

Home Care Quality Check List



The Care Decision For Your Loved One Deserves Thoughtful Comparison

CAREGIVER QUALIFICATIONS	CAREFORCE	Other	Other
Agency takes pride in the quality of its caregivers and extraordinary retention rates. 70% or more of caregivers have worked with the agency for more than one year. Half of those (35%) have been employed by the agency for more than 5 years.	X		
All caregivers are paid living wages, far above industry average.	X		
All caregivers are licensed by the State Department of Health as Certified (CNA) or Registered (RNA) Nursing Assistants. Licenses have no action against them. All caregivers have thorough background, and license checks completed in each state where they have worked. They must have positive work references as a professional caregiver.	X		
All caregivers must pass both written competency and demonstrated active skills tests.	X		
All caregivers have professional training and experience providing personal care. The majority of caregivers have experience and special training with memory impairment and or behavioral challenges.	X		
All caregivers have current First Aid & CPR Certification and a current TB test.	X		
Caregivers receive an orientation to each client's individual Plan of Care and any safety issues in the home prior to placement.	X		
SUPERVISION	CAREFORCE	Other	Other
Free initial assessment performed in your home or place of residence by a RN (Registered Nurse) or MSW (Master of Social Work) with no charge and no obligation.	X		
Client and family input regarding specific needs and preferences are consolidated with evidence based practice standards in an individual Plan of Care written by an Agency RN or an MSW. This Plan outlines tasks and tips for your caregivers.	X		
Ongoing caregiver supervision is done exclusively by a RN or MSW employed by the Agency, not a contracted worker. Supervisors review caregiver notes made at each shift. Supervisors make periodic visits to meet with you and observe your caregivers. Supervisors are available by phone 24/7. Your Plan of Care is updated as needed.	X		
All Agency caregivers are able to reach Clinical Supervisor 24 hours per day. Phone calls never go to a pager or an answering service.	X		
AGENCY SERVICES AND SYSTEMS	CAREFORCE	Other	Other
Agency will respond to your needs 24 hours every day. Agency can begin care within 8 hours of the first call in most cases. Agency is available weekends, nights and holidays.	X		
Agency is the employer of its caregivers, not a broker whose responsibility ends when you pay a substantial fee. The Agency is responsible for payroll, taxes and benefits. Agency is bonded and carries general and professional liability insurance. Agency provides qualified replacement when your regular caregiver is ill or on vacation.	X		
Daily progress notes are left onsite for client, family and other caregivers.	X		
Agency has a "telephone time card system" that keeps accurate records of caregiver arrival and departure times. This system notifies the Agency when my caregiver is late.	X		

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AGENCY SERVICES AND SYSTEMS (cont'd)	CAREFORCE	Other	Other
The telephone time system allows early dispatch of a replacement caregiver when necessary. This allows Agency to provide a written <i>Caregiver Reliability Guarantee</i> .	X		
Agency offers Nurse Delegation. With special RN supervision, a nursing assistant may provide many nursing services at a lower cost to the client: medication administration, insulin injections, glucometer testing, colostomy care, and more.	X		
Agency can deliver skilled nursing in your home when needed. Agency has nurses (RN and LPN) on staff. Agency has a WA State Home Health License.	X		
Agency can install genuine Phillips Lifeline Emergency Alarms to provide added client safety when a caregiver cannot be present.	X		
Professional Geriatric Care Managers, RN (Registered Nurse) or MSW (Master of Social Work) are employed by Agency. They can conduct a thorough assessment of the client, provide care coordination, patient advocacy, or complete management of care for the client and family. They can also serve as a coach to family caregivers.	X		
Agency does Fall Risk Assessments with all clients and implements a nationally recognized fall prevention program at no additional cost.	X		
Agency recognizes the risk of readmission upon discharge from a hospital, nursing home or other skilled setting and transition back to the community. Agency offers evidence-based Care Transition Services to reduce the risk of re-hospitalization.	X		
Agency has website with comprehensive information about care in the home, including transparent pricing.	X		
AGENCY VALUES, STANDARDS AND OWNERSHIP	CAREFORCE	Other	Other
Agency does not give or receive payment for referrals. Agency believes that referrals should be based on individual needs and preferences, matched with the provider's ability to reliably deliver the services required. "Free senior housing and referral services" are paid by service providers who ultimately pass this cost on to the client.	X		
Agency believes that care should be coordinated when different people and providers are involved. Agency will actively communicate with discharge planners, private caregivers, family members and other healthcare providers to avoid costly confusion, mistakes and duplication of effort.	X		
Agency believes in continuity of care and it is structured to accommodate a full range of client care needs in the home. Agency can provide care on a limited basis as needed, and also has the capacity to provide more challenging care up to 24 hours/day, without asking you to seek help elsewhere.	X		
Agency believes that owners and managers should fully understand the complexity of delivering healthcare in homes throughout the greater Seattle community. Agency's principal owners are healthcare professionals with decades of experience in healthcare delivery and management. These owners actively manage the business.	X		
Agency believes in life-long learning and supports that belief with a robust training program for its caregivers, cash stipends for additional employee training or relevant tuition. Agency sponsors community education events to raise the level of understanding and skills of professional and family caregivers.	X		