



HEALTH CARE TRANSFORMATION AND THE CONSUMER VOICE: NURSING HOMES

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NURSING HOME TRANSFORMATION
– WE HOPE

NEW ACTIONS

New York State

- **Reimagining Long-term care in New York State**

- ❑ A task force will be created to examine the state of long-term care, both home-based and facility-based and consider potential models for improvement. It will examine both the impact of the coronavirus pandemic on long-term care as well as the broader long-term system in New York.
- ❑ 26 members: It will include representatives of consumers as well as providers

[NY State Senate Bill S598B \(nysenate.gov\)](https://nysenate.gov/legislation/bills/2020/S598B)

NEW ACTIONS

White House initiatives

- Establish a Minimum Nursing Home Staffing Requirement
- Reduce Resident Room Crowding by exploring ways to phase out rooms with 3 or more residents and promote single-occupancy rooms
- Continue focus on reducing inappropriate use of antipsychotic medications
- Adequately fund Inspection Activities
- Beef up Scrutiny on More of the Poorest Performers

NEW ACTIONS

White House Initiatives Cont.

- Expand Financial Penalties and Other Enforcement Sanctions
- Increase Accountability for Chain Owners of Substandard Facilities
- Improve Transparency of Facility Ownership and Finances
- Examine the Role of Private Equity
- Ensure Nurse Aide Training is Affordable
- Support State Efforts to Improve Staffing and Workforce Sustainability

[FACT SHEET: Protecting Seniors by Improving Safety and Quality of Care in the Nation's Nursing Homes - The White House](#)


**YOU CAN
MAKE A
DIFFERENCE**

StateWide's Virtual Resident/Family Council

- Knowing that policy makers often listen to providers, but rarely to consumers, StateWide initiated a statewide Virtual Council that meets every two months throughout the year to elicit information from consumers to use as it advocates for change.
- The first meeting dealt with the visitation issues during the Covid emergency and the information gathered was used effectively in StateWide's advocacy in both the federal and state, helping to overturn the lock downs.

**YOU CAN
MAKE A
DIFFERENCE**

STATEWIDE'S RESIDENT/FAMILY COUNCIL

- Individuals with specific issues are advised by StateWide's Patient Rights Helpline.
 - The first meeting helped a number of family members become "compassionate care givers" so they could visit during lock downs.
 - Started in 2021, the Council has met 5 times.
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**YOU CAN
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DIFFERENCE**

The meetings have covered the following topics:


- Visitation
- Quality of Care
- Monitoring Care
- Admission, Discharge and Transfer
- Culture Change

- For power points of these meetings, please go to: www.nysenior.org. Click on Helplines, then drop down to Patients Rights Helpline. All of the meetings will be listed on that page.

- Future meetings will cover: How to communicate with staff and how to participate in care planning meetings.



USE YOUR VOICE

- KNOW HOW TO GET INFORMATION TO CHOOSE A NURSING HOME**
 - KNOW HOW TO USE THAT INFORMATION TO IMPROVE YOUR NURSING HOME**
 - KNOW YOUR RIGHTS**
 - KNOW WHAT TO DO IF YOUR RIGHTS ARE IGNORED**
 - MAKE YOUR EXPERIENCES AND FEELING KNOWN**
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KNOW HOW TO GET
THE INFORMATION TO
CHOOSE A NURSING
HOME
AND TO IMPROVE THE
NURSING HOME YOU
ARE IN

Medicare has information on every nursing home in the country

- ❑ It includes inspection, quality and staffing information.
- ❑ [Find Healthcare Providers: Compare Care Near You | Medicare](#)

StateWide's February 2022 webinar explained how to access this information, how to *interpret the information* and how to use the information to try to improve the care in your home.


<https://www.nysenior.org/patients-rights-webinar-february-25-2022/>

KNOW YOUR RIGHTS

You are guaranteed many rights by the federal Nursing Home Reform Law and the New York State Code of Nursing Home Regulations.

StateWide Virtual Resident/Family Council for November, 15, 2021: “Quality of Care” - specific information about each of your rights

A **new brochure** is in your packet detailing most of your rights.



KNOW WHAT TO DO IF YOUR RIGHTS ARE IGNORED

- Make a complaint to the home
- Make a complaint to the ombudsman
- Make a complaint to the Department of Health
- Make a complaint to the Attorney General


- Learn:**
 - who to make complaints to
 - how to make complaints so that they will be heard
 - what steps to take to have your voice heard.

*StateWide Virtual Resident/Family
Council for November, 15, 2021*

- Call StateWide Patient's Rights Helpline for additional advice: **1-800-333-4374**

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MAKE YOUR EXPERIENCES AND FEELING KNOWN

- Join our Virtual Family/resident Council and share your experiences
 - Let the White House know how you feel about their initiatives
 - When the members of the new Long-Term-Care Task Force are chosen, let them know how you would like to see LTC transformed.
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SUMMARY OF RESOURCES

- ❑ [NY State Senate Bill S598B \(nysenate.gov\)](https://www.nysenate.gov/legislation/bills/2022/S598B)
 - New law creating a task force to reimagine long-term care in New York State
- ❑ [FACT SHEET: Protecting Seniors by Improving Safety and Quality of Care in the Nation's Nursing Homes - The White House](#)
 - New White House initiatives to reform nursing homes
- ❑ www.nysenior.org
 - (click on Helplines, then drop down to Patients Rights Helpline)
 - Information on all StateWide Resident/Family Virtual Council Meetings
- ❑ <https://www.nysenior.org/patients-rights-webinar-february-25-2022/>
 - Information on Nursing Home Compare