



Checklist for Choosing a Home Health Agency

Part I: Questions to Ask Before Making Your Selection

Agency name: _____

Address: _____

Phone and e-mail: _____

Licensure/accreditation: Is this agency properly licensed and accredited?
 yes no not sure

Services and skills: Does this provider offer the specific care and services I need?
 yes no not sure

Service coverage: Does this provider offer the service coverage (for example, 24-hour on-call nurse) I need?
 yes no not sure

References: Is this a home health provider my doctor recommends?
 yes no not sure

Do others recommend this agency?
 yes no not sure

Have I asked for references and followed up by calling them?
 yes no not sure

Fees and billing: How will fees and billing be handled? Do I understand what charges will be responsible for? _____

Care planning and care team: How are care planning and care conferences handled? Will a family member be part of the care team?

Supervision: Will the person(s) actually providing services be actively supervised? Will a supervisor be available to discuss any concerns we have?

Part II: Questions for Evaluating Performance and Giving Feedback

Skills as a caregiver: outstanding satisfactory needs improvement

Works as a team; family feels included: outstanding satisfactory needs improvement

Good communications skills; instructions are easy to understand: outstanding satisfactory needs improvement

Keeps patient and family informed: outstanding satisfactory needs improvement

Patient's and family's privacy is protected: outstanding satisfactory needs improvement

Patient is treated with dignity and respect: outstanding satisfactory needs improvement

Friendly and helpful: outstanding satisfactory needs improvement