

# Care MATTERS. LIST HOME CARE AGENCY

When evaluating a home care agency keep in mind that it is, after all, a business and you'll want to be familiar with its practices.

## BUSINESS CONCERNS

- 1) How long has the agency been in business? \_\_\_\_\_
- 2) Does it have malpractice insurance? \_\_\_\_\_ Are the employees bonded? \_\_\_\_\_
- 3) Are the staff:  Employees?  Contractors? (There may be tax issues: payment of social security and income taxes.)
- 4) What kind of care do they provide:  Home health/nursing care?  Companion & homemaker?  Both? \_\_\_\_\_
- 5) Can the agency meet all of your needs? \_\_\_\_\_
- 6) Obtain the agency's fee schedule. \_\_\_\_\_

NOTES: \_\_\_\_\_  
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## FOCUS ON THE STAFF

- 7) How does the agency screen its employees? \_\_\_\_\_
- 8) What are the staff's credentials or special skills:  Licensed?  Certified?  Multi-lingual?  
 Alzheimer's/dementia care experience? \_\_\_\_\_  
 Anger management training?  Other \_\_\_\_\_
- 9) Are they trained in safe practices (CPR, infection control, incontinence, etc.)? \_\_\_\_\_
- 10) Will the staff assist in bathing/personal care and be sensitive to the patients dignity? \_\_\_\_\_
- 11) What are the staff's hours per shift? \_\_\_\_\_
- 12) Will the agency require a physician's authorization for services? \_\_\_\_\_

NOTES: \_\_\_\_\_  
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## AGENCY PROCEDURES

- 13) Do they require a nurse to evaluate the patient's needs? \_\_\_\_\_
- 14) Are there rules against taking a client out of the home? \_\_\_\_\_
- 15) Ask for references. \_\_\_\_\_

NOTES: \_\_\_\_\_  
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## SCOPE OF SERVICES

- 16) Do they provide a written care plan that has been developed with the patient's/caregiver's input? \_\_\_\_\_
- 17) Do they specifically address their confidentiality policy? \_\_\_\_\_
- 18) Can the staff be requested by name? \_\_\_\_\_
- 19) Or conversely, can you request a change in staff if things aren't working out? \_\_\_\_\_
- 20) What is their guaranteed emergency response time? \_\_\_\_\_
- 21) Do they have staff available 24 hours a day? \_\_\_\_\_
- 22) Is there replacement staff available in an emergency situation? \_\_\_\_\_
- 23) Do they accept:  Medicare? \_\_\_\_\_  Insurance? \_\_\_\_\_  
 Medicaid? \_\_\_\_\_  Private pay? \_\_\_\_\_

NOTES: \_\_\_\_\_  
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