

*Washington Journal* invited Alice H. Hedt, NCCNHR Executive Director, to appear on May 3<sup>rd</sup>'s program after reviewing her testimony on May 2, 2007 before the Senate Special Committee on Aging. The 30 minute interview covered a range of long-term care issues, and included questions and comments from consumers across the United States.

Caller #1: Carson City, NV

- Wife calling – her husband was recently in a nursing home
- Addressed: Quality of care & life issues regarding cleanliness of resident's room & bathroom
- Noted 17 residents per nurse aide

Caller #2: New Jersey

- Caller wanted to know about asset protection; paying for nursing home care

Caller #3: Baton Rouge, LA

- Caller was previously the Director of Nursing (DON) for a nursing home
- Noted that homes continually staff at minimum levels
- Noted the predictability of inspections and how homes staff up to look good for inspectors
- Said facilities are focus on the bottom line rather than quality of care

Caller #4: Pittsburg, OH (Dayton area)

- Caller was Certified Nurse Assistant (CNA)
- Noted patient ratios are generally 1:12+ and sometimes she has cared for up to 27 residents at a time
- Homes consistently staff at the lowest possible
- Noted pressure sore care is difficult with this level of staffing (mentioned sores the size of golf balls)
- Noted she has seen patients restrained for up to 8 hours at a time
- Stressed the importance of visitors & the need to look out for residents who can't speak for themselves about their care

Caller #5: Alabama

- Caller was a Certified Nurse Assistant (CNA)
- Noted staffing is the biggest problem
- Said it is very important that families check in on their loved ones in nursing homes
- Went to court regarding witness to abuse of Alzheimer's patient
- Works at a restraint-free facility
- Noted she has had nights where she served 40 residents by herself

Caller #6: Brooklyn, NY

- Caller stated that this is a moral issue and people should take care of their own loved ones

- Noted that the answer might be federalization of nursing homes – homes run by the federal government

Caller #7: Charlotte, NC

- Caller noted that we are seeing a corporate takeover of nursing home care
- Stressed the need to address the ability of people to keep their loved ones at home
- Wanted to know if there was any federal legislation to allow people to care for their loved ones at home by offering financial compensation or concessions

Caller #8: Minnesota

- Caller had been both a certified nurse assistant and a Nursing Home Inspector
- Noted that there is a tax revenue element to this issue; in addition to corporate structure we are dealing with money that goes into coffers & people are reluctant to close homes and/or make recommendations for changes
- Noted that one shouldn't look to community based services to solve the problem – there are lots of problems with this set up, also