

## THE SILVER PANTHER



### THE LIST

New River Valley Agency on Aging Pulaski, Virginia

A poem submitted Janet Brennend on behalf of Ms E.M. who dictated this before her death in February 2006

If you could only hear my heart and things I want to say, you would surely know the hurt I felt when you turned and walked away.

I want to know you really cared that I lived upon this earth; that I was seen as a special soul who had dignity and worth.

I want you to know that I felt the pain when you got hurried with my care

And did not listen to what I needed, as if I were not there. I want you to know that simple things meant so very much. To those of us who hungered for a kind and gentle touch.

I want you to know that I endured so much in the course of just one day

When life around me hurried on while I had so much to say. My time with you is over, but do not grieve for me. I am home in loving arms, just where I chose to be.

So if I could leave you with just one thing, it would be these words you hear

To say just what I needed from all of you and what I held so dear.

**SCPRC Executive Board Members**

*Grace Bligé-Curry; Marion Gifford; Karen Hawley;  
May Catherine Jasper Bey; Ronnie Martin; Brian Capshaw*

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HUMAN SERVICES COMMITTEE  
PUBLIC HEARING  
TESTIMONY  
TUESDAY, MARCH 15, 2011  
10:00 AM in Room 2a of the LOB

Good morning to the Chairs and members of the Human Services Committee. My name is Maggie Ewald representing the Office of the State Long Term Care Ombudsman Program. I am here today with a representative of the Statewide Coalition of Presidents of Resident Councils, Brian Capshaw. Unfortunately, our State Ombudsman, Nancy Shaffer, is unable to be here today and sends her apologies.

Many of you are aware that the Long Term Care Ombudsman Program advocates on behalf of residents of nursing homes, assisted living communities as well as residential care homes in Connecticut. As such, the Long Term Care Ombudsman Program is here to speak to **House Bills No. 6551 (Raised) and No. 6552 (Raised) as well as SB 1012.**

With respect to **HB # 6551 AAC Policies and Procedures for the Administration of Medication to Residents of Residential Care Homes**, the Ombudsman Program understands the dire budget constraints our State currently faces. Our Program is cautious in consideration of this proposal to allow non licensed personnel to administer medications to residents of our residential care homes. In light of this proposal, we strongly support mandating proper training along with monthly supervision and monitoring efforts to protect and ensure the health of the residents.

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We support **HB # 6552 AAC An Act Concerning the Transfer and Discharge of Nursing Facility Residents.**

Historically as a Program, we have had to advocate on the behalf of nursing home residents who have been sent to the ER and/or hospital for acute care needs whenever the nursing home refuses to take them back.

In fact, a number of years ago, the Administration on Aging questioned the frequency of such cases in our State over a period of years. As a result, our Program called on many stakeholders (for profit, not-for-profit associations of nursing homes, Institute of Living, University of CT researchers, Department of Mental Health and Addiction, Department of Public Health as well as representatives for a variety of legal advocacy services) to form a state-wide CT Workgroup on Challenging Behaviors. Research along with a White Paper, state-wide Training Conferences as well as a Website were products of this Workgroup's efforts.

For a period of time following this effort, such cases seemed to have subsided somewhat. More recently, however, the system has been experiencing increasing numbers of "refusals to readmit" requiring increasing and costly resources.

As such, our State Ombudsman, Nancy Shaffer, met with the legal representatives for the Department of Social Services, the For-Profit and Not-for-Profit Associations as well as CT Legal Services. The legislative proposal before you is the result of this effort and we urge your consideration accordingly while also recognizing changes may be called for as we move forward.

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In particular, reference to a required consultative process when such cases occurs has become murky and less clear. This proposal then is an effort to clarify the consultative process and, while doing so, lessen such costly resources.

Finally, the Long Term Care Ombudsman Program has grave concerns regarding cuts proposed in the Governor's Budget. We would like to defer to Brian Capshaw, a representative of the Statewide Coalition of Presidents of Resident Councils, for testimony directly from our State's nursing home residents as to how these proposed cuts would affect them.

Thank you.

**PERSONAL NEEDS ALLOWANCE (PNA) UPDATE**

**In Governor Dannel Malloy's budget proposal, it is being recommended that the PNA (Personal Needs Allowance) for all nursing home residents will be reduced from the current amount of \$69.00 to \$60.00 a month.**

**If you have any questions regarding this matter, please feel free to contact the Long Term Care Ombudsman Program.**

### **COURAGE TO SPEAK**

### **FEAR OF RETALIATION**

**By Marion Gifford, R.N.**

**It is often easier to understand the creation of a law or regulation if the history is known. In September of 2005 at the VOICES Forum a resident raised the issue of the fear of retaliation. This triggered the creation of a state wide work group that included Connecticut's Long Term Care Ombudsman Program (LTCOP) and the University of Connecticut Health Center to study Fear of Retaliation in skilled nursing facilities. Since retaliation comes in so many forms it was felt that hearing from a select group of residents would best tell the story. A training video was developed for Resident use at Resident's Council Meetings, as a component to staff in-service, family member and volunteer education.**

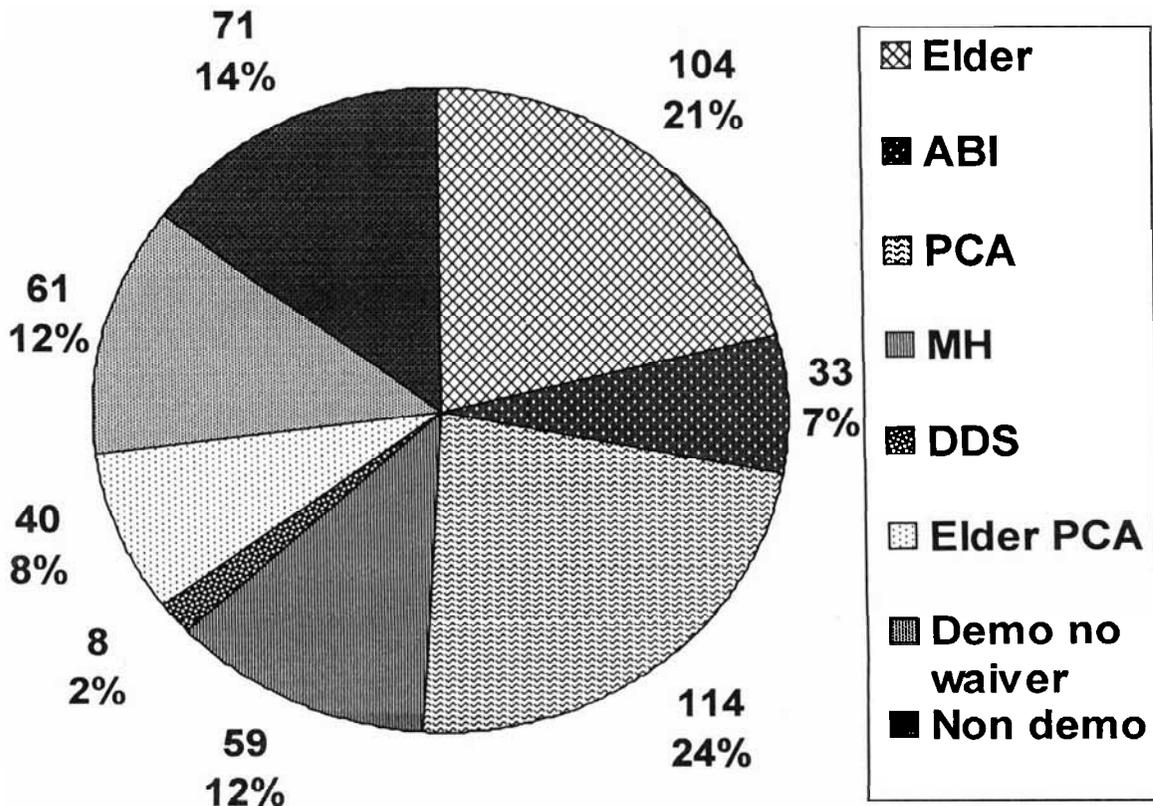
**We feel this topic must be addressed and so a group of four of the E-Board members met with Senator Edith Prague on February 7, 2011. This was an extremely productive meeting in many ways. She introduced SB1065. This bill will require one hour of training annually to all nursing home staff in regards to fear of retaliation and recognizing when it happens and perhaps best of all preventing it.**

**Although the topic is very real perhaps it is also a reminder of what can happen when one voice raised the question.**

## MONEY FOLLOWS THE PERSON UPDATE

Below please find the most current information regarding Money Follows the Person program. As of January 2011, 490 people have transitioned to the community.

After applicants are targeted for a community service package, a clinical assessment is completed. The clinical assessment determines eligibility for the community service package and the level of need. After level of need is completed, a care plan is developed and submitted for approval. If the care plan is approved, MFP applicants begin the search for housing. The housing search generally takes at least 2 months. If housing needs accessibility modifications, the time from approval of care plan to discharge date is at least an additional 2 months. Other activities that are initiated after approval of care plan include hiring personal care assistances, ordering appropriate durable medical equipment or other assistive technologies, medication management training and independent living training. Of the 1754 persons targeted for waivers, 490 (27.9%) had care plans approved, and moved to the community by the end of January 2011. The pie chart below reflects the distribution of persons who transitioned into each of the community service packages. Of the 490 applicants, 104 (21%) transitioned to elder services, 33 (7%) transitioned to ABI services, 114 (24%) transitioned to PCA services, 59 (12%) transitioned to Mental Health services, 8 (2%) transitioned to DDS services, 40 (8%) transitioned to elder services with PCA and 61 (12%) transitioned without waiver services. The remaining 71 (14%) were not eligible for MFP community services and transitioned to existing Medicaid services.





The National

# CONSUMER VOICE

for Quality Long-Term Care

## Resident Listserv Questionnaire

The Consumer Voice is a national organization that advocates for nursing home residents and other people receiving long-term care. We are considering the idea of connecting residents by email and would like to know if you are interested. We would also like to invite you to receive email updates from the Consumer Voice. These updates would keep you posted on issues related to nursing homes and other aspects of long-term care.

Check all that apply:

Yes, I would be interested in participating in a listserv for nursing home residents if one were started. (A listserv is a way to communicate with a lot of other people at one time)

Yes, I would like to have the email addresses of other nursing home residents in the country so I could email them.

Yes, please send me Consumer Voice email updates!

My name is:

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My state of residence is:

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My email address is:

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Yes, I give my permission for you to share my email address with other nursing home residents.

Please reply to Robyn Grant by March 25<sup>th</sup> if interested at the following e-mail:

E-mail to [rgrant@theconsumervoice.org](mailto:rgrant@theconsumervoice.org)

*The National Consumer Voice for Quality Long-Term Care (formerly NCCNHR) is a 501(c)(3) nonprofit membership organization founded in 1975 by Elma L. Holder that advocates for quality care and quality of life for consumers in all long-term-care settings.*

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### Minutes from coalition e-board conference call February 25, 2011

**In attendance: Brian Capshaw, Grace Curry, Karen Hawley, Marion Gifford, Cristina Macgillis, Dan Lerman, Maggie Ewald**

Opening topic was computer usage, Marion's gremlins seemed to have disappeared, Grace and Karen still having issues. They were asked to contact Mairead to help resolve issues.

The second topic discussed was Dannel Malloy's proposed budget. We as a group felt we have done as much as we can to date and would wait to see if there are hearings. We talked about the removal of the rate add for nursing homes and after reading the language we were still confused. The reduction in non emergency dental to annually was brought up and we talked about the reduction in eyeglasses to one pair every two years.

The next item on the list was Silver Panther Newsletter; we set a deadline of March 4<sup>th</sup> for submissions. We agreed we had plenty of good content for an excellent newsletter.

We also discussed rotating the taking of the minutes.

New items discussed, Marion asked if the e-board would join her in supporting two proposed house bills. The first HR 5436, an act requiring nursing homes to return expired or unused prescription drugs, the second HR 5288 an act permitting qualified infusion nurses to initiate and terminate PIC lines for the benefit of nursing home residents. Marion agreed to draw up a letter.

Brian brought up the fact that Senator Prague had followed through on two of our proposals from our meeting, with SB 1064, requiring nursing homes to give notice of financial stability. She also introduced SB 1065, requiring nursing homes to provide one hour of training annually to all nursing home staff in regards to fear of retaliation and preventing it.



BIRD~ FIND

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|------------|----------------------|------------|-------------|
| Robin      | Red Winged Blackbird | Woodpecker | Pheasant    |
| Bald Eagle | Hummingbird          | Turkey     | Mockingbird |
| Goldfinch  | Barn Owl             | Bluebird   | Wren        |
| Bluejay    | Whippoorwill         | Loon       | Barnswallow |
| Cardinal   | Canary               | Grouse     | Seagull     |
| Chickadee  | Mourningdove         | Crow       | CanadaGoose |



It was my first day as a nurses' aide at a nursing home.  
 I entered one lady's room and found a sign over her bed saying, "Allergic to TLC".  
 I thought she must be the worst tempered person in the building.  
 Later, I was relieved to find out that "TLC" was the brand name of the lotion.

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**NANCY B. SHAFFER - STATE LONG TERM CARE OMBUDSMAN**

**860- 424-5200**

**Desiree Pina - Administrative Assistant**

**860-424-5239**

**CONTACT YOUR REGIONAL OMBUDSMAN**

**TOLL FREE NUMBER - 1-866-388-1888**

### **REGION I WESTERN**

**INTAKE NUMBER 203-597-4181**

**Sheila Hayden - Intake Coordinator**

### **Regional Ombudsmen**

**Kim Massey, Dan Lerman & Mairead Phillips**

### **REGION II SOUTHERN**

**INTAKE NUMBER 860-823-3366**

**Stephanie Booth - Intake Coordinator**

### **Regional Ombudsmen**

**Brenda Torres, Brenda Foreman & Thomas Pantaleo**

### **REGION III NORTHERN**

**INTAKE NUMBER 860-424-5221**

**Charlene Thompson - Intake Coordinator**

### **Regional Ombudsmen**

**Michael Michalski, Cristina MacGillis & Maggie Ewald**



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