

## Home Care Services Checklist

---

Southern Maine Agency on Aging can provide you with information about home care agencies in York and Cumberland Counties. Contact a Resource Specialist at 1-800-427-7411 or send an email through the SMAA website ([www.smaaa.org](http://www.smaaa.org)) Information and Resource department "request information" feature.

*If you plan to hire a home care agency to assist with care, it is important to feel confident about your decision. The questions and checklists below are designed to help you evaluate the agency's credentials, services and personnel.*

### Agency Reputation and Credentials

*When interviewing different agencies, use these questions to establish a baseline of acceptability:*

- Is the agency certified by Medicare (if applicable)?  Yes  No
- Is the agency licensed and accredited?  Yes  No
- Is there a patient's bill of rights?  Yes  No
- Does the agency take time to explain your rights and responsibilities?  Yes  No
- Does its literature detail services, requirements, fees, and funding sources?  Yes  No
- Are all costs and fees clearly explained in the contract?  Yes  No
- Is there a process for getting your feedback about services provided?  Yes  No
- Are references or client satisfaction surveys available for review?  Yes  No
- Does the agency have a reputation for delivering the care when promised?  Yes  No
- How long has the agency served the community?  
 Less than 2 years  2 to 5 years  More than 5 years

### Personnel

*When you interview agency personnel, ask how the staff are hired, trained and supervised. Specifically, find out whether employees are trained in the following areas:*

- |  |  |
|--|--|
| <input type="checkbox"/> CPR/first aid     | <input type="checkbox"/> Safe bending and lifting techniques                     |
| <input type="checkbox"/> Infection control | <input type="checkbox"/> Managing incontinence                                   |
| <input type="checkbox"/> Catheter care     | <input type="checkbox"/> Communicating with someone who is confused or forgetful |
| <input type="checkbox"/> Bathing           | <input type="checkbox"/> Managing difficult behaviors                            |

*You should also know the following:*

Are employees covered by malpractice and bonding insurance?  Yes  No

Hours in a minimum shift \_\_\_\_\_

Hours in a maximum shift \_\_\_\_\_

Can a replacement worker be called if a scheduled worker does not come or cannot complete a shift? \_\_\_\_\_

## Procedures

Name and phone number of persons to call in case of emergency:

During office hours: \_\_\_\_\_

After office hours: \_\_\_\_\_

How are problems or complaints handled? \_\_\_\_\_

\_\_\_\_\_

## Developing a Plan of Care

*Be sure that the agency will work with you, your family, and others to develop a written Plan of Care that documents:*

- § Specific tasks to be performed for the client
- § Who will perform those tasks
- § When the tasks will be performed
- § Who will assess and monitor the client's care needs
- § How services will be billed (per hour, per day, per visit)
- § Will the agency provide a copy of the Plan of Care to you and your family?

*Find out who will be involved in evaluating and monitoring the client's need for care.*

- § Client's physician
- § Agency physician
- § Nurses
- § Therapists
- § Primary caregiver
- § Family members

## Payment for services

- § Billing procedures: \_\_\_\_\_
- § What services are covered by a third party, such as Medicare, Medicaid, or private insurance:  
\_\_\_\_\_
- § Does the agency provide any charity care? \_\_\_\_\_

## Other Questions and Considerations

- § Does the agency ensure confidentiality? If so, how? \_\_\_\_\_
- § How does the staff handle communication with consumers and family members?  
\_\_\_\_\_

Information to help compare Medicare-certified home care agencies is available at [www.medicare.gov](http://www.medicare.gov), on the Home Health Compare site.

Updated 7/1/10