

QUESTIONS FOR FAMILIES TO ASK HOMECARE AGENCIES



EDUCATION

- How do you verify your trach/vent nurses?
- What continuing education is provided to your nurses?
- What training and support will your company provide me/us to care for our child if there is not staff on shift?
- How does the agency train their nurses?
- What kind of training do my nurses receive?

CLINICAL

- How do you handle issues with nurses in the home?
- What is your orientation process?
- Do you provide a patient-specific orientation prior to a nurse working a shift? And if so what does this orientation entail?
- How much experience does the agency have caring for children with your child's condition?
- Does the agency have a process in place to facilitate your child coming home?
- Is the agency willing to meet your child prior to admission?
- Why should I choose your agency instead of another agency? What sets you apart?
- What is it like to have a nurse in my home? What do the nurses do?
- How often are the nurses supervised?
- Can I view my child's plan of care?
- What is the collaboration between your agency and my DME company?
- Will your Clinical Team collaborate with our Pediatrician/PMD?
- How transparent is your Team with its families?
- How is it addressed when there is a discrepancy between parent preferences and physician orders?

OPERATIONS

- How do you communicate the schedule for nurses on my case?
- How do you handle call offs?
- How do you handle issues with nurses in the home?
- What is your orientation process?
- What is your cell phone policy?
- What is your smoking policy?
- What is your overtime policy?
- What is your sleeping policy with night nurses?
- If I have concerns with my schedule or nurses, how is that handled?
- If there is an emergency or we need guidance on nights or weekends, what do I do and how will your company help me?
- What is the company's process for finding the right nurse for your family?
- What should I expect from your agency?
- Is it safe to have a nurse in my home?
- Why should I choose your agency instead of another agency? What sets you apart?
- What does the process for admission to your agency look like?
- What happens if my nurse calls off?
- What is your social media policy?
- What are your hours of operation?
- Does your company have more than 1 location? What happens if we move?
- How soon could we begin services with your Homecare Company?
- How transparent is your Team with its families?
- What does your turnover in staffing look like?
- What are the specific roles and responsibilities of each office staff member?