



# Centralina Area Agency on Aging Website!

Centralina Area Agency on Aging is proud to announce its newest resource to the community:

**www.centralinaaging.org**

Please visit our website regularly for hot topics, trainings for providers or for long term care facilities, community education, as well as information on resources and services throughout our nine county region!



*(Continued from page 1)*

**In order to accomplish this, DHSR, DAAS, and DMA are asking Adult Care Home Providers to complete their renewal applications by October 15, 2009 in order to be processed by December 1, 2009. According to DAAS and DMA, payments will stop if the facility has not submitted a timely and complete renewal application by January 1, 2010. These facilities will risk nonpayment of services and ultimately removal of residents.**

Questions regarding this information should be directed to:

Licensure: Karen Jones, DHSR, at 919-855-3785

Special Assistance Payments: Chris Urso or Brenda Porter, DAAS, at 919-733-3818

*Information condensed from July 1, 2009 Memorandum from DHSR, DAAS, and DMA.*

## Wii Bowl, Wii Golf, Wii Sport, Wii Wins! National Competition For Senior Living Communities.

I would like to introduce you to the **National Senior League Games**. We are currently forming an interactive bowling league amongst independent, and assisted living senior communities using the Wii gaming system. We would like to extend this invitation to all AAA associated Senior centers also. We would like to assist your organization in enhancing the existing activities programs with this exciting program. The league will start with an 8-week competition beginning in early October. We will have three different seasons of 10-week competitions each year thereafter plus exciting and unique weekend/holiday competitions at various times in the year. Our interactive website will not only feature standings and stats, but unique team logos and personal player bios for the participants. A very special opportunity for the kids and grandkids to catch up on and root for the grandparents. Please stop by and check it out at [www.nslgames.com](http://www.nslgames.com). Our ultimate goal is to make this as fun as possible for you and the participants. We recently completed our pilot competitions using teams from Parc Communities, Atlanta, Ga., The Arbor Company, Atlanta, Ga., Atria and Bell Properties. If you're interested in further information concerning costs and necessary equipment to participate contact Jeff Nystrom, League Development N.S.L. Games 609-367-3366 or email at : [jeff@nslgames.com](mailto:jeff@nslgames.com)



### BE SURE TO SHARE THE OMBUDSMAN OUTLOOK WITH OTHERS IN YOUR AGENCY:

\_\_\_\_ Resident/Family Council \_\_\_\_ C.N.A \_\_\_\_ Social Worker \_\_\_\_ Resident Care Director  
 \_\_\_\_ Activities \_\_\_\_ Marketing/Admissions \_\_\_\_ Nursing \_\_\_\_ Administrator

**FINALLY, POST IT ON THE BULLETIN BOARD**



# Ombudsman Outlook



OCTOBER-DECEMBER  
2009  
ISSUE NO. 87

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## Important Reimbursement & Licensing Information for Adult Care Homes

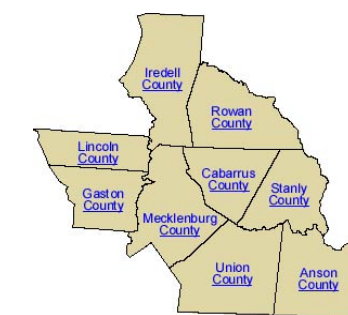
The Divisions of Health Service Regulation (DHSR), Aging and Adult Services (DAAS), and Medical Assistance (DMA) are working together to expedite license renewals for 2010, according to a July 1, 2009 Memorandum from the Directors of these three agencies. This is necessary in order to ensure:

- licensed facilities continue to receive timely Special Assistance (SA) Reimbursement from SA-eligible residents.
- that facilities that have not renewed their license do not continue to receive SA Reimbursement from SA eligible residents.
- that licensed facilities continue to receive Personal Care Services payments for Medicaid-eligible residents.

### DHSR 2010 Facility License Renewal Timeline

DATE	DIVISION RESPONSIBILITY	PROVIDER RESPONSIBILITY
7/15/09 to 7/31/09	DHSR sends license Renewal Applications to licensees.	If a renewal application was not received for a 13F or 13G facility by 8/1/09, call 919-855-3785.
7/31/09 to 11/30/09	DHSR will process renewal applications date-stamped on or before 10/15/09 by 11/30/09. DHSR cannot ensure applications received after 10/15/09 will be processed by 11/30/09.	Ensure correct and complete application is received by DHSR no later than 10/15/09. A complete application includes: signed renewal application and renewal fee.
12/1/09	DHSR will send initial report to DAAS and DMA regarding providers licensed for 2010—including those licensed and those not yet licensed.	If application was mailed by 10/15/09 and license isn't received by 12/15/09, call 919-855-3785.
12/1/09 to 12/31/09	DAAS will notify providers who have not submitted a license renewal application for 2010 of the SA payback consequences for failure to renew by 12/31/09. SA payments must be made only to recipients in licensed facilities.	
10/15/09 to 12/31/09	DHSR will continue to process renewal applications received 10/15/09 – 12/1/09. Complete renewal applications postmarked by 12/31/09 will be licensed effective 1/1/2010.	
2/1/10	DHSR will send second report to DAAS and DMA regarding providers licensed for 2010.	(Cont. on page 8)

## Regional Ombudsman



### Program

**1-800-508-5777**

#### OMBUDSMAN STAFF

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THE OMBUDSMAN OUTLOOK IS PRODUCED BY THE OMBUDSMAN PROGRAM THROUGH THE CENTRALINA AREA AGENCY ON AGING TO PROVIDE INFORMATION ON LONG TERM CARE ISSUES. A DEPARTMENT OF THE COUNCIL OF GOVERNMENTS.



Managing MS is an ongoing process, beginning with the very first symptoms and continuing throughout the disease course. It's never too soon or too late to think about how to access high quality care. Knowing what to look for, where to find it, and how to work effectively with your doctor and other health professionals is essential to your health and quality of life.

## [Learning about MS](#)

To take the best possible care of yourself it's important to start by understanding [what MS is](#), the kinds of symptoms it can cause, and the ways it can affect your quality of life at home, at work, and in your leisure activities. Although every person's MS is different, having some basic facts at your fingertips will help you feel better prepared to deal with whatever comes along.

## [Understanding How MS is Treated](#)

Although there is no cure for MS at the present time, management of the disease includes [strategies to treat acute relapses](#) (also called *attacks*, *exacerbations*, or *episodes*), slow disease activity, manage individual symptoms, promote function and independence, and provide emotional support. Together, these strategies make up comprehensive MS care. To manage your MS most effectively, it's important to make sure that all of these aspects of your care are being addressed.

## [Finding the Right Care](#)

Comprehensive MS care involves **collaboration and teamwork**—between you and the health professionals whose skills best meet your needs. Physicians, nurses, rehabilitation specialists, and mental health professionals are just some of the experts that you may work with over the course of your MS. While some people are able to access most of their care at an [MS center](#), others need to work with their doctor to assemble a team of individual practitioners in the community. The work of coordinating this care—and making sure that the different members of the team are in communication with one another—may well fall to you.

## [Making the Most of Your Doctor Visits](#)

In today's health care environment, there is seldom enough time during a single doctor visit to discuss all of your concerns—particularly given the number of symptoms MS can cause and the many ways it can affect your daily life. To make the best use of the limited time in the doctor's office, remember that **even the best doctor can't read your mind**. Come prepared with a prioritized list of problems and questions, and don't wait until the end to bring up your most pressing issues. And don't be bashful—anything that's of concern to you, including problems with your mood, sexual function, thinking and memory, and bladder and bowel function, is of interest to your healthcare team.

## [Keeping Yourself Healthy](#)

Although managing MS can sometimes feel like a full-time job, it's important to pay attention to your general health as well. People with MS face the same risks of cancer, heart disease, and stroke as everyone else—so it's important to maintain good health habits and get regular check-ups. And protecting your health keeps you in the best shape possible for dealing with whatever symptoms or problems MS may cause.

Source: [www.nationalmssociety.org](http://www.nationalmssociety.org)

## Hear Our Voice: Residents of Long Term Care Communities Speak Out on Resident Rights



This theme was selected to call attention to the fact that residents of long term care communities have a voice and that voice should be part of decision making in long-term care communities. When working on your submissions for the various contests, have your residents think about the following: **1. What does it mean to you when someone listens to your opinion or asks for your advice?** **2. Why are Residents' Rights important and what would you like staff members to know about Residents' Rights?** **3. How are residents involved in decision-making at the community?** This is a time for celebration and recognition offering an opportunity for every community to focus on and celebrate awareness of dignity, respect, and the value of each individual resident.

Invitations have been mailed out so please talk about it in this month's Resident Council meeting, Family Council meeting, and staff meetings. Get the whole team involved! This is a wonderful opportunity for you and your residents to spend time together and there will be lots of tasty food and great entertainment.

Please contact your Ombudsman at 1-800-508-5777 if you are interested in contributing any items for the celebration, gift cards or gift baskets for prizes, or goodies for the bag each resident will receive during the celebration. Don't forget to ask your vendors for contributions—you give them lots of business throughout the year and they can give a little back to help out with this very worthy celebration.

We need your help and look forward to working with you to make this a special event for OUR RESIDENTS! Please call us at 1-800-508-5777 to find out about a Celebration in your county!

### **DOROTHY WAS RIGHT.... THERE'S NO PLACE LIKE HOME!**

And the Center for Medicare and Medicaid Services seems to agree. On April 10, 2009 the **new guidelines calling for a more homelike environment** were released. You can download the guide to surveyors on the National Ombudsman Resource Center site ([www.itcombudsman.org](http://www.itcombudsman.org)) or purchase the "red" book from the Health Care Facilities Association. Either way, this is a **must have document** for any local program. Several areas of resident's rights regulations have been revised as a result of these changes:

- ◆ Visitation
- ◆ Married Couples
- ◆ Dignity
- ◆ Self-Determination
- ◆ Accommodation of Need
- ◆ Room Changes and several others.

The guide gives more specific examples of staff behavior that impedes a homelike environment. Empower residents with information they can use during on-site interviews with regulators! Let their voice be heard about their "home".

Do you have residents who want to transition back into the community? Contact **Disability Rights and Resources**. They provide vital services for persons of all ages with disabilities whether or not they want to return to the community. DRR staff provides advocacy, community integration, independent living skills, information and referral and peer counseling. They also offer staff training such as disability etiquette, Americans with Disabilities Act accessibility issues, and creative ways to offer supports to people to maximize their independence! This is a must have number for your contacts list:

**704-537-0550**

## What can the CAC's (Community Advisory Committee's) do?

Nursing home and adult care home community advisory committees were established in legislation and ratified in 1978 by the North Carolina General assembly. It was the intent that each community in this state should take a more active role in promoting well being for persons residing in both nursing homes and adult care homes. The regional long-term care ombudsman provide the committee members with training and assistance in the performance of their duties.

In short, the CAC's are responsible for the following:

- ◆ Quarterly and/or annual official visit to residents in either adult care or nursing facilities.
- ◆ Complete friendly visits or activity visits as often as possible.
- ◆ Provide information to the public about long-term care.
- ◆ Attend quarterly business meetings and complete continuing education hours.

Many of our facilities receive quarterly visits from community advisory committee members. Facilities need to utilize the CAC's outside of their regular quarterly visits. CAC's can be seen as a way to help increase and promote community involvement within their facilities. Committee members can be used to participate in individual or structured activities within the building or for planned trips. Many committee members work within their community to collect necessary items for residents who don't have regular visitors or family who live close. These items can include clothing, magazines, lap blankets, and some toiletry items. Many committees have taken the time to go above and beyond the requirements and have done some amazing work for our facilities.

- ◆ We have had nursing home committees that have adopted a facility and hosted a Christmas party including purchasing Christmas gifts for all the residents in that facility.
- ◆ Organizing a summer cookout including entertainment for a local family care home.
- ◆ Working with the community to receive donations from local businesses to be able to purchase winter jackets for all the residents at a local assisted living facility.
- ◆ Getting involved in the local Resident Rights Celebrations and having items donated for this.
- ◆ Sponsoring a bake sale at the facility and the proceeds benefit the activity programs.

These are just a few of the creative ways that facilities and community advisory committee volunteers have worked together to help increase the quality of life for our residents that call our the facility home. Take the time to meet and talk with your community advisory committee volunteers to see how they may be able to assist you by increasing the quality of life of your residents. You may be surprised with what ideas they have what they come up with! It never hurts to ask!

For more information you can go online and look up information on the CAC's and more about the process in which they are appointed.

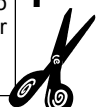
[www.dhhs.nc.us.gov](http://www.dhhs.nc.us.gov)



### FACILITY ADMINISTRATORS!

Annually, the Ombudsman program alerts you of the need for volunteers to serve as Community Advisory Committee members. These volunteers make quarterly visits to the residents of long-term care facilities in the county where they live to promote and protect their resident's rights. The boards of county commissioners are responsible for appointments and removals of the adult care home and nursing home community advisory committees while the ombudsman are responsible for providing training and technical assistance. The clerk to the County Board of Commissioners maintains these appointments and removals, so your suggestions can be directed to them. Remember, that "Of the members, not less than 1/3, but as close to the 1/3 as possible must be chosen from among persons nominated by a majority of the administrators of adult care homes in the county." Please remember that those with **conflicts of interest** are excluded from serving on the committees. This means they cannot be an employee, have other financial interests in the facility, or have a family member in the facility.

Contact the Ombudsman Program at 1-800-508-5777 to nominate someone on your local committee or contact your local County Clerks to the Commissioners



Planning for **pandemic influenza** is critical for ensuring a sustainable healthcare response. The Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed this checklist to help long-term care and other residential facilities assess and improve their preparedness for responding to pandemic influenza. Based on differences among facilities (e.g., patient/resident characteristics, facility size, scope of services, hospital affiliation), **each facility will need to adapt this checklist to meet its unique needs** and circumstances. This checklist should be used as one tool in developing a comprehensive pandemic influenza plan. Additional information can be found at [www.pandemicflu.gov](http://www.pandemicflu.gov). Information from state, regional, and local health departments, emergency management agencies/authorities, and trade organizations should be incorporated into the facility's pandemic influenza plan. Comprehensive pandemic influenza planning can also help facilities plan for other emergency situations. This checklist identifies key areas for pandemic influenza planning. **Long-term care and other residential facilities can use this tool to self-assess the strengths and weaknesses of current planning efforts.** Links to a website with helpful information is provided at the end of the article. However, it will be necessary to actively obtain information from state and local resources to ensure that the facility's plan complements other community and regional planning efforts.

[www.pandemicflu.gov](http://www.pandemicflu.gov)



The **EXTRA HELP PROGRAM** helps qualified Medicare recipients pay for their Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance. The program is based on a person's income and resource levels. Whether they live in a long-term care facility or in the community, individuals should review Medicare D drug plans at least annually. Residents in long term care facilities can change their plans more frequently

according to Medicare and the Center for Medicare and Medicaid services (CMS).

In a memo dated June 4, 2008, CMS cautions nursing homes against offering only one plan or option for their residents. Since resident's have the right to choose their providers, they or their representatives should be given adequate information about the plans to make a reasonable decision. Long-term care residents also have the option of making changes in plans more frequently than the annual enrollment.

If you are unsure about **Medicare D and the Extra Help Program**, you can contact the N.C. Department of Insurance—[www.ncdoi.com](http://www.ncdoi.com). SHIIP, the **Seniors Health Insurance Information Program** is available to assist in completing applications:

- \* Call SHIIP at 1-800-443-9354 for assistance
- \* Go to [www.medicare.gov](http://www.medicare.gov) to complete forms on-line

Applications are processed by Social Security who determines the person's level of eligibility. Social Security will send a letter to the applicant notifying them if they have been approved and at what level. **If approved, beneficiaries can receive: reduced premium or no premiums, reduced deductibles, reduced co-insurance, no gap or "donut hole", and no Medicare Part D late enrollment.**

*"On January 1, 2006, dual-eligible nursing home residents were automatically enrolled in randomly assigned eligible Part D plans if they had not already selected one. Unlike other Medicare beneficiaries, dual-eligible beneficiaries may change their plans at any time. Pursuant to Federal law, all Medicare beneficiaries have the right to enroll in Part D plans.<sup>4</sup> Additionally, one of the Conditions of Participation in the Medicare and Medicaid programs is that nursing homes must not deny beneficiaries the right to enroll in Part D plans."*

(CMS memo dated June 4, 2008)

SAVE THESE DATES!



In 2009, Centralina AAA will be hosting or collaborating with a number of educational programs throughout our nine-county region. Visit us at [www.centralinaaging.org](http://www.centralinaaging.org) for the most up to date event listings.

2009 Charlotte Memory Walk—November 14, 2009

Freedom Park 9:00AM

Alzheimer's Association Memory Walk® is the nation's largest event to raise awareness and funds for Alzheimer care, support and research. This inspiring event calls on volunteers of all ages to become *Champions* in the fight against Alzheimer's. *Champions* include people living with the disease, friends, families, caregivers, and business and community leaders, all getting involved in Memory Walk. To find out about a walk in your community go to: [www.alz.org/northcarolina](http://www.alz.org/northcarolina) or call 704-532-7373.



Centralina AAA Annual Aging Conference

Be sure to mark your calendar now for this popular event!

NOVEMBER 5th & 6th 2009

November 5th - "Positive Aging in an Anti-Aging World"

Dr. Cody Snipe and Dr. James Hinterlong

November 6th- "Whole Person Wellness for Vital Aging"

featuring Jan Montague, MGS

Both Days offer multiple workshops led by experts in the fields of aging and healthcare! NURSING, ADMINISTRATOR AND ADULT CARE HOME CEU's and CNE's available, along with Exhibit halls, resources, book sales and breakfast and lunch!

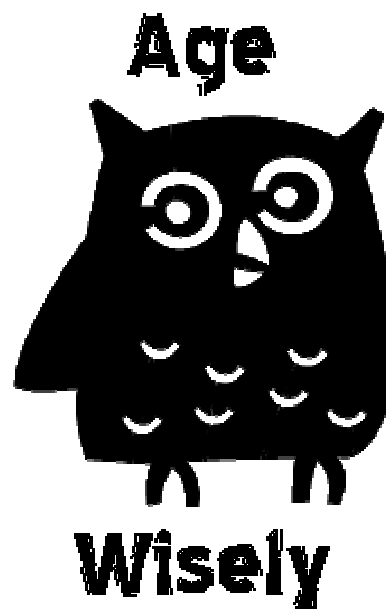
Sponsorships are still available! Support from local aging service providers is how we keep the conference affordable. It's the best use of your marketing money, with participants from across all of North and South Carolina.

Another benefit is the networking with other professionals in the field of aging.

Call or email today for more information!

1-800-508-5777 or [agewisely2009.info](mailto:agewisely2009.info)

2009 Annual Aging Conference



Volunteers are one of our greatest resources. A special thanks to all of Centralina's **Community Advisory Committee** members. You help make the Ombudsman program GREAT! Every volunteer and every effort, no matter how small, is appreciated. These are our latest orientation and training graduates!

Cabarrus County

Peggy Yost Ed Burns



If you have an article you would like to see- tell us about it! Call 1-800-508-5777



GAY AND GRAY OR HEADING THAT WAY!

Group now meeting at the Lesbian/Gay Community Center

The Lesbian & Gay Community Center ...serving the Lesbian, Gay, Bisexual & Transgender Community of Greater Charlotte

GayCharlotte.com

In partnership with All For Seniors, Hospice and Palliative Care Charlotte Region, AARP, the Community Center, and the Centralina Area Agency on Aging, a small but dedicated group of

individuals have been meeting to continue the efforts to consider issues of people who are aging and are lesbian, gay, bisexual or transgendered. The meetings are held on the second Tuesday of each month at 6:00 p.m. at the Lesbian & Gay Community Center; visit their website for directions. The group has discussed the importance of advance directives and other legal issues involving the LGBT community. According to PROJECT VISIBILITY, a training program for administrators and staff of nursing homes, assisted living facilities, home care agencies and other providers of services to older adults, there are an estimated 1-3 million Americans who are LGBT. These aging individuals are often overlooked and unseen by service providers and younger members of the LGBT community. These elders deserve to age gracefully without fear of judgment and discrimination. You can find out more about PROJECT VISIBILITY at [www.projectvisibility.org](http://www.projectvisibility.org).

Centralina Ombudsman Program can offer your staff training in LGBT sensitivity. Call Debi Lee, 704-348-2714 for more information about the support group or to schedule an in-service for your agency.

LGBT FACTS from Project Visibility

- By 2030, 4 million people over 65 will be Lesbian, Gay, Bi-Sexual and Transgendered
- LGBT elders are 5 times less likely to access services
- LBGT elders will often live alone
- May not have traditional family support
- May be isolated from the LGBT community
- Face poverty and economic insecurity
- Face discrimination on multiple levels, age, race and sexual orientation
- Experience premature institutionalization



Centralina Area Agency on Aging is proud to continue our **ALL FOR SENIORS PARTNERSHIP**. This publication, now in its third year, continues to improve with each edition. It includes a growing aging network provider list, facility list as well as consumer check-lists on the various housing and community based services. Each new issue is distinguished by a **new color cover** and cutting edge articles on issues for aging and disabled adults in our state. If you want your business to enjoy increased visibility, contact **Anja Workman**, Editor, at **704-366-1410** to discuss the possibilities!