

Inside this issue

Caregiver of the Year honored

THCA Board of Directors

Snapshots: Holidays a big deal at facilities

What is *Friends & Families*?

Friends & Families is a consumer publication dedicated to boosting public understanding of the many issues involved in the long-term care profession. Our goals are to help educate and support the friends and families of long-term care patients in Tennessee and to make them more aware of the issues that affect patients' lives. *Friends & Families* is published by the Tennessee Health Care Association/Tennessee Center for Assisted Living (THCA/TNCAL), a nonprofit organization whose members include long-term care facilities throughout Tennessee.

We want to hear from you

The quest for excellence in long-term care is a team effort involving family members, facility caregivers, volunteers and community groups. Likewise, your input is needed to find new ideas to improve *Friends & Families*. Please send your thoughts about the newsletter, questions about your subscription, personal stories regarding long-term care, or suggestions for stories to:

Friends & Families
THCA/TNCAL
P.O. Box 100129
Nashville, TN 37224

Email us at:
friendsandfamilies@thca.org

Visit THCA/TNCAL online at www.thca.org and on Twitter, Facebook and YouTube.

FRIENDS & FAMILIES

www.thca.org

WINTER 2014

friendsandfamilies@thca.org

Applying for TennCare

Medicaid application process goes online for 2014



The way Tennesseans apply for Medicaid through the TennCare and CoverKids programs was changed in January to meet the requirements of the Affordable Care Act.

Effective Jan. 1, 2014, applications for TennCare and CoverKids must be sent through the Health Insurance Marketplace at www.healthcare.gov or by calling 1 (800) 318-2596. Individuals applying for long-term services and supports (LTSS), including nursing home care and home- and community-based services through the CHOICES in Long-term Care program, have a different application process.

LTSS applications are now processed through the Tennessee Health Connection (TNHC). Paper applications for LTSS are still accepted, but they must be faxed or mailed to

TNHC. For those seeking nursing home care, the facility you choose can assist you with the paperwork. Local Area Agencies on Aging and Disability can also help with applications.

In addition to processing applications for CHOICES, TNHC will also serve as the service center for all Medicaid enrollees. Eligibility specialists can assist with determining eligibility and the application process, as well as make changes to existing TennCare accounts. They can be reached by phone at 1 (855) 259-0701.

Individuals seeking non-Medicaid support services like food stamps and other assistance should still apply at Department of Human Services (DHS) offices. DHS also will have computer kiosks where those without internet access can apply for TennCare.

-Laura Richards

A calling to help others

Covington Care's Rudd honored as association's 2013 statewide Caregiver of the Year

Standing before a room full of people who had gathered last fall to celebrate her, Covington Care Nursing and Rehabilitation Center's Beverly Rudd offered her straightforward philosophy of patient care:

"The Bible says that we should never meet a stranger," said Rudd. "You never know when you're entertaining an angel."

That compassionate outlook on life coupled with an uncommon spirit of dedication helped the 16-year CNA win THCA's 2013 Caregiver of the Year award. Rudd received her honor on Nov. 22, Nursing Home Caregiver Appreciation Day in Tennessee, from state Rep. Debra Moody (R-Covington), who presented Rudd with a \$2,000 "ticket to travel" and a trophy on behalf of THCA.

During the presentation, Moody described nursing home work as important. In fact, she said it is "probably a ministry."

"The sanctity of human life is so important, no matter what stage it is," Moody said. "And sometimes in our country when we get to the end of our lives, these are the people who kind of get forgotten, so I think it is such an important award that you've gotten, Beverly."

Moody told Rudd she was going to brag on her a little bit and encouraged her to take it all in.

"I wrote down this sentence because I think it describes Beverly pretty well: The individual who carries this title (CNA) needs a strong work ethic and ability, a desire to help people and compassion for her patients," Moody said.

Moody went on to explain that Rudd started Covington Care's Day Resort program. Rudd found an empty room, decorated it and found activities for dementia patients that exercise both their bodies and minds. It has resulted in less negative behaviors, fewer falls and healthy weight gains.

Rudd is also known for volunteering on her days off, helping co-workers in need and working in the community, Moody said. Before finishing her presentation, Moody added that perhaps what makes Rudd most special is that she often stays with residents who have no one when they are dying.

"Beverly puts our patients first," administrator Debra Johnson, RN, said. "You never hear the words, 'That is not my patient.'"

Upon accepting the honor, Rudd thanked Johnson and the facility's parent company, Tennessee Health Management (THM).

"My co-workers made this possible, and I also thank my family, especially my children," she said.



Rudd assists patients Ollie Johnson and Oney Embry with an art project in the day spa.



Beverly Rudd (second from left) receives a giant check for a vacation from, left to right, THCA Executive Director Jesse Samples, President Cyndi Milenski and Jackson District President Lisa Hogan.

During the ceremony, THCA Executive Director Jesse Samples explained that the Caregiver of the Year celebration each year is his favorite. He talked about the association and the importance of the employee-recognition program, and he presented Johnson and her staff with Gov. Bill Haslam's Nursing Home Caregiver Appreciation Day proclamation.

Special guests who attended were John Edwards, the vice mayor of Covington, and Kathy Poteet, a former resident's family member, who spoke about the outstanding care Rudd provided to her mother. Phelan Douglas, Rudd's father; Jackie Rudd, Monica Rudd and Christina Rudd, her sisters; Markel Williams, her son; and Breuanna Williams, her daughter; were all there to support her and celebrate with her.

Before ending the program, Covington Care's Staff Coordinator Teresa Smith spoke to the crowd. She said that this was a great day for Rudd and for the facility and that everyone should remember that there is no limitation to giving.

"There are plenty of needs to be met," said Smith. "Let yourself be used. Leave at the end of the day exhausted from giving. Be a pillar of strength for each other."

After final cheers for Rudd died down, everyone enjoyed delicious food and fun fellowship.

In addition to Rudd, District Caregivers of the Year were selected for each of THCA's geographic districts and were recognized in August at THCA's Annual Convention & Trade Show in Nashville. They are:

- East Tennessee: Terry Pope, The Cambridge House, Bristol;
- Knoxville: Evelyn Icem, Island Home Park Health & Rehab, Knoxville;
- Chattanooga: Gary Gordon, Etowah Health Care Center;
- Nashville: Priscilla Wilson, Christian Care Center of Springfield; and
- Memphis: Catherine Logan, The King's Daughters & Sons Home, Bartlett.

- Crystal Mallory

Breeden on '20 to Watch' list

Provider
**20 TO
WATCH**

Robert Breeden, the executive director of The Heritage Center in Morristown and a member of the THCA Board of Directors, has been named to the American Health Care Association's 20 to Watch 2014 list.

The 20 to Watch program recognizes rising leaders in the long-term care profession across the nation. Breeden will be featured in AHCA's *Provider* magazine later in the year. AHCA is a national organization representing more than 12,000 long-term care communities. THCA is one of AHCA's state affiliates.



THCA 2014 Board of Directors

President

Cyndi Milenski
Cornerstone Health Services Group, Jackson

Mark King
Community Care of Rutherford County,
Murfreesboro

Lisa Hogan
Savannah Health Care & Rehabilitation

Senior Vice President

Linda Austin
Knollwood Manor, Lafayette

Sonya Kemp
Gallatin Health Care Center

Rebecca DeRousse
Baptist Skilled Rehabilitation Unit -
Germantown

Secretary

Rick Mountz
Grace Healthcare, Chattanooga

George Brewer
Hancock Manor Nursing Home, Sneedville

Lakecia Harper
Burton Court at the Blakeford, Nashville

Treasurer

Robert Breeden
The Heritage Center, Morristown

David Maxwell
Shannondale of Maryville Health Care
Center

Blake Carrington
Tennessee Health Management, Parsons

Donna Hammontree
Kindred Nursing & Rehabilitation - Fairpark,
Maryville

Carla Youngberg
Life Care Center of Collegedale

Pam Bishop
Epic Management, Nashville

Phyllis Cherry
Grace Healthcare, Joelton

LEARNING THE LANGUAGE

OBSERVATION STAYS

Observation stays are hospital stays where a patient has not been formally admitted. Generally these are short-term stays – usually less than 24 hours – while the doctor determines whether a patient needs further treatment as an inpatient. However, an increasing number of hospitals are allowing Medicare beneficiaries to stay on observation status for prolonged periods of time, and this is affecting patients' hospital bills and their ability to receive nursing-home care after a hospital stay. Medicare Part A covers inpatient hospital stays and up to 100 days of skilled nursing care after a minimum of three days as a hospital inpatient. Observation stays do not count toward the three days needed for Medicare to pay for nursing home care, and patients on observation stays are responsible for any copays and deductibles under their Medicare Part B or Medicare Advantage plans. Medicare beneficiaries with overnight hospital stays should ask whether they have been admitted in order to alleviate confusion about which services will be covered. Those with questions about their Medicare coverage can call 1-800-MEDICARE.

SNAPSHOTS

Scenes from THCA/TNCAL member facilities across the state



Annie Hulme, a resident at Bells Nursing & Rehabilitation Center, receives a gift from Santa Claus during the facility's Christmas party.



Veterans at Woodbury Health and Rehabilitation Center served as honorary grand marshals for the local Veterans Day parade.



Residents and staff from The Palace in Red Boiling Springs (above) and Christian Care Center of Cheatham County in Ashland City (below) dressed up in Halloween costumes.



Emily Jones, a resident at Shannondale Assisted Living Center in Knoxville, celebrated her Dec. 31 birthday at the facility's New Year's Eve party. Jones turned 93.

