

## Questionnaire for Screening Home Health Care Agencies

	Yes	No	Other Responses
Is the agency certified by Medicaid and/or Medicare?			
What state licenses does the agency have?			
Is the agency insured?			
How many years has the agency been serving the community?			
What are the levels of care provided? (Some agencies provide CNAs, nurses, and companions.)			
Is there a written treatment plan? Who gets a copy?			
How are agency employees hired and trained?			
Does the agency perform communicable disease screens for its employees?			
How is the staff compensated? Are they contract workers? Do they work less than 40 hours a week? Do they receive benefits? Can they work overtime, and if they do, do they receive time-and-a-half?			
What is the smallest block of time for which the agency provides services?			
What can CNAs do? What can they not do? (You need to be perfectly clear about this so your expectations will be met and you can make other arrangements in case they cannot perform a specific function.)			
What is the level of training of the CNAs?			
What kind of background checks have been performed? Does the agency perform criminal background checks?			
Is the staff bonded?			
How is petty cash handled?			
Will there be some kind of consistency? Will the same people be assigned to my parent's care? How many people will be part of the CNA team?			
If there is a personality conflict or if there is a problem with a CNA, will he or she be replaced?			
Will there be a schedule of who is assigned for each shift for at least one week out?			

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Will that schedule be given to my parent and a copy sent to me?			
Do CNAs receive orientation prior to starting their shift?			
What are the fees? (Call several agencies to get a sense of costs, which can vary considerably. Most agencies charge time-and-a-half for holidays. You may want to get a list of which days they consider to be holidays. The cost of skilled nursing care is between \$60 and \$85 per hour.)			
Does the agency guarantee that all shifts will be covered, or will I need to find alternative care when the agency cannot meet a need?			
If a CNA gets sick or has a family emergency, how will that shift be covered?			
Can I request certain individuals?			
Is there a nurse on call to answer questions as they arise?			
Is the nurse available 24/7?			
Is there a case manager? If so, who is it? What are his or her credentials?			
Who reviews medications, and who interfaces with the physician?			
Who fills the med box?			
Who is in charge of prescription refills?			
How is information transferred from one person to the next?			
How often is the case reviewed by the team? Who is on the team?			
If the VNA is involved, how will the care be coordinated?			
If hospice is involved, how will the care be coordinated?			

