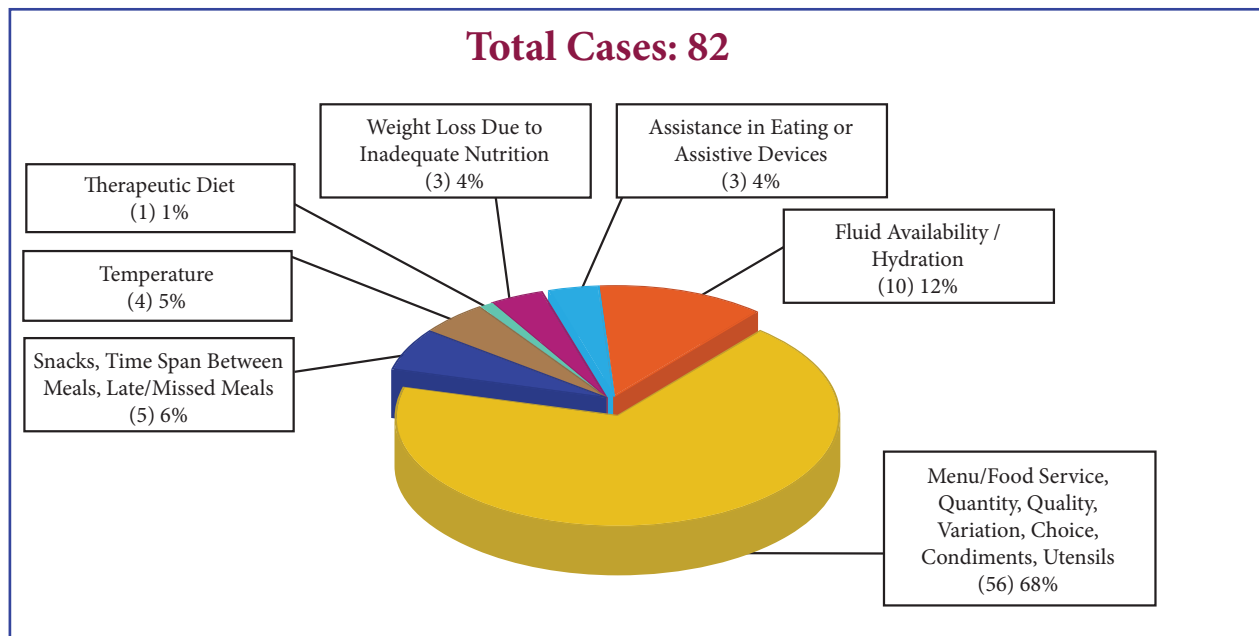
Care issues range from call lights not being answered timely to personal hygiene not being provided. Ombudsmen work with facility staff in care plan meetings, education, and awareness to facilitate prompt corrections and better understanding by all involved in these specific care issues.

## Restraints - Chemical and Physical Complaints



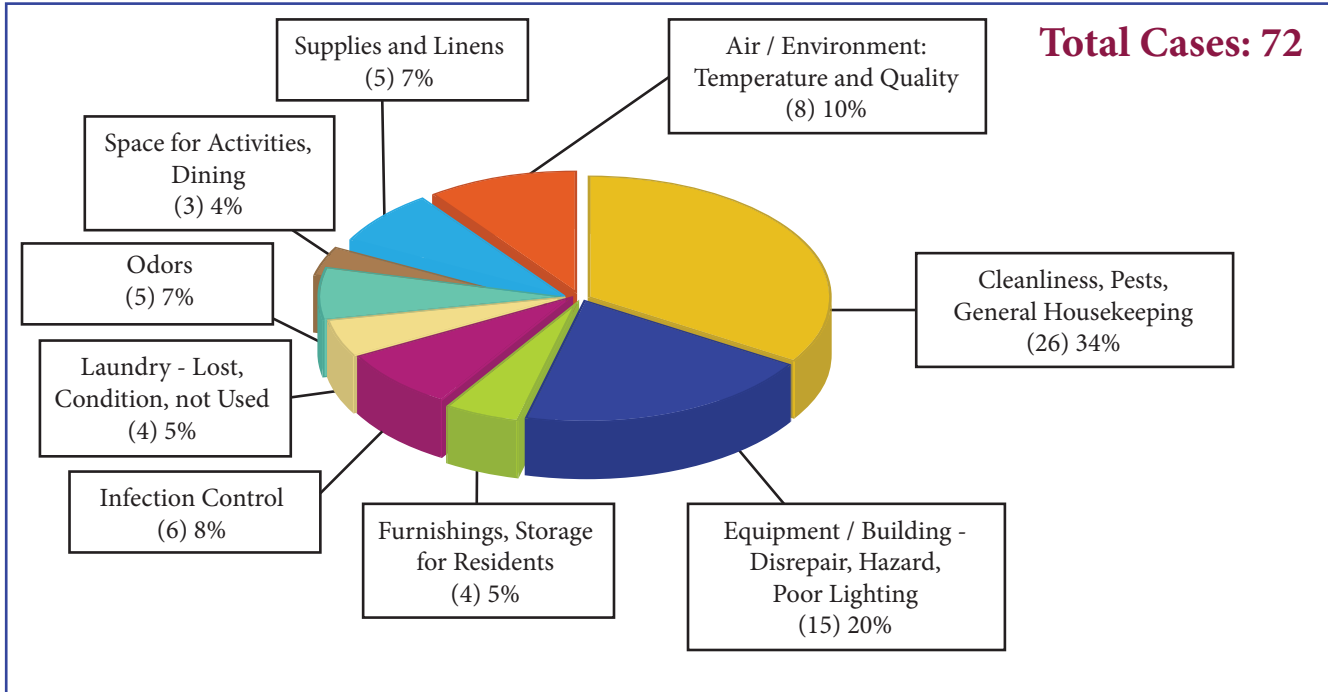
Ombudsmen do not receive a high number of complaints related to restraints, but we work closely with facilities and family members to educate and advocate for the less restrictive application. Over the past five years, Arkansas has excelled in working to reduce physical restraints. As of fall 2012, we are currently in partnership with all long-term care stakeholders addressing anti-psychotic (chemical restraints) reductions.

## Dietary Complaints



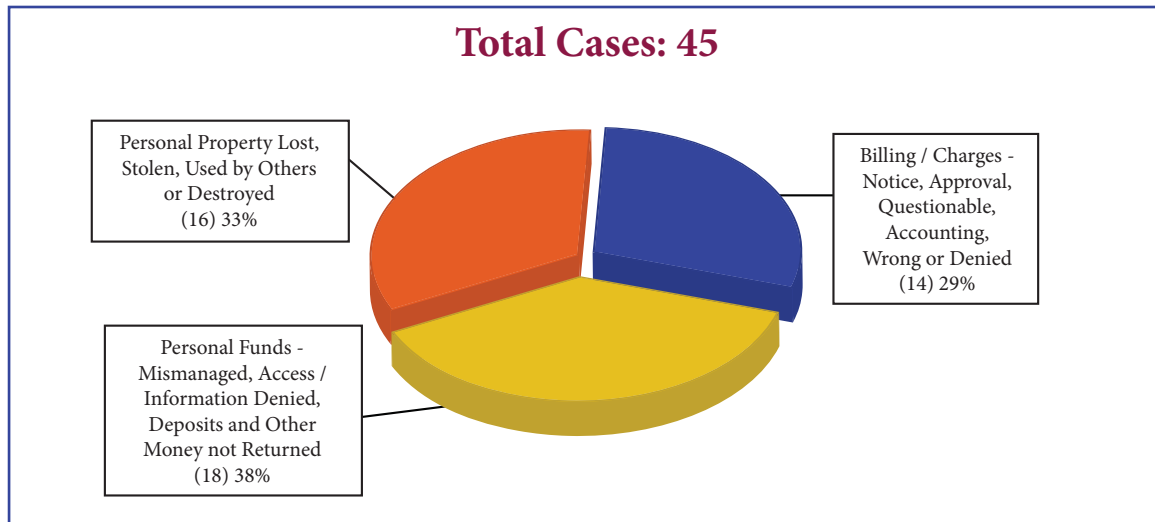
Residents have the right to receive nutrition of their choice as it meets physician and dietary recommendations. And, they have the right not to accept these recommendations. Arkansas has enhanced its nutritional services by providing diverse meal times and menus. In general, food complaints involve fluid availability/hydration and preparation.

## Environment Complaints



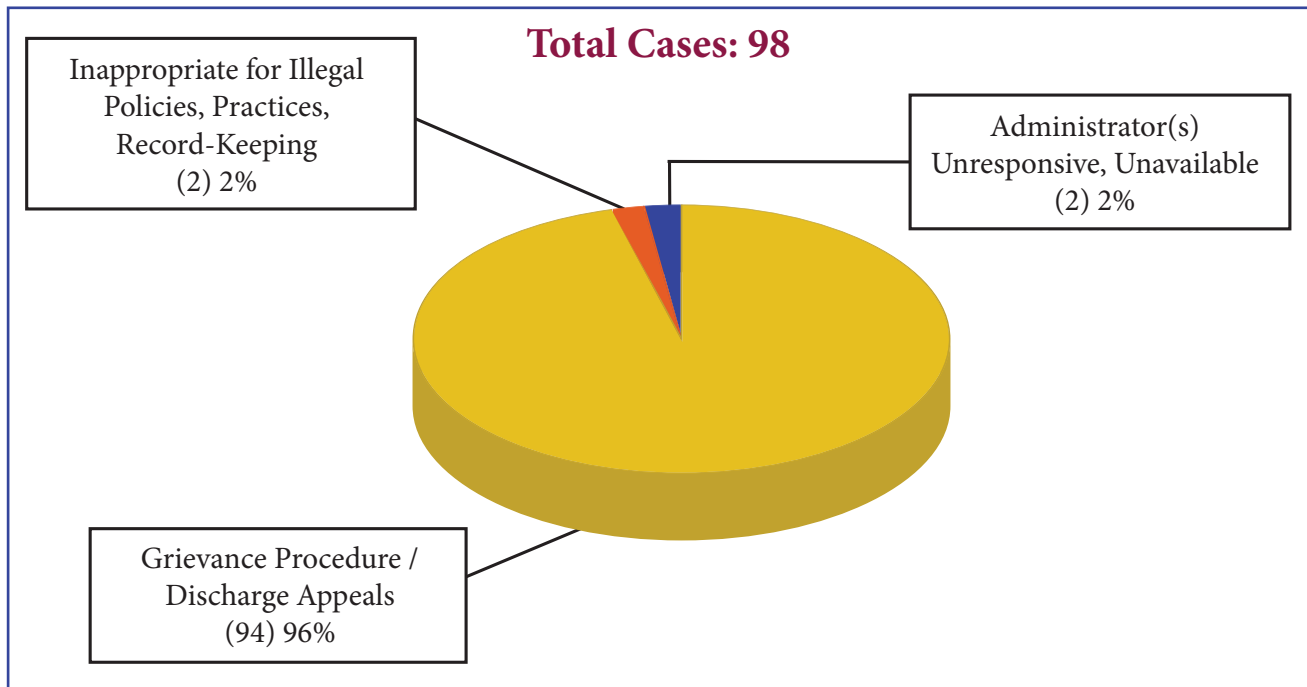
Cleanliness, disrepair of equipment, air/environment, and infection control rank among the top complaints received in this category. Under cleanliness, it is interesting to note that Ombudsmen are challenged to work with residents who have acquired personal belongings resulting in an overly crowded room or who will not allow staff to perform environmental duties.

## Financial and Property Complaints



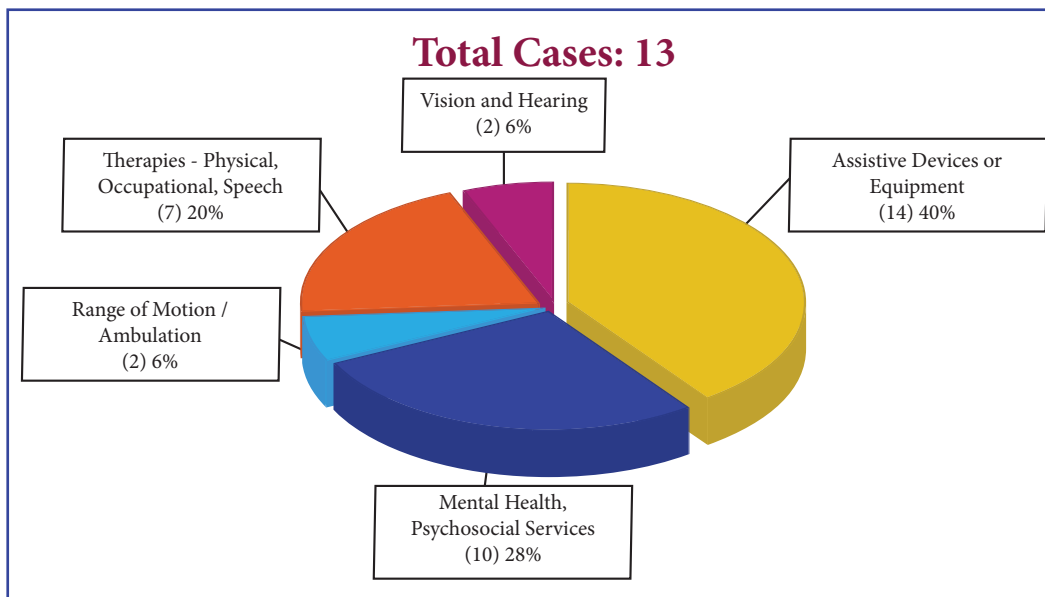
Financial complaints are connected to involuntary discharge concerns. Failure to secure both resident monthly liability and completion of long-term care Medicaid approval places, these valuable and vulnerable individuals are at a high risk of financial exploitation. Ombudsmen assist residents, families, and facilities with resources and communication to obtain successful resolutions.

## Policies, Procedures, Attitudes, and Resources Complaints



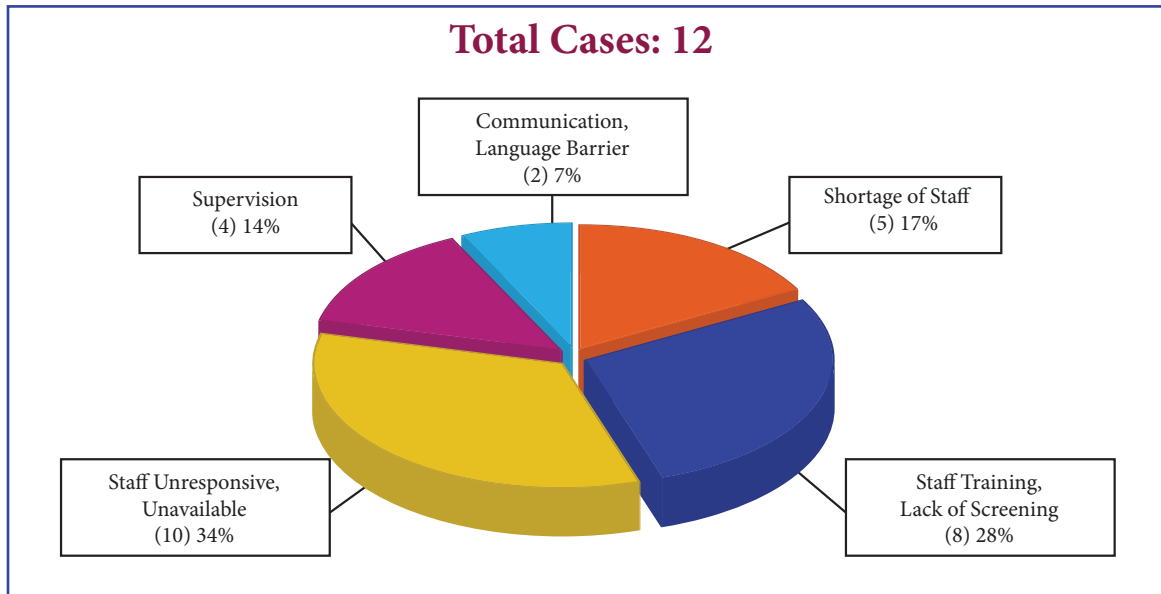
While this is a low complaint category, it is essential that Ombudsmen maintain our commitment to ensuring that individuals do not live in fear of reprisal when voicing a grievance and that their voices are heard through individual and group meetings. The significant Ombudsman participation in this category involves working with individuals regarding involuntary discharge appeals. Typically, these are due to financial concerns related to both Medicaid process and individual liabilities.

## Rehabilitation or Maintenance of Function Complaints



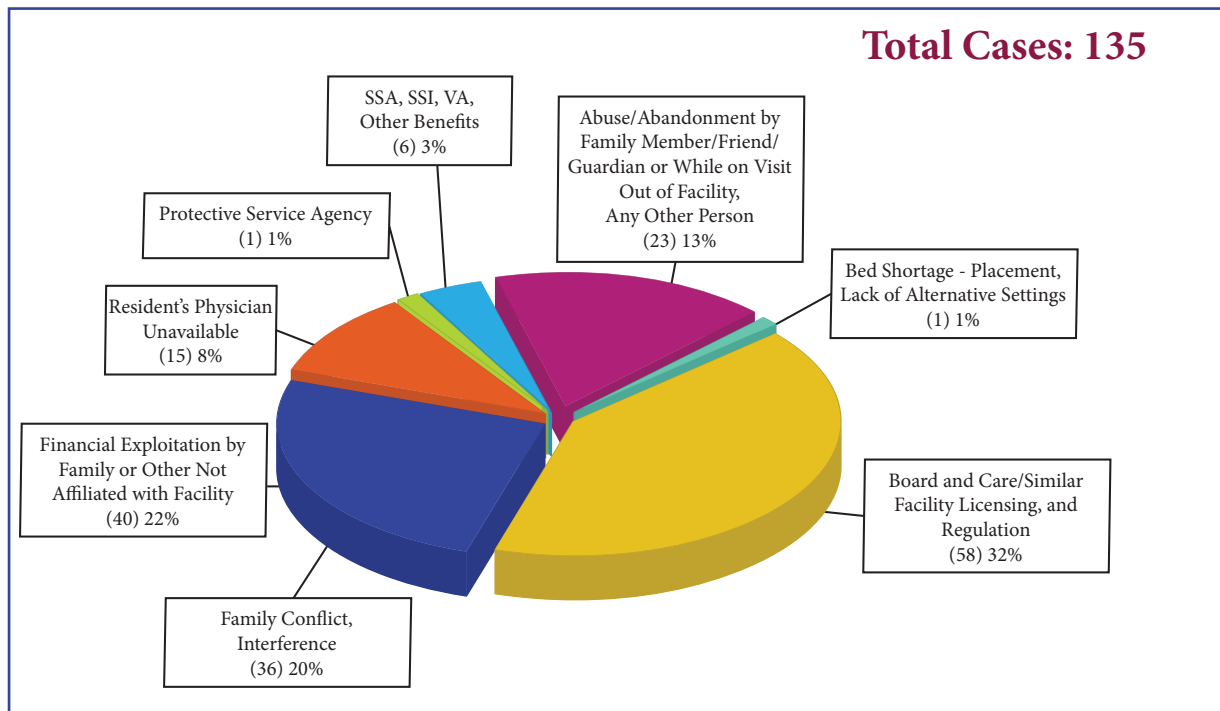
Maintaining and regaining the ability to function at one's highest level of independence is a goal of all involved in the long-term care setting. Physical therapy, occupational therapy, speech therapy, and adaptive equipment are vital to our long-term care individuals. Ombudsmen follow up with residents and therapists to ensure that services are provided and keep facility staff and family informed of the resident's needs.

## Staffing Complaints



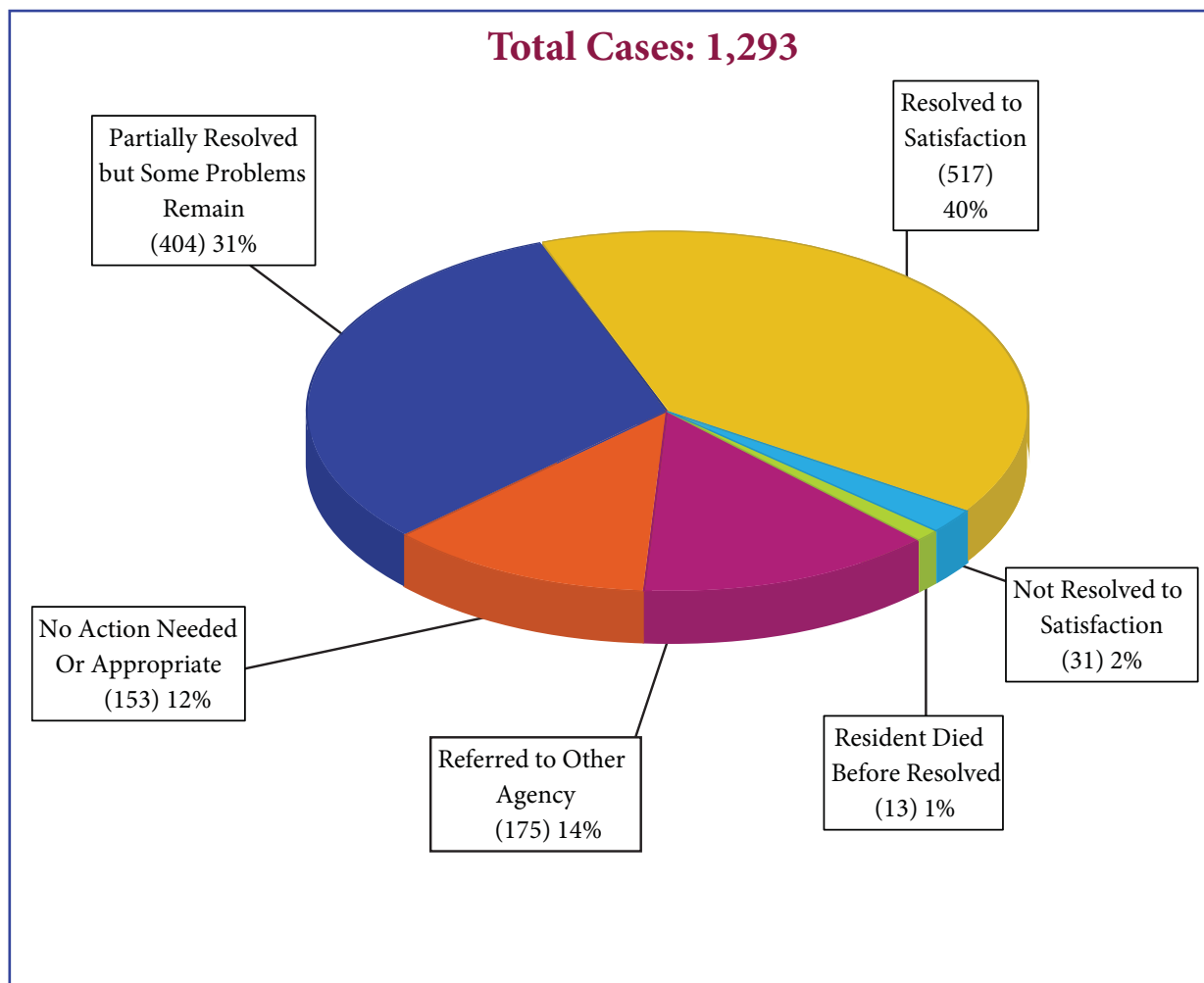
Nursing Homes are required by both state and federal regulations to maintain minimum staffing levels to meet resident care needs. Ombudsmen educate residents on these requirements and bring staffing concerns to the facility's attention.

## System and Other Complaints



Ombudsmen encourage family members to be active in the daily activities of their loved one, but at times they may be perceived as a barrier to providing care and services to the resident. Ombudsmen listen to both sides in these circumstances and play a key role in acquiring resolution on behalf of the resident's best interest.

## Complaint Resolution



- Regional Ombudsmen participated in **1,372** facility surveys in Federal Fiscal Year 2012.
- The State Long-Term Care Ombudsman reviewed all **1,372** facility surveys in Federal Fiscal Year 2012 prior to sharing with Regional Ombudsmen for action.



# Ombudsman Duties

## Regional Ombudsmen

Regional Ombudsmen's top priorities include their cases, complaints, and technical assistance. In addition, they have the following duties:

- ROs must visit each facility in their service area a minimum of once every three months. These quarterly visits allow the RO time to observe and make residents, family members, and staff aware of who their ombudsman is.
- ROs must conduct 12 community education events annually. This may include public speaking, media, and health-care events. This is our primary source for educating others about the Ombudsman Program, and those we serve.
- ROs must conduct 16 facility in-services each year. On average, a RO holds jurisdiction to over 40 skilled nursing homes, residential care facilities, and assisted living facilities. Our top in-service topic is "Resident Rights," which is one of the 12 required in-service events that facilities must hold annually.
- ROs must attend all resident council meetings in their service area one time annually. By attending resident council meetings, the RO is able to educate all involved of the structure and purpose and to ensure that their voices are heard.
- ROs must participate in 80% of all family councils in their service area as well as assist with forming and developing family councils in their service area.
- ROs are required to participate in a minimum of 50% of all exit surveys conducted by the survey and certification agency.

While the Arkansas Long-Term Care Ombudsman Program strives to meet all required ombudsman duties, we are constantly challenged due to the limited number of full-time Regional Ombudsmen. Arkansas currently has 11 full-time Regional Ombudsmen, four of which are also Certified Volunteer Ombudsmen Coordinators. To meet the Institute of Medicine's recommendation of one per 2,000 licensed beds, we need 16 full-time Regional Ombudsmen solely dedicated to this function. Adding these additional positions would require approximately an additional \$250,000 annually in state funding. Despite this, the impact to those valuable and vulnerable individuals we serve is priceless.



**“Being unwanted, unloved, uncared for, forgotten by everybody, I think that is a much greater hunger, a much greater poverty than the person who has nothing to eat.”**

**-- Mother Theresa**

## Certified Volunteer Ombudsmen

The Arkansas Certified Volunteer Long-Term Care Ombudsman Program began in 2000 as a pilot project in Region I, the Northwest Arkansas Area Agency on Aging, with three CVOs. In 2003, we expanded statewide.

Title VII funding was offered to each region to employ a Certified Volunteer Ombudsman Coordinator (CVOOC) as the key recruitment tool. An explosion of CVO classroom trainings began around the state causing the need for a new level of certification – the State Certified Volunteer Ombudsman Instructor (SCVOI). Candidates were selected from Regional Ombudsmen who met the qualifications and criteria for this high level of ombudsman certification.

Due to these CVOOCs and SCVOIs, Arkansas now has the highest number of CVOs per state capita in the nation, with about 592 at the end of FFY 2012, an average increase of 70 per year. These CVOs provided 11,357 hours in FFY 2012.

In 2008, we began working with the Harding University's College of Nursing to place our CVO training into the required curriculum for nursing students. In partnership with the local ombudsman program from Region II, these students from all over the nation must complete certification in order to successfully pass their geriatric nursing course. We are currently working with numerous universities around the state to offer this same opportunity.

While the dedication of our CVOs is invaluable to those we serve, the increase in cases, technical assistance and workload due to administrative management to our Regional Ombudsmen continues to increase. The 1991 Institute of Medicine report recommends that each state have a ratio of one Regional Ombudsman to every 2,000 licensed beds. Arkansas currently has 11 Regional Ombudsmen covering 33,032 licensed beds at a ratio of one ombudsman to every 3,003 licensed beds, which is funded only with federal dollars. It is critical that we continue to not only grow the CVO piece of the program, but to truly provide ombudsman services in compliance with OAA; an increase of Regional Ombudsman positions is essential.



## A special thanks to all who have actively contributed and those who are currently active Certified Volunteer Ombudsmen...

Bob Abbott	Kayla Bess	Sarah Kaye Carter	Emily Crooks
Callie Abston	Lillian Beverly	Tyler Carter	Sarah Crowder
Jeanetta Adams	Rosie Bilbrey	Erica Casey	Charlene Cunningham
Kayla Adams	Elberta Biltoft	Odessa Cash	Helen Cunningham
Tonesa Adams	Marcus Binne	Marilyn Caudell	Jessica Cunningham
Sierra Adamson	Luke Birdwell	Mary Caviness	Caitlin Curl
Lucy Ainge	Melinda Birdwell	Cynthia Cayton	Joni Cutshall
Harry Akers	Shelly Blackwell	Meagan Celsor	Sam Cyphers
Jackie Alexander	Linda Bland	Enrique Ceniceros	Lhyme Darang
Jim Alexander	Martha Blount	Emilie Chambers	Betty Davenport
Kay Alexander	Sharon Boaitey	Lauren Chambers	Cassie Davidson
Chelseay Algee	Katherine Bolden	Dale Chappell	Kohlton Davidson
Charles Allen	Rick Bolton	Christi Charles	Karen Davis
Elizabeth Allen	Kayla Bond	Joan Cheptum	Kinsey Davis
Pauline Allen	Louise Bookout	J.W. Childs	Mabel Davis
Tim Allen	Sarah Borgelt	Meredith Clark	Roosevelt Davis
Debra Allison	LaQuila Boyce	Jason Clevestine	Brenda Dawson
Judy Allison	Bobbie Bradley	Doris Clinkscale	Sara DeFrutos
Julia Amend	Perlina Brasfield	Kasey Colburn	Betsy Dell
Donna Anderson	Kristina Brazle	Linda Cole	Drew Dell
Ken Anderson	Evelyn Breedlove	Brittany Collier	Jessica DeLoach
Pecola Anderson	Charles Breitzke	Stephanie Collier	Willis Demouchet, Jr.
Joyce Andrews	Linda Breitzke	Claudene Collins	Julie Depreux
Chester Arnett	Tiffany Brevard	Myrtle Collins	Patricia Dequeant
Kari Arroyo	Vickie Bridges	Rita Conley	Nancy Derrick
Debbie Atherton	Jessica Briggs	Sarah Console	Rob Desbien
Lasha Avance	Tanula Britton	Elizabeth Cook	Melvine Dillehay
Carie Ayers	Barbara Brown	Lauren Cook	Carrie DiMaria
Kiki Badru	Carolyn Brown	Edna Cooper	Ashley Dixon
Verdell Baker	Letetia Brown	Flossie Cotton	Beth Dixon
Kathy Ball	Marie Brown	Leigh Counts	Mary Ella Dixon
Linda Banks	Carolyn Bruns	Patricia Cox	Chelsea Donahue
Katherine Bankston	Virginia Bryan	Sarah Cox	Christopher Donahue
Jim Barnes	Joe Bryant		
Bill Barnhill	Rita Burkhamar		
Lauren Bastable	Emily Burrought		
June Bates	Natalia Burt		
Melenie Bates	Juanita Burton		
Kristen Bay	Carlton Bush		
Elizabeth Beazley	Lena Byler		
Cindy Behrens	Marsue Caines		
Patty Bell	Lauren Caldwell		
Shawna Bell	Kelsey Camp		
Amber Bellcock	Charles Carrigan		
Katrina Berberick	Victoria Carrigan		
Rubie Ann Bernard	Linda Carston		
Jessica Berrens	Kitty Carswell		
Leah Berry	Mary Carter		



Callie Donaldson  
 Molly Donaldson  
 Modenia Donely  
 Mallory Doran  
 Mary Lou Doyle  
 Sandra Duclos  
 Alexandra Duit  
 Lucy Dunwood  
 Ify Duru  
 Rory Eaken  
 Loretta Echols  
 Olinza Eddington  
 Joetta Edwards  
 Peggy Edwards  
 Courtney Elder  
 Jes Ellis  
 Bill Emde  
 Wanda Emde  
 Diane England  
 Mary Engstrom  
 Jessica Enockson  
 Frances Eoff  
 Elizabeth Eppinette  
 Paula Evans  
 Whitney Evans  
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 Anita Figueroa  
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 Virginia Fisher  
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 Jillian Florence  
 Beatrice Flowers  
 Jean Flowers  
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 LT Lloyd Franklin  
 Miyako Franklin  
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 Doyal Harrison  
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 Dimetrus Haymon  
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 Amanda Heep  
 Kendyll Helf  
 Jerleaner Helton  
 Dorothy Hemphill  
 Hannah Henderson  
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 Kasey House  
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 Brittany Houtchens  
 Georgetta Howell  
 Jayme Howell  
 Bobby Ray Hufhines  
 Kenneth Hughes  
 Mattie Hughes  
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 Shhun Hun  
 James Hunter  
 Bettie Huntley  
 Jenny Huss  
 Georgia Hussey  
 Clayton Hutchison  
 Peggy Ingram  
 Kelda Inness  
 Nancy Irwin  
 LuGean Jackson  
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 Rachel James  
 Brianne Janes  
 Marilyn Jarett  
 Ester Jin  
 Natalie Jocoy  
 Gerald Johnson  
 Hannah Johnson  
 June Johnson  
 Nancy Johnson  
 Pankie Johnson  
 Ann Jones  
 Bud Jones  
 Dora Dean Jones  
 Doyce Jones  
 Janet Jones  
 Martha Jones  
 Melba Jones  
 Pauline Jones  
 Samantha Jones  
 Henrine Joyner  
 Elsieon Judkins



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 Virginia Karnes  
 April Keith  
 Patricia Keller  
 Libby Kelley  
 Carol Kennedy  
 Doris Kennedy  
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 LaVaunghn Kerr  
 Kirsten Ketchersid  
 Becky Kimble  
 Vaughndel Kious  
 Rachel Kirby  
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 Andrea Knappe  
 Lee Knoetgen  
 Ester Knox  
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 Joseph Koenig  
 Joann Kongenske  
 Esther Kosgei  
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 Stephen Kudabeck  
 Rachael Kunkel  
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 Anna Laporta  
 Earlene Larry  
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 Angela Latrell  
 Lola Lawrence  
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 Haley Light  
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 Shirley McDaniel  
 Aaron McGaughy  
 Dezzie McKeever  
 Ruthie McKinney  
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 Jacquelyne Morgan  
 Pamela Morgan  
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 Ken Risinger  
 Bridgitte Roberts  
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 Rachael Robertson  
 Betty Robinson  
 Marie Rodela  
 Benny Rodriguez  
 Jennifer Rodriguez  
 Amberly Rogers  
 J.W. Rogers  
 Mercedes Rogers  
 Suzanne Rogers  
 Ruth Rone  
 Kathy Rose  
 Ashli Roussel  
 Mollie Rowlett  
 Natalie Royal  
 Vanessa Rubey  
 Sarah Rummage  
 Bill Rupp  
 Peggy Rupp  
 Elaine Rush  
 Lauren Russell

Nancy Salter  
 Brittani Sarrett  
 Karen Sawyer  
 Barbara Schneider  
 Debbi Schneider  
 Carolynn Scott  
 Gwendyln Scott  
 Luther Scranton  
 Alex Seger  
 Debrra Severson  
 Audria Sewell  
 Michelle Sexton  
 Tarayn Sheehan  
 Dijwana Shelby  
 Ashley Shelton  
 Jaime Shelton  
 Brenna Shettlesworth  
 Tom Shircliff  
 Wanda Silen  
 Debra Silva  
 Carol Silversrom  
 Sue Simmons  
 Nicole Simon  
 Bonnie Simpson  
 Brandi Sims  
 Brianna Sims  
 Lillie Sims  
 Janell Sladek  
 Velma Slaughter  
 Aleene Smith  
 Joy Smith  
 Katelyn Smith  
 Kathy Smith  
 LaNorris Smith  
 Leo Smith  
 Luke Smith  
 Mark Smith  
 Paige Smith

Sandra Smith  
 Jessica Snell  
 Susan Sorrells  
 Rachel Stebbins  
 Laveda Steed  
 Jim Stephens  
 Mary Stephens  
 Mallory Stevenson  
 Jessy Stewart  
 Kristin Stewart  
 Tessa Kay Stewart  
 Kala Stidham  
 Kerri Stidham  
 Thomas Stock  
 Elaina Stockstill  
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 Norma Strabala  
 Samantha Strange  
 Dorothy Straub  
 Joanna Stricker  
 Vetress Strong  
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 Mary Beth Sudduth  
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 Yvonne Taylor  
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 Vera Trisler  
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 Diane Turner  
 Maerenna Turner  
 Tequilla Turner  
 James Tutwiler  
 Evie Vallota  
 Irene Vance  
 Ben Veit  
 Rebecca Verhoeven  
 Lou Villines  
 Virginia Vollmer  
 Vera Waldington  
 Lindsay Wagner

Micah Walden  
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 Sandra Warmack  
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 Nicole Watson  
 Marie Wax  
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 Cherrynell Weatherly  
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 James Welch  
 Allison Wells  
 Annette Welch  
 Christi Wendeborn  
 Brenda Westerbuhr  
 Dawn Wheeler  
 Bessie White  
 Kathy White  
 Mary Whitehead  
 Sidney Whitworth  
 Mary Wilhite  
 Barbara Williams  
 Bette Williams  
 Clevester Williams  
 Dorothy Williams  
 James Williams  
 Juanita Williams  
 Makenzi Williamson  
 Eva Willingham  
 Lauren Willis  
 Lori Wise  
 Haley Witt  
 Robert Woodbury  
 Kaitlyn Wright  
 Jo Yocum  
 Megan Youngblood  
 Wendy Zeiler  
 Margaret Zubeck

## Ombudsman Continued Education Events

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In 2012, the Office of the State Long-Term Ombudsman provided quarterly statewide trainings. An average attendance of 30 Regional, Certified Back-Up, Volunteer Coordinators, and Volunteer Ombudsmen benefited from the following topics:

- Crafting Family Councils.
- A+ Updates: How the A+ Team can be a resource to the Ombudsman and (most importantly) the residents of nursing homes.
- Private Duty Home Care.
- Adult Family Homes - A New Component of the Continuum of Care!
- What is Huntington's Disease?
- Review of Reporting, OAA (Ombudsman Section), Policy/Procedures.
- Right Behaviors, Right Mood, Right Medications.
- CMS Anti-Psychotic Drug Reduction Awareness.
- Arkansas Public Guardianship.
- What is AIPP? Arkansas Innovative Performance Program.
- The Ombudsman Role in Emergency Preparedness.
- Facility Discharge Letter Timelines.
- Hospital Readmission.
- CVO Process.
- Coping With Stress.

In 2012 we continued our partnership with various long-term care stakeholders to provide statewide training in five locations (Little Rock, Melbourne, Eldorado, Forrest City and Fort Smith) to individuals employed in long-term care, family members, and the community to kick off our work on the CMS initiative – Partnership to Improve Dementia Care: Psychotropic Drug Reduction. Participation grew to an average of 85 per site from 2011. These one-day seminars across the state provided information from the Office of Long-Term Care regarding federal/state drug regulations, pharmacists informing us of the appropriate dosage and use, and the State Ombudsman discussing alternative methods of managing those who have dementia. Numerous facilities requested the “Home Thermostat” tool, which is now available through the AFMC/AIPP website.

- Ombudsmen conducted more than **142** community education events in Federal Fiscal Year 2012.
- More than **815** ombudsmen participated in quarterly trainings conducted by the State Long-Term Care Ombudsman.

## Resident Councils

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A resident council is an independent, organized group of individuals living in a nursing home that meets regularly to discuss concerns, develop suggestions on improving services, and plan social activities. There are currently about 240 resident councils in the state.



The size and structure of councils varies widely. Some function well, with up to 30 residents at meetings, while others are effective with only a few active members. Leadership styles vary as does the amount of resident participation.

Federal and state laws give residents the right to meet as a council. At the time of admission, nursing homes are required to inform new residents of their right to establish a council if one does not exist or to participate in an existing council's activities.

## Family Councils

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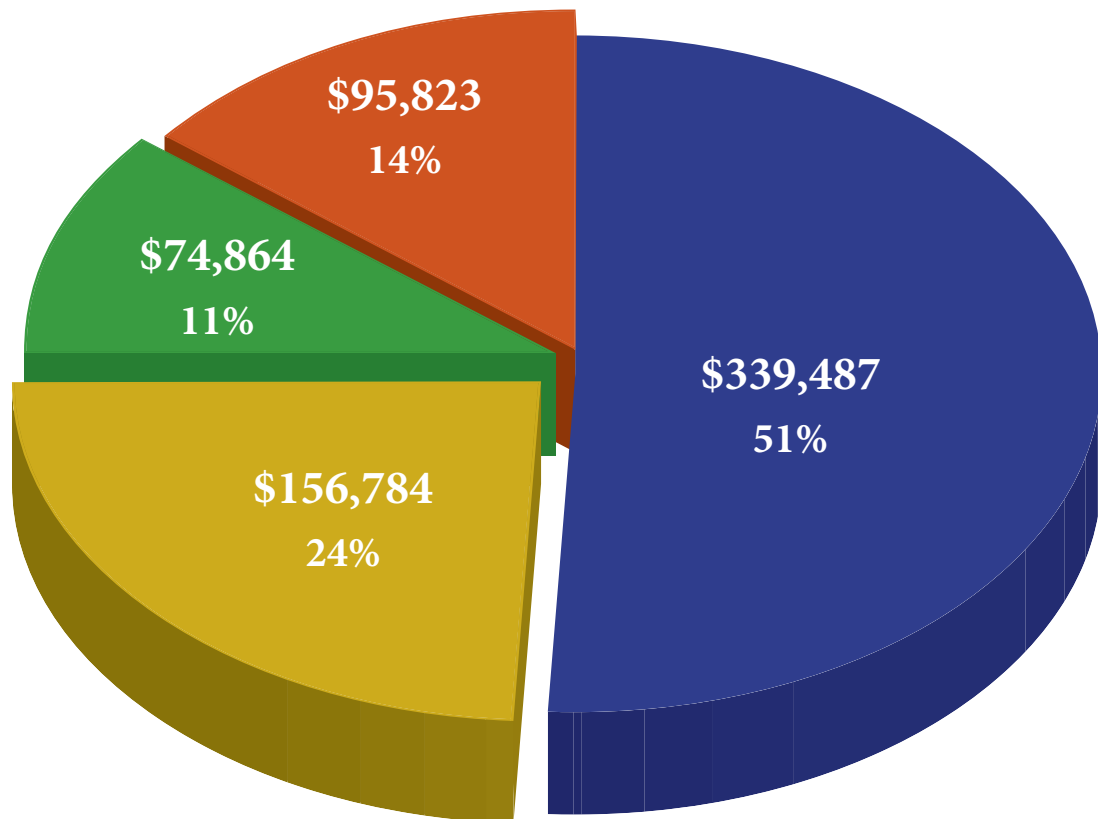
The 1987 Nursing Home Reform Act guarantees families of nursing home residents a number of important rights to enhance a loved one's nursing home experience and improve facility-wide services and conditions. Key among these rights is the right to form and hold regular private meetings of an organized group called a family council. There are currently about 80 family councils in the state.



Facilities certified for Medicare and Medicaid must provide a meeting space, cooperate with the council's activities, and respond to the group's concerns. Nursing facilities must appoint a staff advisor or liaison to the family council, but staff and administrators may access council meetings only by invitation. While the federal law specifically references "families" of residents, close friends of residents can and should be encouraged to play an active role in family councils.



# Ombudsman Program Funding



 Federal OAA Title III, Local

 Federal OAA Title III, State\*

 Federal OAA Title VII, Ch. 2

 Federal OAA Title VII, Ch. 3

\*State Funding is a required Federal Funding match with the larger amount contributed by the AAAs.

**DIVISION OF AGING  
& ADULT SERVICES**  
ARKANSAS DEPARTMENT OF HUMAN SERVICES



**Office of the  
Arkansas State Long-Term Care Ombudsman**

**PO Box 1437, Slot S530  
Little Rock, AR 72209-1437**

**[www.arombudsman.com](http://www.arombudsman.com)**