



MISSOURI HOUSE OF REPRESENTATIVES
WITNESS APPEARANCE FORM

BILL NUMBER: HB 944		DATE: 3/20/2023
COMMITTEE: Special Committee on Government Accountability		
TESTIFYING: <input checked="" type="checkbox"/> IN SUPPORT OF <input type="checkbox"/> IN OPPOSITION TO <input type="checkbox"/> FOR INFORMATIONAL PURPOSES		
WITNESS NAME		
INDIVIDUAL:		
WITNESS NAME: ARNIE C. "HONEST-ABE" DIENOFF-STATE PUBLIC ADVOCATE		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE: ZIP:
EMAIL: arniedienoff@yahoo.com	ATTENDANCE: Written	SUBMIT DATE: 3/20/2023 11:52 PM

THE INFORMATION ON THIS FORM IS PUBLIC RECORD UNDER CHAPTER 610, RSMo.

I Support this Bill. This Bill makes sense and will Protect the Elderly who are housed and trapped in a Nursing Home under Lock and Key. Get this Bill to the Governor's Desk!



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WITNESS NAME		
INDIVIDUAL:		
WITNESS NAME: DEBBIE CROSSLEY		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE: ZIP:
EMAIL: Arongie@aol.com	ATTENDANCE: In-Person	SUBMIT DATE: 3/19/2023 10:09 PM
THE INFORMATION ON THIS FORM IS PUBLIC RECORD UNDER CHAPTER 610, RSMo.		

I will be attending the hearing on March 20 to testify in support of HB944. My name is Debbie Crossley. I am testifying to advocate for my mother who is currently residing in a care center in Lee's Summit. I have never testified before any committee or even entertained the thought of doing so. I am strongly compelled to testify in support of HB944 because of what my sisters and I have witnessed with the care, or rather the lack of care, of our mother. Let me give you a little background on my mom's experience in the care center she is residing in. My mom entered the care center in March of 2020, shortly before the pandemic. Of course, we were not allowed to visit her in person at the care center for well over a year. Once my sisters and I were able to come into the facility and were able to see and visit her in person, we witnessed a number of things that were alarming to us. One of which is the amount of time it took for a staff member to respond to her call light. In October of 2022, Mom fell in the bathroom and broke her hip. She laid on the floor of the bathroom for 2 hours before anyone came to her aid. This incident prompted us to install a camera in her room at the care center so we could see or hear if she needed help. The camera also allows us to see how long it takes for a staff member to come help Mom after she presses her call light button. While at the care center, we have witnessed not only our mom's call light, but other residents' call lights not being responded to for 1 to 1 1/2 hours. Many times staff members walking right past them and ignoring them. One morning, I went to visit Mom and found her crying in bed. Her call light had been ignored. This was shortly after she broke her hip and she needed assistance getting up out of bed. She had pressed her call light to ask for help getting up to take a bowel movement. She was humiliated and embarrassed that she had to lie there in bed and crap herself! What a heartbreaking moment this was for me to witness! There have been numerous times that I could see on the camera that her call light had been on for 30, 40, 50 minutes with no response from staff members. So I will call the facility to ask for someone to go help her, but many times the phone is not answered and Mom's call light continues to be ignored. I am able to leave my home and able to go take care of my mom's needs before any staff member comes to her aid. I have gone to take care of my mom at 8am, 10pm, 1 o'clock in the morning, 3:30 in the morning to go help my mom! Not once, did any staff member respond to my mom's call light! Because Mom is a serious fall risk, my sisters and I always stress to her to press her call light button for help. At this point, she hesitates to do so, and often times does not, because she feels like no one will respond to it anyway. She has resorted to turning the volume on her TV up as loud as it will go, yelling for help or finding something to use to bang on the wall to get someone to come to her aid. I am a strong Conservative Republican, and I urge you to support this Democrat sponsored bill because this is a non-partisan issue that will benefit ALL Missourians! Not just Democrats, not just Republicans, but everyone! I am testifying to advocate for my mother. I am testifying to advocate for my disabled nephew, who will more than likely be in a care center one day when his parents are no longer able to care for him at home. And I am testifying to advocate for YOUR loved ones who are currently in this situation or some day will

be. While a new call light system obviously won't solve all the issues in care centers, it will be a beginning! I urge you to vote in support of this bill that will benefit ALL Missourians!



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WITNESS NAME		
INDIVIDUAL:		
WITNESS NAME: JC CROSSLEY		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE: ZIP:
EMAIL: jcb549@aol.com	ATTENDANCE: In-Person	SUBMIT DATE: 3/20/2023 8:17 AM
THE INFORMATION ON THIS FORM IS PUBLIC RECORD UNDER CHAPTER 610, RSMo.		

My name is JC Crossley. I will be testifying in favor of HB944 on March 20, 2023. The state of Missouri has approximately 1,161 long term care facilities with more than 83,900 beds licensed and inspected by the Missouri Department of Health and Senior Services. There isn't a standard of compliance for the call light system in residents' rooms. The call light system is one of the major communication technologies that links nursing home staff to the needs of the resident. The state of Missouri does not have a standard of compliance or a way to measure it. Providing residents with the ability to request assistance, the call light system is an indispensable resource for resident focused care. Little is known about how call light systems are being used in nursing homes. Nursing homes that are using old call light systems risk the continuation of usability issues that can affect the performance of the staff and resident outcomes. The call light system is critical for interactions between the nursing home staff and residents. Call light systems also help to ensure the safety of patients. It is a lifeline for residents because it is linked with residents' needs and alerts staff to the situations in which residents may ask for help. There is a relationship between the time it takes to respond to a call light system and adverse events such as falls. After pushing the call light button and staff doesn't show up to help a resident to the bathroom, they soil themselves. They don't wait for staff the next time they need help. This is when falls happen. Falls often result in broken hips. This is neglect! Without a compliance standard to be measured against, this will continue to happen. Nursing homes need to upgrade the current call light system! The information that a new call light system is capable of measuring and recording response times could be used to prevent falls and provide the care that nursing homes are morally obligated to provide. I have a mother-in-law and three other friends in care facilities. By not having a compliance standard and a way to measure it they are continually neglected by the nursing homes. I urge you to not let this continue to happen! Please support this bill. Thank you.



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WITNESS NAME		
INDIVIDUAL:		
WITNESS NAME: JOSH BECKER		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE: ZIP:
EMAIL: josh.becker1@outlook.com	ATTENDANCE: Written	SUBMIT DATE: 3/20/2023 12:20 PM
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I support having attendant call systems in each toilet room and resident bedroom as well as the attendant's work area to better support patient / resident safety measures.



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WITNESS NAME			
BUSINESS/ORGANIZATION:			
WITNESS NAME: MARJORIE MOORE		PHONE NUMBER: 314-918-8222	
BUSINESS/ORGANIZATION NAME: VOYCE		TITLE: EXECUTIVE DIRECTOR	
ADDRESS: 8050 WATSON RD., STE 155			
CITY: ST. LOUIS		STATE: MO	ZIP: 63119
EMAIL: mmoore@voycestl.org	ATTENDANCE: In-Person	SUBMIT DATE: 3/17/2023 3:12 PM	

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March 20, 2023
 To: Chairman Richey and House Special Committee on Government Accountability
 From: Marjorie Moore, Executive Director, VOYCE
 Re: Support for HB 944
 Mr. Chair and Members of the Committee, VOYCE is a St. Louis- based nonprofit long-term care resident advocacy organization and hosts three regions of the state’s Long-Term Care Ombudsman Program. We support HB 944 because our seniors and people with disabilities need more support. People living in residential care and assisted living facilities rely on others to support their most basic needs and activities of daily living, even if they are independent in other areas of their lives. Assisted living residents can communicate their needs but might need support using the bathroom or shower, taking medication, or other activities of daily living. Loved ones needing memory care may forget how to do everyday activities, such as brushing their teeth, eating, showering, and dressing, and, therefore, require even more assistance. While many residents of long-term care facilities embrace their independence, call light systems are present to alert staff when residents require support with activities of daily living and, more importantly, when there is an emergency like a fall. Long response times to attendant systems are not only a disservice to residents but can be dangerous and lead to worse medical outcomes for injuries. As long-term care resident advocates, we hear stories of neglect in long-term care homes because of issues like the current staffing crisis. When a facility is understaffed, resident care is rationed. Lack of response to call lights directly correlates to understaffing. Providing facility management with hard numbers on call light response time provides them with evidence they need to assign additional staff as available. HB 944 will help ensure that each resident receives the care they deserve and pay for in a timely manner. It will also standardize care for Missouri residents in residential care and assisted living facilities. As VOYCE continues to speak up for quality long-term care, we support the improvements to oversight and accountability in attendant call systems. Long-term care facilities in Missouri must follow through on their commitment to providing timely care to residents. Thank you for your time and consideration of this bill.



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WITNESS NAME			
INDIVIDUAL:			
WITNESS NAME: TERRI WYNNE		PHONE NUMBER:	
BUSINESS/ORGANIZATION NAME:		TITLE:	
ADDRESS:			
CITY:		STATE:	ZIP:
EMAIL: twynne3811@aol.com		ATTENDANCE: In-Person	SUBMIT DATE: 3/20/2023 12:00 AM

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Our mom has been in a care center since March 2020 due to fall that caused 5 breaks from her shoulder to wrist on her right arm. This caused her unable to use her right arm & is now in a wheelchair. We were unable to go into the "care" center due to Covid lockdown. We could observe from outside & on our phones. She would tell us of things happening inside the care center. To our horror, it was worse than we even imagined once allowed to go in. Mom had a fall in her bathroom there in October 2022. She waited on the floor for over 2 hours for help, only the find out she broke her left hip. After this time, my sister installed a camera which allows us to monitor her. It is not unusual for her to push her call button & wait 1 1/2- 2 hours for help. My sisters or myself can drive from our homes & get to her at "care" center faster than staff will come in to help her with her bathroom needs or other personal care needs. While at the "care" center, I have witnessed nursing staff walk down the hall with 5 residents call lights on and walk right pass them, not stopping to check on a resident or ask what they need. I've also heard 3 residents yelling "help me" with call lights on. I could hear them while I was in my mom's room. I'd leave Mom's room & walk to nurses station, tell them about call lights on & residents yelling for help. We have gone through the proper protocol channels speaking with staff, nursing director, facility administrator & Missouri State Board of Nursing Homes with no improvements. From conversations with others in our community, that have their loved ones in "care" centers, this is not an isolated problem with just Mom's "care" center. Not only is this upsetting for me to witness but I leave there haunted. You see, I have a special needs adult son, with generalized dystonia who is physically challenged, in a wheelchair, also developmentally delayed & vocally challenged. He depends on his dad & myself for all of his needs, bathing, dressing, feeding & administrating meds every 5 hours, 24/7. He will never be able to care for himself. It gives me nightmares to think, as his dad & I age and the day comes that we are no longer able to care for him or he out lives us, which in all probability will happened, that this is how he'll have to live out his life without us. This is terrifying to me every day. He deserves better, Mom deserves better, your parents deserve better. If you're not in this situation now, chances are you will be one day whether it's your parents, your children or yourself. All Missourians residing in "care" centers deserve better. I ask that you vote "do pass" on HB944 for all Missourians. Our elderly & special needs populations deserve better.



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WITNESS NAME			
REGISTERED LOBBYIST:			
WITNESS NAME: DOUG NELSON		PHONE NUMBER: 573-690-7209	
REPRESENTING: CLARKSTON NELSON, LLC, BRISTOL CARE/MANOR		TITLE:	
ADDRESS: 235 E. HIGH ST., STE. 301			
CITY: JEFFERSON CITY		STATE: MO	ZIP: 65101
EMAIL:	ATTENDANCE:	SUBMIT DATE: 3/20/2023 12:00 AM	

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WITNESS NAME		
REGISTERED LOBBYIST:		
WITNESS NAME: JORGEN SCHLEMEIER		PHONE NUMBER: 573-634-4876
REPRESENTING: MO ASSISTED LIVING ASSOCIATION		TITLE:
ADDRESS: 213 E. CAPITOL AVE		
CITY: JEFFERSON CITY		STATE: MO
		ZIP: 65101
EMAIL:	ATTENDANCE:	SUBMIT DATE: 3/20/2023 12:00 AM
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WITNESS NAME			
REGISTERED LOBBYIST:			
WITNESS NAME: NIKKI STRONG		PHONE NUMBER: 573-893-2060	
REPRESENTING: MO HEALTH CARE ASSOCIATION		TITLE:	
ADDRESS: 236 METRO DRIVE			
CITY: JEFFERSON CITY		STATE: MO	ZIP: 65109
EMAIL:	ATTENDANCE:	SUBMIT DATE: 3/20/2023 12:00 AM	
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WITNESS NAME			
INDIVIDUAL:			
WITNESS NAME: TIM BLATTEL		PHONE NUMBER:	
BUSINESS/ORGANIZATION NAME:		TITLE:	
ADDRESS:			
CITY:		STATE:	ZIP:
EMAIL:	ATTENDANCE:	SUBMIT DATE: 3/20/2023 12:00 AM	
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WITNESS NAME		
BUSINESS/ORGANIZATION:		
WITNESS NAME: TINA BUCKLEY		PHONE NUMBER: 573-821-6274
BUSINESS/ORGANIZATION NAME: AMERICARE SENIOR LIVING		TITLE:
ADDRESS: 214 N. SCOTT STREET		
CITY: SIKESTON		STATE: MO
		ZIP: 63801
EMAIL:	ATTENDANCE:	SUBMIT DATE: 3/20/2023 12:00 AM
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