



## CHOOSING HOME HEALTH CARE

When caring for a seriously ill person at home, there may come a time when extra help is needed. Home health care agencies can assist with personal care and the physical demands. When researching agencies, consider what questions to ask to find one that would best serve you and your needs.

This guide assists caregivers in finding the proper home health care agency. It includes a series of questions that will help in the decision process. You may enter notes from four different agencies. Before making the phone calls, think about how many hours and days of service are needed, and what specific help is desired.

### For additional information, you may refer to these websites:

#### Local Information

Western Reserve Area Agency on Aging  
[www.wraaa.org](http://www.wraaa.org)

#### Veterans and Dependents

Department of Veterans Affairs  
[www.va.gov](http://www.va.gov)  
*Call your county Veterans Service Commission office.*

#### National Resources

The Mayo Clinic  
[www.mayoclinic.com](http://www.mayoclinic.com)  
*Click on Healthy Living, then Healthy Aging.*

#### National Association for Home Care

[www.nahc.org](http://www.nahc.org)  
*Click on Consumer Information, then Selecting the Right Provider.*

#### Agency for Healthcare Research and Quality

[www.ahrq.gov](http://www.ahrq.gov)  
*Click on Consumers and Patients.*

Certified Medicare/Medicaid Hospice, Licensed in Ohio  
JCAHO—Joint Commission on Accreditation of Healthcare Organizations

# Choosing Caregiver Assistance

## Patient and Family Guide



### OUR MISSION

Hospice of the Western Reserve provides palliative and end-of-life care, caregiver support, and bereavement services throughout Northern Ohio.

In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care, and support effective grieving.



**HOSPICE  
OF THE  
WESTERN  
RESERVE**

17876 St. Clair Avenue  
Cleveland, OH 44110-2602

Hospice of the Western Reserve provides hospice services, palliative care and bereavement support to patients and families throughout Northeast Ohio including Ashtabula, Cuyahoga, Geauga, Lake, Lorain and Summit counties with offices throughout, and outreach into Medina, Portage and Stark counties.

Hospice Resale Shop in Lyndhurst  
800.707.8922 | [hospicewr.org](http://hospicewr.org)

Follow us on:



**HOSPICE  
OF THE  
WESTERN  
RESERVE**



AGENCY CALLED		PHONE NUMBER	CONTACT PERSON
1			
2			
3			
4			

SERVICES AND FEES		1	2	3	4
What are your hourly fees for:	Nurses?				
	Nursing assistants?				
	Companions?				
Is there a minimum number of hours required to begin service?	Yes				
	No				
Is there a reduced rate if more than the minimum hours are used?	Yes				
	No				
How is payment set up?	Weekly				
	Monthly				
	Other				
Do you provide live-in services?	Yes				
	No				

SAFETY AND SECURITY		1	2	3	4
Are your employees:	Licensed?	Yes			
		No			
	Bonded?	Yes			
		No			
	Insured?	Yes			
		No			
Background checked?	Yes				
	No				
Fingerprinted?	Yes				
	No				
Do you provide references?	Yes				
	No				

HANDS-ON CARE		1	2	3	4
Will the same staff member arrive for each visit?	Yes				
	No				
How are breaks for staff handled?	1				
	2				
	3				
	4				
Can staff transport the patient, and if so, whose vehicle will be used?	Yes				
	No				
What are staff members able to do when it comes to medication administration?	1				
	2				
	3				
	4				
Can staff provide:	Bathing?	Yes			
		No			
	Feeding?	Yes			
		No			
	Toileting?	Yes			
		No			
	Errands?	Yes			
		No			
	Meal preparation?	Yes			
		No			
	Feeding assistance?	Yes			
		No			
Housekeeping?	Yes				
	No				

ADDITIONAL NOTES:

SUPERVISION				
How is staff supervised?	1			
	2			
	3			
	4			
How are sick days/call-offs by staff handled?	1			
	2			
	3			
	4			
Are caregivers permitted to sleep/rest during night shifts?		1	2	3
	Yes			
	No			

EDUCATION/CERTIFICATION				
Is your agency Medicare certified?	Yes			
	No			
Is your agency Medicaid certified?	Yes			
	No			
What training does the staff receive?	Yes			
	No			
Is staff trained in end-of-life care?	Yes			
	No			
...if so, how?	1			
	2			
	3			
	4			
How are conflicts between patient/family and staff handled?	1			
	2			
	3			
	4			