

JACQUELINE (Jackie) ANDERSON

Jackie is a native Washingtonian (DC) and the second of three children. Jackie attended primary, secondary and high school within the District of Columbia. As well, Jackie received instruction at two local business colleges and attended Howard University, majoring in Business Administration. Currently, Jackie resides in Prince George's County, Maryland of which she has been a resident since 1977, and she is presently employed by a community justice agency with the State of Maryland.

About 2003, Jackie and Voices formed their acquaintance through her advocacy work as a member of and, subsequent, Co-chair of an active Family Council of a nursing home in Laurel, Maryland. Jackie has been an associate member of Voices since 2005 and a Voices' Board Member since the spring of 2008.

Having received family home care for about three years, Jackie's mother became a long-term care resident of a nursing home from October 2001 until her death in August 2009. Jackie relates that her actual involvement with advocating for nursing home reform, protecting residents' rights, holding nursing homes accountable for the delivery of consistent quality care and services was realized via her experiences dealing with nursing and custodial care issues encountered at the nursing home where her mother was a resident. Jackie's strong advocacy, on behalf of her mother, was generally unwelcomed; nevertheless, it did not alter her primary objective. Prior to that period, Jackie was unaware of the horrors taking refuge within the confines of such facilities, which enhanced a thirst to educate herself as to those laws and agencies governing nursing homes. Although frustration and anger were the catalysts for her self-education, Jackie credits her advocacy evolution to her Family Council Chairperson and to the members of Voices for Quality Care.

Over the past year, Jackie's primary focus, as a Voices' Board Member, has been to support nursing home residents and their families in resolving issues by meeting with nursing home administrators, their staff and the local Ombudsman by which to implement a progressive care plan focusing on consistent quality care; protecting residents' rights; monitoring signs of neglect and medicine errors; ensuring adequate facility staffing, coupled with short-term follow-up contacts. Jackie is committed to the belief that, "it is not so much about the time period in which care is administered (to the resident) as it is about the quality of the care administered within that time period." And, just like Voices, until this concept becomes universal, Jackie vows to stay the course.