



# for your INFORMATION

Friends Of Residents In Long Term Care Newsletter

Winter 2003

Volume XVII

Issue One

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## Friends of Residents Starts the New Year with Three Big Events

On **March 24, 2003** we begin with the second bi-annual **Long Term Care Policy Conference**. See page 12. Hopefully you have received a flyer in the mail or you can register by visiting our web site at [www.forltc.org](http://www.forltc.org). Please register now for this great day of information and dialogue. Space is limited for this event so let us hear from you soon. AARP NC has a limited number of scholarships available for hotel and registration fees.

On **March 25, 2003** we take it to the General Assembly for the third bi-annual **Long Term Care Advocacy Day**. We had about 200 people in 1999, over 300 in 2001 and this year we really want over 500 people to come to Raleigh and let legislators know that how we take care of frail elderly and disabled people in North Carolina is extremely important! Topics selected for the issues briefing include increasing sources of revenue to fund services, expanding programs that promote in-home services, increasing wages for direct care workers and requiring national criminal background records checks for long term care employees.

We are so fortunate to join hands with our long time planning partners, AARP, the Ombudsman Program, the Adult Foster Care Association and others to bring you these two exciting days of advocacy. See you in Raleigh in March!

Finally, we are so excited to be planning our 15 Year Celebration as an organization. On **April 25, 2003** Friends of Residents will celebrate "**Milestones in the Quest for Quality**" with a fun evening of reminiscing, awards and entertainment. See page 5. Our organization was started 15 years ago in Winston-Salem by a group of Ombudsman and Community Advisory Committee members who recognized the need for citizens to work together to improve the quality of long term care in North Carolina. It continues today as a strong membership organization because of you, our members. This is your celebration. Make plans now to join the party.

*The mission of Friends of Residents in Long Term Care is to promote the highest quality of life for those who cannot live independently, and for those who care for them.*

## Words from the Board Chair

I am always struck in January by the image of Janus; the two faces looking both forward and backward. As Friends of Residents begins this new year, we start building on a year long effort by the board to develop a strategic plan. This plan comes from the hard work of the board along with the assistance of our consultant Jill Gammon. As I look back on the results of all the meetings and time we spent, I'm also looking forward to realizing the goals and commitments we made to support residents, family members and caregivers. Our hopes include stabilizing our staffing, financing, and building our capacity as a non-profit organization; improving our legislative effectiveness; supporting family members with provision of advice and education; building public awareness of issues in long term care through public education and advocacy; and continuing to form alliances with others interested in promoting quality care in long term care facilities in the state. The board has been ambitious in our goals for the next 3-5 years and for this coming year, but what we have to do is "doable." You can see the results of our planning in the specific strategies being announced in this newsletter—the legislative agenda, the long term care training and advocacy day, support for family councils, the recognition dinner to name a few. Thanks to all who worked on our plan and even more thanks to those who have committed themselves to helping carry out the strategies needed to achieve the results. I hope you are looking forward to this coming year as much as I am.

Bill Lamb

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Thank you, to Board members Pam Barger and Franklin Carver for their many years of service to Friends of Residents in Long Term Care on the Board of Directors.

### *For Your Information*

the Newsletter of Friends of Residents in Long Term Care

#### **Officers**

*Chair* ..... Bill Lamb

*Vice Chair* ..... Roger Manus

*Secretary* ..... Beverley Wheeler

*Treasurer* ..... Verona Edmond

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Cary, NC

*For Your Information* is published four times yearly and is a benefit of annual membership in Friends of Residents in Long Term Care.

## Executive Director's Report

This is the third New Year's day I have spent in the Friends of Residents office. I think that qualifies as a tradition. The phone doesn't ring. No one is here. This gives me the wonderful opportunity to look back and then look forward. I'm so excited about 2003 that I don't allow myself much time to look back.

Several things stand out in 2002:

- The consumer forums in May.
- The Conversation with Friends events in Orange County and Durham County.
- The workgroup that is helping create a Direct Care Worker's Association in NC.
- The strategic plan the Board and staff have been working on to chart a strong and effective course for Friends of Residents.
- The workgroup that prepared the Guide to the Quality Measures.
- And always, talking to family members, sharing information, discussing ways to improve care.

That's all the time I can spare looking back. We start 2003 off with several big bangs.

- March 24 - The Long Term Care Policy Conference. We are joined again by our major planning partners, AARP NC and the NC Long Term Care Ombudsman Program to provide a day of policy and advocacy education.
- March 25 - Our third bi-annual Long Term Care Advocacy Day at the NC General Assembly. Also, with AARP and the Ombudsman Program.
- April 25 - Celebrating 15 years of Citizen's advocacy. "Milestones in the Quest for Quality." This is our big 15-year birthday party. You don't want to miss this fun event.
- Our legislative agenda for 2003 is the result of your ideas and suggestions and many hours of deliberations by our Public Policy Committee. (See page 4)
- Our speakers bureau is gearing up to reach more people in 2003 on a variety of long term care topics.
- September 29-30 we will host a two-day conference on Elder Abuse, also with AARP and the Ombudsman Program.
- We are also working on a pilot project in Wake County to strengthen and support family councils in nursing homes.

All of you make this work possible and it does make a difference to long term care residents to have an organization of citizens working together to promote quality of life for nursing home and assisted living residents. If you have ideas about how we can work together to achieve quality, please contact me by phone or email [cteval@forltc.org](mailto:cteval@forltc.org).

Carol Teal



*Mary Bethel, Division of Aging, presents the 2002 Busse Award to Carol Teal, Executive Director and Bill Lamb, Board of Directors, Friends of Residents in Long Term Care*

# Direct Care Workers Speak to the Heart of Care

By Carol Teal, Executive Director

Our third *Conversation with Friends* event was held on November 19, 2002. Over eighty people spent four hours together to honor and thank direct care workers in Durham County's nursing homes and assisted living facilities. This event was sponsored by Friends of Residents in Long Term Care, the Triangle J Ombudsman Program, and the Durham County Community Advisory Committees (both nursing home and adult care home). The Forest at Duke Retirement Community hosted the event.

This is my favorite event to sponsor because we not only honor and thank direct care workers for the important jobs they do, but we also have a conversation with them about the nature of their jobs. Workforce issues are arguably the most challenging realities facing long term care today. Everyone, from policy makers to family members, is talking about the staffing crisis, high turnover rates and the inadequacy of current staffing levels. This event gives us the opportunity to hear from direct care workers about what needs to change to improve the quality of their jobs and, therefore, improve the quality of care provided to residents.



Nurse aides and personal care aides say it best. The conversation was rich with substance, honesty, and great suggestions. If you take away the introductions, the meal, the entertainment, the hilarious skit and the door prizes, the heart of the conversation was:

## What do you like most about your job?

- Giving folks dignity, respect, and companionship.
- Families being satisfied with the job you've done.
- Working as team.
- Learning from residents' life experiences.

## What makes your job difficult to do?

- Expectation to be "super human."
- Not enough staff; not enough pay.



- Difficult residents; difficult family members.
- Lack of appreciation and respect.

## What would improve your job and help you provide better quality care to the residents?

- Better staffing ratios.
- More salary; pay based on experience; benefits, including mental health, paid vacations, benefits for dependents; a career ladder.
- Include CNAs on State Survey Team
- Ongoing training on teamwork; dementia care, difficult behavior, depression.
- More respect.

*Direct care workers in long term care settings want the same things we all want. They want to be adequately compensated for the work they do. They want benefits so that they can take care of their families. They want a reasonable workload so they can do what is expected of them. But most of all they want to be valued and appreciated for the work they do.*



*continued on page 5*



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## **You Are Invited!**

Please Join Friends of Residents in Long Term Care  
as we Celebrate 15 Years of Advocacy

**"Milestones in the Quest for Quality"**

**April 25, 2003**

**6pm-9pm**

**Sheraton Imperial**

**Research Triangle Park, NC**

Tickets \$50

Invitations mailed late February

Corporate and Individual Sponsorship

Opportunities Available

**1<sup>st</sup> Annual Quest for Quality Awards**

- **Sharon Wilder Advocacy Award**
- **Outstanding Direct Care Worker Award**
- **Family Council Award**
- **"Best Practice" Nursing Home**
- **"Best Practice" Assisted Living**

For more information and nomination form,  
please visit our website at [www.forltc.org](http://www.forltc.org).

**JULY 2002 PENALTY REVIEW COMMITTEE ACTIONS**

<u>Facility/County</u>	<u>DFS Proposed</u>	<u>PRC Approved</u>	<u>Explanation</u>
<b>Georgetown Family Care Home</b> Buncombe County	\$3,100	\$3,100	Facility failed to correct cited "B" violations by the specified correction date. These violations were in the areas of qualifications of the Supervisor-in-Charge and Declaration of Resident's Rights #1 and #2.
<b>Trudy's Guest Home</b> Bucombe County	\$3,000	\$3,000	Six Residetns were left alone in the facility unsupervised for a period of approximately 45 minutes. A resident called 911 and the police and EMS responded to the facility. One resident was subsequently transported to the hospital ER. All six residents were placed at risk due to a lack of on-site supervision.
<b>Brooks Family Care Home #1</b> Cleveland County	\$510	\$510	Facility failed to correct type "B" penalty violations within the specified correction date. These violations were in the areas of health care and medication orders.
<b>Brooks Family Care Home #2</b> Cleveland County	\$990	\$990	Facility failed to correct type "B" penalty violations within the specified correction date. These violations were in the areas of management and medication administration.
<b>Jack and Jeanie Family Care Home</b> Forsyth County	\$3,000	\$3,000	Facility failed to provide adequate and appropriate care and services for the resident identified in the investigation. Resident left the facility without the facility responding immediately. After the resident's whereabouts from the facility were unknown and while there was reason to be concerned about his safety, the facility failed to immediately notify the responsible parties, law enforcement, the DSS or the guardian representative. This representative discovered upon visiting the facility on 9/19/01 that the resident had been missing since 9/14/01.
<b>Manorhouse Assisted Living</b> Gaston County	\$1,600	\$1,000 Training	Facility failed to correct type "B" penalty violations within the specified correction date. These violations are in the area of Food Service.
<b>Friendship Care</b> Guilford County	\$3,000	\$3,000	Facility failed to provide adequate care and services in the areas of Personnel Requirements and Health Care. Resident did not receive thickened beverages as ordered by the physician on two occasions. Resident choked, collapsed and turned blue. Facility failed to respond immediately in accordance with the facility's emergency procedures.
<b>Primrose Villa Home #3</b> Harnett County	\$2,000	\$2,000	Facility failed to adequately staff the facility and to adequately provide necessary supervision to the eleven residents of the facility whose diagnoses include Manic Depression, Schizophrenia, Mental Retardation, Seizure Disorder, Disorientation, etc.
<b>The Meadows North</b> Lenoir County	\$3,000	\$3,000	Facility failed to provide necessary assistance with personal care for resident and failed to provide assessment and care planning for a deterioration in behavior or for a significant change in the resident's skin condition.
<b>The Pines</b> Franklin County	\$3,000	\$3,000	Facility failed to comply with all components of the restraint requirements. These cited violations resulted in physical harm to a resident.
<b>The Pines</b> Franklin County	\$1,200	\$1,200	Subsequent to the submital on 9/21/01 of a Type A Penalty Proposal regarding violations of restraint requirements, facility continued to be in violation in the rule area of restraints.

**SEPTEMBER 2002 PENALTY REVIEW COMMITTEE ACTIONS**

<u>Facility/County</u>	<u>DFS Proposed</u>	<u>PRC Approved</u>	<u>Explanation</u>
<b>DRE's Family Care Home</b> Durham County	\$950	\$950	Facility failed to assure adequate and appropriate care and services in compliance with rules governing medication administration by qualified staff.
<b>Meadowbrook Terrace of Winston-Salem</b>	\$2,100	\$2,100	Facility failed to assure that incidental medical care was provided. Residents who had physician orders for thickened liquids to prevent aspiration, either were not receiving all of their liquids with thickener added or received them at the incorrect consistency.
<b>Manorhouse Assisted Living</b> Gaston County	\$1,500	\$1,500	Facility failed to correct cited violations by the specified correction date. Violations in the area of "Health Care".
<b>Manorhouse Assisted Living</b> Gaston County	\$600	\$600 for Training	Facility failed to correct cited violations by the specified correction date. Violations in the area of "Special Care Unit Staff Orientation and Training."
<b>National Senior of Carrboro</b> Orange County	\$2,000	\$2,000	Facility failed to ensure contact with the resident's physician for verification of clarification of ordered medications. Facility failed to clarify conflicting orders for medications upon Resident's return from the hospital.
<b>Henderson Care Center</b> Rutherford County	\$7,000	\$7,000	Facility failed to provide for appropriate health care in a timely manner to enable the resident to be in the best possible health condition. Facility failed to arrange for transportation to the hospital emergency room in a timely manner, after a resident displayed symptoms of severe distress, even after being advised by EMT. The resident died on 2/13/02.

**SEPTEMBER 2002 PENALTY REVIEW COMMITTEE ACTIONS**

<u>Facility/County</u>	<u>DFS Proposed</u>	<u>PRC Approved</u>	<u>Explanation</u>
<b>DRE's Family Care Home</b> Durham County	\$950	\$950	Facility failed to assure adequate and appropriate care and services in compliance with rules governing medication administration by qualified staff.
<b>Meadowbrook Terrace of Winston-Salem</b>	\$2,100	\$2,100	Facility failed to assure that incidental medical care was provided. Residents who had physician orders for thickened liquids to prevent aspiration, either were not receiving all of their liquids with thickener added or received them at the incorrect consistency.
<b>Manorhouse Assisted Living</b> Gaston County	\$1,500	\$1,500	Facility failed to correct cited violations by the specified correction date. Violations in the area of "Health Care".
<b>Manorhouse Assisted Living</b> Gaston County	\$600	\$600 for Training	Facility failed to correct cited violations by the specified correction date. Violations in the area of "Special Care Unit Staff Orientation and Training."
<b>National Senior of Carrboro</b> Orange County	\$2,000	\$2,000	Facility failed to ensure contact with the resident's physician for verification of clarification of ordered medications. Facility failed to clarify conflicting orders for medications upon Resident's return from the hospital.
<b>Henderson Care Center</b> Rutherford County	\$7,000	\$7,000	Facility failed to provide for appropriate health care in a timely manner to enable the resident to be in the best possible health condition. Facility failed to arrange for transportation to the hospital emergency room in a timely manner, after a resident displayed symptoms of severe distress, even after being advised by EMT. The resident died on 2/13/02.

**OCTOBER 2002 PENALTY REVIEW COMMITTEE ACTIONS**

<u>Facility/County</u>	<u>DFS Proposed</u>	<u>PRC Approved</u>	<u>Explanation</u>
<b>Alterra Clare Bridge of Asheville</b> Buncombe County	\$1,500	\$1,500	Facility failed to provide appropriate health, medication administration and personal care services as needed to enable a resident to be in the best possible condition. These violations placed resident in substantial risk of death or serious physical harm.
<b>Whispering Pine Rest Home</b> Catawba County	\$1,350	\$1,350	Facility failed to correct cited "B" violations in the area of admissions policies, medication management, resident assessment and resident care plan.
<b>New River Country Care</b> Alleghany County	\$7,000	\$7,000	Facility failed to provide for appropriate health care in a timely manner to enable the resident to be in the best possible health condition. The violation placed the resident in substantial risk of death or serious physical harm. Resident was found by staff to be non-responsive on 3-19-02, the facility failed to follow established written emergency procedures and to promptly call EMS and arrange for transportation to the hospital emergency room in a timely manner. The resident died at the facility prior to EMS arriving.
<b>Manorhoure Assisted Living</b> Forsyth County	\$2,000	\$2,000	Facility failed to assure that responsible staff were on duty to assist residents and trained to attend to personal needs. Resident was not properly secured for transport, resulting in injury.
<b>Windwood Rest Home #1</b> Graham County	\$550	\$550	Facility failed to correct "b" violations by specified date. Violations were in the area of "Medication Administration".
<b>Windwood Rest Home #1</b> Graham County	\$1,100	\$1,100	Facility failed to correct "b" violations by specified date. Violations were in the area of "Food Service".
<b>Nor-Len of Garner</b> Wake County	\$3,500	\$3,500	Facility failed to assure that residents received adequate and appropriate care and services. Violations were in the area of "management of medications." Of the residents identified, eight were considered at substantial risk due to the violations.
<b>Nor-Len of Garner</b> Wake County	\$1,300	\$1,300	Facility failed to assure that residents received adequate and appropriate care in the area of incidental medical care. Facility failed to document residents' blood pressure and insulin levels that had been ordered by a physician.
<b>Hanson Hill Rest Home</b> Durham County	\$2,000	\$2,000	Facility failed to assure that residents received appropriate care in the areas of incidental medical care, drug management, staff supervision of residents, and staff qualification for CPR.
<b>Hanson Hill Rest Home</b> Durham County	\$2,200	\$2,200	Facility failed to meet the DSS directed date of 3/25/02 for type "A" violations. Corrections were in place by 4/22/02.
<b>Rivendale Woods, Unit K</b> Buncombe County	\$1,000	\$2,000	Facility failed to provide appropriate health care in a timely manner to enable the resident to be in the best possible health condition.

**NOVEMBER 2002 PENALTY REVIEW COMMITTEE ACTIONS**

<u>Facility/County</u>	<u>DFS Proposed</u>	<u>PRC Approved</u>	<u>Explanation</u>
<b>National Senior of Carrboro</b> Orange County	\$1,500	\$1,500	Facility failed to provide incidental medical care by providing therapeutic diets as ordered by physician for 4-9 residents reviewed.
<b>Harbour's Edge</b> Pasquotank County	\$2,000	\$2,000	Facility failed to assure that adequate and appropriate care and services were provided to all residents. Violations in the areas of maintaining door alarm systems, attending to resident personal needs and failure to follow facility policy regarding missing residents.
<b>Mt. Olive Family Care Home</b> Columbus County	\$3,350	\$1,000 Training	Facility failed to comply with requirements of Medication Management rules. Violations included policies and procedures, orders, administration, documentation for controlled substances, and drug reviews.
<b>Ashe Manor</b> Ashe County	\$1,800	\$1,800	Facility failed to correct sited type "B" violations including reassessments of residents within 10 days of a significant change in the resident's condition.
<b>Concord Retirement Home</b> Cabarrus	\$700	\$700	Facility failed to correct cited type "B" violations in the areas of Health Care and Licensed Health Professional support.
<b>Carolina House of Morehead City</b> Carteret County	\$3,000	\$3,000	Facility failed to assure that residents were appropriately reassessed and adequately provided incidental health care. Violations included failing to assure that the significant change was reassessed; that proper medical orders and treatment were sought; and that the facility staff provided the necessary care without timely delays.
<b>National Senior of Carrboro</b> Orange County	\$1,500	\$1,500	Facility failed to provided incidental medical care by providing therapeutic diets as ordered by a physician for 4 to 9 residents reviewed. Two of these residents required thickened beverages due to increased risk for aspiration.
<b>Meadowbrook Terrace</b> Winston-Salem	\$8,300	\$8,300	Facility failed to assure residents received adequate and appropriate care and services in the rule area of medication administration. Approximately 60% of the residents in the survey sample did not receive medications as prescribed. Additionally, there was an error rate of 20% observed with the medication pass process.
<b>Bradford Village East, Inc.</b> Forsyth County	\$3,000	\$3,000	Facility failed to follow appropriate emergency procedures and failed to assure that staff performing licensed health profession support tasks were competency validated.
<b>Nash Grove Manor</b> Nash County	\$5,000	Abated	An administrative penalty is being recommended for a Type A violation. Resident did not receive appropriate supervision to prevent his elopement from the facility and did not ensure a safe physical environment.
<b>Green Haven Family Care Home</b> Cleveland County	\$1,000	\$1,000 Training	Facility failed to assure that safety and wellbeing of a resident and did not provide adequate supervision, even though the resident was a known wanderer.

**DECEMBER 2002 PENALTY REVIEW COMMITTEE ACTIONS**

<u>Facility/County</u>	<u>DFS Proposed</u>	<u>PRC Approved</u>	<u>Explanation</u>
<b>Belle View Adult Care</b> Alexander County	\$2,000	\$2,000	Facility failed to assure appropriate staffing to care for residents. Facility was found to be without staff for a period of 20 minutes.
<b>Britthaven Kannapolis</b> Rowan County	\$1,000	\$1,000	Facility failed to have specific written instructions for emergency procedures. When resident was found unresponsive, staff failed to perform CPR after being instructed to do so by 911 when no blood pressure, pulse or respiration was found. Resident died.
<b>Cedar Rock Assisted Living</b> Davie County	\$2,500	\$2,500	Facility failed to assure that medications were administered according to licensed prescribing practitioners. Medication error rate was 10% and involved 3 out of 3 diabetic residents who were observed to be incorrectly administered insulin.
<b>Community Care Center #1</b> Jackson County	\$1,800	\$1,800	Facility failed to correct cited "B" violations within the specified time period in the areas of housekeeping and furnishings (unapproved sanitation score).
<b>Country Time Inn</b> Gaston County	\$3,400	\$3,400	Facility failed to correct a level "B" violation within the specified correction date in the area of qualification of medication aide.
<b>Durham Manor</b> Durham County	\$2,000	\$2,000	Facility failed to assure adequate and appropriate care and services in compliance with certain rules areas. These violations included staffing the facility for supervision of residents; having additional adequate staff for housekeeping and laundry; maintaining adequate housekeeping in the facility; administering and documenting controlled medication in accordance with requirements.
<b>Durham Village</b> Durham County	\$10,000	\$10,000	Facility failed to provide appropriate care and services for Resident to assure this resident was not neglected. The facility failed to assure that necessary transportation to and from a medical appointment was provided and failed to notify authorities when the resident's whereabouts were unknown overnight on 6/12/02. When the resident attempted to return on his own, death occurred as a consequence of these violations.
<b>Hanson Hill Rest Home</b> Durham County	\$1,650	\$1,650	Facility failed to have all required medication available. Facility failed to have policies and procedures to assure proper ordering, receiving and storage of medications.
<b>Lawyers Glen Retirement Living Center</b> Mecklenburg	\$3,000	\$2,000	Facility failed to correct cited "B" violations in the areas of staff competency and training.
<b>Pinewood Manor</b> Hertford County	\$500	\$0 Action	Facility failed to properly restrain a resident in the least restrictive way that would provide safety. Motion sent back to the county DSS to rewrite based on rule of eliminating term "Double Restraint."

# Long Term Care Advocacy Days

We need you in Raleigh on March 24 and 25, 2003

**Long Term Care Policy Conference**  
**Monday, March 24, 2003**  
**The Brownstone Hotel (Holiday Inn)**  
**Raleigh, NC**

This day will provide an opportunity for volunteer advocates and professionals to learn about long term care and current proposals for legislative changes. Participants will have an opportunity to learn and practice legislative advocacy skills needed to effect changes in long term care.

### Agenda

8:30-9:30 Registration

9:30-12:00 Plenary Session

- Budget Cuts: Families at Risk
- What Ever Happened to Senate Bill 10?
- Effective Advocacy Techniques

12:00-1:00 Lunch

1:00-4:00 Concurrent Workshops

- Long Term Care 101 - Navigating the System
- Effective Communication with Legislators
- The Budget Process - How services are funded
- The Workforce Crisis - Who is taking care of mother?

**Long Term Care Advocacy Day**  
**Tuesday, March 25, 2003**  
**Legislative Auditorium**  
**3<sup>rd</sup> Floor, Legislative Building**

This day will offer citizens "front row" exposure to legislative issues in long term care. Those who attend will get up-to-date information on proposed legislation. Advocacy tips will be discussed and fact sheets provided to encourage dialogue between legislators and constituents.

### Agenda

9:00-9:30 Registration

9:30-11:00 Briefing on issues

Representative Beverly Earle presiding

11:00-12:00 Meet w/ Legislators (lunch)

12:30-2:00 Your Chance to Speak

\*Please schedule an appointment with your legislator in advance by calling (919) 733-4111. If you're not sure who your legislators are, log on to [www.ncleg.net](http://www.ncleg.net), click on "Representation," then on "Who Represents Me?".

### This is a critical time for long term care in North Carolina:

- Programs are at risk.
- Services have been cut and they cannot be cut again.
- The staffing crisis continues.
- We must remove the institutional bias of funding sources so people can stay at home.

### Sponsored By:

- AARP of North Carolina
- Friends of Residents in Long Term Care
  - NC Adult Foster Care Association
- NC Association of Area Agencies on Aging
  - NC Coalition on Aging
- NC Long Term Care Ombudsman Program
  - NC Division of Aging

**To Register:** Call Carol Teal, Friends of Residents, (919) 782-1530 or Helen Savage, AARP, (919) 508-0262 or email [friends@forltc.org](mailto:friends@forltc.org). Registration forms are available on our website at [www.forltc.org](http://www.forltc.org).

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## Board Notes – New officers

The Board of Directors elected officers for 2003 at the December Board meeting. Bill Lamb, Chair; Roger Manus, Vice Chair; Beverley Wheeler, Secretary; Verona Edmond, Treasurer.



### Gifts of Stock

Some members make contributions of stock to Friends of Residents. For your convenience we have a gift account with Edward Jones.

Contact Jon Strickland at 1-919-783-7786.

### New Web Address & Email

Please visit our new web address at [www.forltc.org](http://www.forltc.org)  
Our new email address is [friends@forltc.org](mailto:friends@forltc.org)

New staff email:

Carol Teal, Executive Director  
[ctéal@forltc.org](mailto:ctéal@forltc.org)

Donna Mehr, Assistant Director  
[dmehr@forltc.org](mailto:dmehr@forltc.org)

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**Board and Staff working on Strategic Plan**



## Staffing Update

New Staff Posting Requirement Effective January 1

On January 1, 2003, all nursing homes that participate in Medicare and Medicaid will be required to begin posting “in a clearly visible place” the number of nursing staff on duty on each shift. Those who must be included in the daily posting are registered nurses, licensed practical nurses, and nurse aides directly responsible for resident care. The requirement was enacted as Section 941 of the 2000 Benefits Improvement and Protection Act (BIPA). If properly monitored and enforced, the law will be a strong tool to help residents, families, consumer groups, and ombudsmen monitor staffing adequacy, quality of care, and compliance with state and federal staffing requirements.

Thank you to all the nursing homes that are posting this new requirement. We are starting to hear from family members around the state that this posting is up at many nursing homes.

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### GAO Finds Little Increase in Nurse Staffing after Medicare Payment Increase

The General Accounting Office (GAO) examined data on nursing staff time (licensed and certified nursing assistant) before and after an increase in the nursing component of the Medicare payment to skilled nursing facilities (SNF) and found little change in nursing hours per patient.

Medicare pays SNFs Skilled Nursing Facilities through a prospective payment system (PPS) in which they receive a fixed amount for each day that a patient receives care. This daily payment varies according to a patient’s expected need for care, and is the sum of nursing, therapy, and routine cost components. Effective April 2001, Congress temporarily increased the nursing component of the rate by 16.66 percent; this increase expired in October 2002. While the increase was intended to increase nurse staffing ratios, facilities were not required to spend it on staff. Despite CMS and industry concerns about data accuracy, the report concludes that “the Congress should consider our finding that increasing the Medicare payment rate was not effective in raising nurse staffing as it determines whether to reinstate the increase to the nursing component of the Medicare SNF rate.”

The report (GAO-03-176) “SKILLED NURSING FACILITIES: Available Data Show Average Nursing Staff Time Changed Little after Medicare Payment Increase” can be found at [www.gao.gov](http://www.gao.gov).

*Friends’ comment: If the increased payment was intended to increase staffing ratios, facilities should have been required to spend it on staff.*

## DHHS Announces New Long Term Care Web Site

<http://www.dhhs.state.nc.us/ltc/>

The North Carolina Department of Health and Human Services (DHHS) is responsible for the design and delivery of services for older adults and people with disabilities. Various divisions and offices within the Department administer, regulate and fund an array of programs that meet long-term care (LTC) needs at home, the community and in institutions. DHHS is pleased to introduce its new web site that gives individuals, families, providers and others access to information about the department’s work in support of long term care.

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### New information available about nursing home quality

Starting in November of 2002, the Centers for Medicare and Medicaid Services (CMS) is reporting new information about quality measures in nursing homes. This information is available on the internet at [www.Medicare.gov](http://www.Medicare.gov) (Nursing Home Compare) or by calling Medicare’s help line, 1-800-633-4227. CMS chose 10 quality measures including pain, pressure ulcers, physical restraints and infections. This is important information that is available for the first time to the public. There are 2.9 million Americans who live in nursing homes and this information will give citizens the opportunity to see how a specific nursing home compares to others in the state and the nation on a particular quality measure.

In North Carolina, Friends of Residents has been part of a workgroup, working closely with Medical Review of North Carolina, that has created a consumer guide,— ***Choosing a Nursing Home – What Do Quality Measures Mean?*** Dr. Gordon H. DeFriese, President and CEO of the Institute of Medicine at UNC-Chapel Hill, who led the workgroup in charge of creating the consumer guide, emphasized the significance of the group effort. “Over the past year, at the request of the NC General Assembly, a group of the state’s most important organizations have come together to address issues related to quality of care in our state’s nursing homes. It is significant that the nursing home industry, academic specialists in long term care, and the state regulators have been joined by nursing home consumer advocacy organizations to offer a joint statement of the meaning and significance of these CMS measurers.”

This consumer guide will be mailed to all Friends of Residents members in February. You can also request a copy from Medical Review of North Carolina by calling (919) 851-2955 or visiting”[www.mrnc.org](http://www.mrnc.org).

## Contributions from August - December 2002

Thank you to these and *all* of our contributors for helping us continue the work of this organization.

Please contact Donna Mehr if there are corrections to or omissions from this list.

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