

Serving residents of long-term care facilities in Vanderburgh County



# VOICES



# VIEWPOINT

Volume 3,  
Issue 3

Fall  
2007



## ? WHAT IS VOICES? ?

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

## CULTURE CHANGE MOVEMENT

As each issue of *Voices Viewpoint* covers another aspect of Culture Change, there is no aspect more important than consistent assignments. When residents have the same staff caring for them day-after-day they receive better care: relationships develop, short staffing happens less often, call-ins decrease, pressure sores decrease, CNA turnover dramatically decreases, staff have higher job satisfaction and residents are happier. When staff become familiar with the residents they care for, their work takes less time.

Consistent assignments is a staffing model where residents are cared for by the same staff members rather than staff being rotated from one group of residents to another. Providing consistent assignments is in no way complex, in fact it provides many benefits for the residents and the long-term care facility.

The Centers for Medicare and Medicaid Services (CMS), as well as many advocacy groups, recognize that consistent assignments is vital to providing the best care, as well as the highest quality of life for the residents. Encourage your facility to implement consistent assignments.

### 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**.



# PROBLEM SOLVING WITHIN THE FACILITY

## Step 1:

### *Voice Concerns to Those Directly Involved*

See *Voices Viewpoint* Volume 3, Issue 2 for further explanation or online at [www.voicesinc.info](http://www.voicesinc.info).

## Step 2:

### *Bring Your Concerns to Staff Supervisors*

If talking with the staff most immediately involved does not resolve the concern, bring the concern to his/her supervisor. This may be a charge nurse, director of nursing, etc. You will need to provide concrete information, such as: *What happened? When? How did it affect you, the resident? What efforts were made to resolve the concern?*

The more specific you can be, the easier it will be for staff to look into your concern. It is difficult for staff to respond to general concerns, such as “Staff people aren’t nice.” Staff respond to concerns that are specific, such as “Patsy told me to shut up when I asked for her help to the bathroom.” Providing detailed information will demonstrate the seriousness of the concern. Always record the name of the supervisor you contacted, the date and time you contacted him/her and his/her response to your concern. If you are still not satisfied with the response given, contact VOICES at 423-2927. (Taken from National Citizens Coalition

for Nursing Home Reform’s Resolving Problems in Nursing Homes, Consumer Information Sheet, 1999)

Problem solving steps to be continued in upcoming publications of *Voices Viewpoint*.

# HOLIDAY TRIVIA

1) TRUE OR FALSE—THE NOVEL “FRANKENSTEIN”, WRITTEN IN 1818 BY MARY SHELLEY, WAS WRITTEN ON A BET.

2) IN WHAT YEAR CAN WE EXPECT TO HAVE A FULL MOON ON HALLOWEEN NIGHT?

- A) 2009
- B) 2013
- C) 2020
- D) 2072



3) “WITCH” COMES FROM THE SAXON WORD “WICCA” WHICH MEANS \_\_\_\_\_?

- A) “WISE ONE”
- B) “WISH MASTER”
- C) “NIGHT MAGIC”
- D) “EVIL ONE”

4) GARGOYLES ORIGINATED SOMEWHERE BETWEEN THE 11TH AND 13TH CENTURIES AND SERVED AS \_\_\_\_\_?

- A) BIRD HOUSES
- B) FLAG POLES
- C) SYMBOLS
- D) RAIN SPOUTS

5) BATS, WHEN EXITING A CAVE, ALWAYS EXIT \_\_\_\_\_.

- A) RIGHT
- B) LEFT
- C) UP
- D) DOWN



6) THE FIRST DEPARTMENT STORE TO HOLD A THANKSGIVING PARADE WAS \_\_\_\_\_.

- A) J.C. PENNEY’S
- B) MACY’S
- C) MONTGOMERY WARD
- D) GIMBEL’S

7) THE TERM “CORNUCOPIA” MEANS \_\_\_\_\_.



- A) TALL CORN
- B) GREEK GOD OF CORN
- C) HORN OF PLENTY
- D) NEW ENGLAND RELISH

8) CAPTAIN JOHN SMITH FOUNDED \_\_\_\_\_ COLONY IN VIRGINIA?

- A) WILLIAMSBURG
- B) RICHMOND
- C) JAMESTOWN
- D) PETERSBURG

9) BEFORE BEING HARVESTED AND SOLD, AN INDIVIDUAL CRANBERRY MUST BOUNCE AT LEAST \_\_\_\_\_ HIGH TO MAKE SURE THEY AREN’T TOO RIPE?

- A) 1 INCH
- B) 2 INCHES
- C) 3 INCHES
- D) 4 INCHES



10) TRUE OR FALSE—A TURKEY CAN DROWN IF IT LOOKS UP IN THE RAIN?



ANSWERS:  
1) T  
2) C  
3) A  
4) D  
5) B  
6) C  
7) C  
8) D  
9) C  
10) F



# ABC'S TO HAVING YOURSELF A GREAT DAY!

A lways know that you are special!  
B efore you give up, try one more time.  
C an—you CAN do it! Yes, you CAN!  
D o your best and feel good about it.  
E xpect a wonderful and exciting day!  
F inish what you start.  
G ive, share and play fair.  
H elp someone else.  
I magination—you have a great one, use it!  
J ust because you've never done it, don't  
    be afraid to try it.  
K now that you are loved.  
L augh—it makes you happy!  
M istakes—it's okay to make them, but  
    learning from them is even better.  
N ew ways of doing things can be fun!  
O ffering to do something extra.  
P erfectly wonderful—that's you!!  
Q uestions—be sure to ask them.  
R ead and learn all you can.  
S how others how much you like them.  
T alk to someone about your feelings.  
U nderstand—if you don't, ask someone!  
V ote "No!" if you don't think it's right.  
W ear your beautiful smile!!  
X tra hugs and kisses to you!!  
Y ou are the only person in the world like  
    you and that makes you important!  
Z illions of great ways a lovable person like  
    you can have a great day!

Just relax, enjoy your ABC's  
and have a great day!

VOLUME 3, ISSUE 3  
THOUGHTS FOR  
THANKSGIVING Page 3

"The Pilgrims made seven times more graves than huts. No Americans have been more impoverished than these who, nevertheless, set aside a day of thanksgiving."

~ H. U. Westermayer

"Gratitude unlocks the fullness of life. It turns what we have into enough, and more. It turns denial into acceptance, chaos to order, confusion to clarity. It can turn a meal into a feast, a house into a home, a stranger into a friend. Gratitude makes sense of our past, brings peace for today, and creates a vision for tomorrow."

~ Melody Beattie

"As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."

~ John Fitzgerald Kennedy

"Nothing purchased can come close to the renewed sense of gratitude for having family and friends."

~ Courtland Milloy

"Thanksgiving is the holiday of peace, the celebration of work and the simple life... a true folk-festival that speaks the poetry of the turn of the seasons, the beauty of seedtime and harvest, the ripe product of the year. . ."

~ Ray Stannard Baker

# RESIDENT RIGHTS REVIEW

## Your Right to Self-Determination and Choice

All residents of nursing homes and licensed assisted living facilities are granted rights as persons worthy of dignity and respect; they have a right to a dignified existence and self-determination. These rights are protected under federal and state laws. Employees, families, community agencies and residents must work together in protecting these rights. Rights to self-determination and choice are as follows:

Right to choose your personal physician and other providers of services, such as pharmacy and hospice

Right to receive full information, in advance, and participate in your care plan and treatment

Right to refuse treatment including medications—any refusals of treatment must be accompanied by counseling on the medical consequences of such refusal

Right to choose activities, schedules and health care consistent with your interests, assessments and plans of care

Right to reside and receive services with reasonable accommodations of your needs and preferences, except when the health or safety of you or other residents would be endangered

Right to make choices about the quality of your life

Right to interact with members of the community both inside and outside the facility

Right to voice concerns, without punishment, and receive a prompt response

Right to organize and participate in resident council

Right to participate in social, religious and community activities while not interfering with the rights of other residents

Right to keep personal belongings, as space permits, unless doing so would violate the rights of others or create a health/safety hazard



# VOICES, INC.

**SERVING  
RESIDENTS OF  
LONG-TERM CARE**

**FREE AND  
CONFIDENTIAL**

**DONATIONS AND MEMORIAL  
CONTRIBUTIONS ARE  
GREATLY APPRECIATED!**

2425 US HWY 41 N  
SUITE 405  
EVANSVILLE, IN 47711  
PHONE: (812)423-2927  
FAX: (812)423-4350  
WWW.VOICESINC.INFO

