

Serving residents of long-term care homes in Vanderburgh County

VOICES VIEWPOINT

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WHAT IS VOICES?

VOICES, Inc. provides free and confidential Ombudsman services. We are a not-for-profit organization founded in 1980 to address concerns and problems in Evansville nursing homes and licensed assisted living homes. VOICES, Inc. is the only agency in Vanderburgh County dedicated solely to advocate for residents in these homes. Services include investigation of complaints, resolution of problems, and protection of residents' rights. Additional services include information/training for staff, residents, and the general public on long-term care issues—these issues are quality of life, residents' rights, selection of a home, and sources of payment for care.

RESIDENT COUNCILS:

Every nursing home should have an active Resident Council, and every resident who possibly can, should participate. The council gives residents the opportunity to address issues, make suggestions for changes, and plan projects and activities.



Sunday, November 14, 2010
See page 3 for more information.



But see, in our open clearings, how golden the melons lie;
Enrich them with sweets and spices, and give us the pumpkin-pie!

~Margaret Junkin Preston

HOW DO YOU CONTACT THE OMBUDSMAN?

When anyone—a resident, family member, friend, nursing home employee or other interested party has a complaint, problem or concern regarding the health, safety, welfare and/or rights of a resident, they can turn to the Ombudsman, **Michelle Motta**, for assistance by calling **812-423-2927**.



FREQUENTLY ASKED QUESTIONS



Q. If I am unhappy with my room or roommate what can I do?

A. You (or your legal representative) can request to move to another room anytime. You cannot ask your roommate to move or be moved.

Q. Can I move to a different nursing home if I want to?

A. Yes! You can either contact other facilities yourself or ask someone to make the contact for you. A staff person (usually Social Services) should assist you in making arrangements and carrying out your wishes.

Q. If I go to the hospital what happens to my bed?

A. Anytime you are moved to the hospital you must be given a copy of the “*Bed Hold Policy*.” If you are on Medicaid, Medicaid will pay to hold your bed for 15 days. However, Medicare does not pay to hold any bed. In that case, you must pay privately to hold your bed.

Q. What happens if I am in the hospital for more than 15 days?

A. If you are Medicaid eligible and need nursing home care, the facility must give you the first available bed in a two bed room.

“THE STATE” IS IN THE BUILDING— WHAT DOES THAT MEAN?



If you hear people talking about “the state” being in the building, it means nurses who work for the Indiana State Department of Health, also known as state surveyors:

- 1) are conducting your home’s annual survey, or
- 2) are investigating one or more complaints which have been filed against your home.

State surveyors visit every nursing home at least one time every nine to fifteen months for the annual survey and as needed for complaint surveys. These visits are to insure that the minimum requirements established by federal and state law, regarding quality of life and care, are being met.

During the annual survey, a special meeting is held between residents and the surveyors without any staff present. This is so you will feel free to speak openly. You can also request to speak to one of the surveyors in private. After the surveyors leave, they will write a report detailing any problems found during their visit. Within a couple of weeks, this report is sent to your home. The report then becomes public record and your home must post the report—this means **anyone** has access to the report.

It is impossible for the state surveyors to do their job without your help. They need to hear from you about things that are good, and any problems in your home. If there is a problem — be a part of the solution — inform the state surveyors!

MARK YOUR CALENDARS AND PLAN TO ATTEND!



The second annual
Greatest Generation . . . A USO Celebration!

will take place on **Sunday, November 14th, 2010** at The New National Guard Armory on Division Street.

2:00-3:00	Exhibitor Booths Door Prizes Historical Displays	Military Vehicle Displays Refreshments Music by the Temple Airs
3:00-4:30	Mike Blake to Emcee USI Color Guard Presentation Songs by Gina Moore Program by Captain Jornlin of the LST Songs by Elvis Impersonator in Uniform Entertainment of the Era Songs by Frank Sinatra Impersonator Swing and Jitterbug Dancing Demonstrations	
4:30-5:00	Music by the Temple Airs and Dancing	
5:00	Close	

There is a \$5 suggested donation at the door.

Proceeds to benefit VOICES, Inc. in advocating for residents in long-term care homes in Vanderburgh County.

CELEBRATE RESIDENTS' RIGHTS WEEK

October 3rd—9th

The Consumer Voice, formerly known as National Citizens Coalition for Nursing Home Reform (NCCNHR), selected the week of October 3rd as Residents' Rights Week. This week is a time to reflect on the importance of the Nursing Home Reform Law of 1987. This Law protects rights and quality of life for each resident. Also, during this week, NCCNHR gives special thanks to the work of thousands of individuals. Daily, these individuals make sure that dignity, privacy, and other basic human rights are given to all long-term care residents.

This year's theme is "Defining Dining: It's About Me". The goal is to educate people about Residents' Rights and improve dining experiences for residents by highlighting residents' concerns and comments on dining.

Below are a few examples of how dining can be improved:

- Staff serve meals while wearing aprons and using an attitude of "Be our guest."
- Mealtimes are referred to as dining. "Let's dine!"
- Occasional meals with a theme are celebrated. (Backyard BBQ, Italian Masterpiece, Trip to the Orient, Summer Festival Feast, etc.)
- Drink orders are taken at the table or bedside.
- Food choices are offered from a menu or from a buffet.
- "Bibs" are replaced by large napkins with Velcro fasteners and no longer called "bibs".
- Medications are not passed at mealtime.
- Staff make the atmosphere more like a restaurant and less like a cafeteria.

Take this opportunity to celebrate your rights. Congratulate yourself for standing up for them and for the rights of those you live with. Be sure to say "thanks" to citizen advocates, facility staff, family members, and others who work to promote and support residents' rights during Residents' Rights Week.

Make the time to learn more about your rights by contacting your local Ombudsman or visiting www.voicesinc.info.

For more information on Residents' Rights Week visit www.theconsumervoice.org.

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ALL SERVICES ARE FREE
AND CONFIDENTIAL



Upholding the Rights and Dignity
of Nursing Home Residents

DONATIONS AND MEMORIAL
CONTRIBUTIONS ARE
GREATLY APPRECIATED!

