
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 I 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

Notes: _____

