THE CARE PARTNER PROJECT

BE ON THE ALERT for these red flags that may signal poor quality, risky care, and other concerns:

- *Pressure for you to come in for a visit instead of spending time with you on the phone, short answers, person doesn't know answers.*
- *Unsafe staffing ratios.*
- *Inadequate licensing.*
- *Lack of Registered Nurses.*
- *High staff turnover.*
- *Poor supervision (no or infrequent rounding by senior administration).*
- *Not doing any in-person tours (blame on Covid).*

HOW TO HELP

CONDUCT A PHONE INTERVIEW WITH A SR. LIVING FACILITY

Save yourself valuable time by screening facilities by phone first to whittle down your list of possibilities worth a tour.

DAILY STAFFING:

Credentials, Quality, Consistency, Reliability?

- ☐ What is the staff:resident ratio?
- ☐ What is the clinical staff:resident ratio?
- ☐ RNs vs. LPN's vs CNAs—number and ratio?
- ☐ Staff turnover: how long has the director worked there? What about the prior director?
- ☐ Longest tenure on staff?
- ☐ When is an administrator on site (working hours)?
- ☐ How often does the administrator round on nursing stations or care units?
- ☐ Who is the Chief Nursing officer? (Look up on LinkedIn.)
- ☐ Any other certifications on staff?
- ☐ How many shifts in a day?
- ☐ How is oral/dental care provided?
- ☐ Staff Training (culture of continuous improvement)?
- ☐ Orientation and staff training: how are new employees on-boarded and what are provisions for ongoing training?

LEVELS OF CARE:

- ☐
- ☐
- ☐
- ☐

LICENSES:

- ☐
- ☐

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PROPERTY & MANAGEMENT:

Property Management:

- ☐ Ownership? (Look up on LinkedIn.)
- ☐ Administrative staff names? (Look up on LinkedIn.)

Property Layout:

- ☐ Number of current residents and maximum capacity of residents allowed according to their license?
- ☐ Number of units and layout (rooms, studios, apartments)?
- ☐ Sizes of each type of unit?
- ☐ Availability of private and shared living arrangements?

Meal Service for Residents:

- ☐ Transportation services available?
- ☐ Number of meals provided daily/monthly (is there a meal plan?)
- ☐ Where are meals served? Dining room? In-room dining available?

CRITERIA FOR ACCEPTANCE:

- ☐ Physical, mental and financial criteria?
- ☐ Interview required?
- ☐ Medical records?
- ☐ Financial resources required?

AMENITIES & ACTIVITIES:

Activities: Type & Frequency

(Ask for a calendar of past and upcoming activities.)

- ☐ Arts, painting, drawing, crafts?
- ☐ Classes?
- ☐ Trips (local and otherwise)?
- ☐ Card and game groups (bridge, bingo, chess, etc.)?
- ☐ Book club?
- ☐ Hobby clubs (genealogy, gardening, more)?
- ☐ Trivia?
- ☐ Guest speakers?
- ☐ Movie theater?
- ☐ Sports events, teams (bocce, paddle, tennis, golf, more)?
- ☐ Transportation provided to shopping, appointments (frequency, arrangements, cost)?
- ☐ Outdoor facilities: bike paths/lanes, walking paths, sport courts, dog park, golf cart paths?
- ☐ Guest quarters?
- ☐ Gym, work-out facilities, personal trainers?

Services: Personal & Medical

- ☐ Physical therapy?
- ☐ Occupational therapy?
- ☐ On-site personal services: hair salon, barbershop, manicure, massage, facials, more?
- ☐ On site services: banking/ATM, post office, UPS, car wash?
- ☐ On site lab for blood tests ordered by doctor?
- ☐ On site clinic, staffed by doctor, RN, Physician Assistant?
- ☐ Package and mail security (Amazon deliveries)?

RESIDENTS' DEMOGRAPHICS:

- ☐
- ☐

AVAILABILITY:

- ☐
- ☐

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MEDICAL CARE:

- ☐ Can I continue with my primary care physician or other specialists or required to use the one in the community?
- ☐ Do you have home health services, and if they are out of my network, can I use my own?
- ☐ How are medications dispensed and managed? Does my level of care change with medications?
- ☐ Is there nursing care available 24/7? If so, what type of nurse? RN, LVN, NP?
- ☐ How do you handle special diets or diet modifications?
- ☐ What happens at night if I have a medical problem or how will going to the ER be handled? Does anyone accompany?
- ☐ What is your fall prevention program?
- ☐ Do you have palliative, end-of-life or hospice care options available?
- ☐ If admitted into the hospital, what is the policy for returning? Who brings back? Who accompanies for discharge conversation? How is family involved? Who reviews discharge instructions, and how soon after return?
- ☐ If I'm in the hospital for a partial month, do I still have to pay the full monthly rate?

MEDICAL EMERGENCY PROCEDURES:

- ☐ Where are POLST and DNR forms stored, handled?
- ☐ How are these forms shared with emergency personnel?
- ☐ Which hospital would EMTs go to? (Check out the hospital's rating.)
- ☐ Would someone from the staff go to the hospital with my loved one in an emergency?
- ☐ How would family be notified?

COVID CARE PROCEDURES:

- ☐ How handled?
- ☐ Rate of infection?

LIFE/CARE TRANSITIONS:

- ☐ When decline occurs, how is care staged and who decides?
- ☐ How does the care change?
- ☐ Costs involved?
- ☐ What is the scope of care offered under their license?

WELCOME & ACCLIMATION:

- ☐
- ☐
- ☐

VISITING PROVISIONS:

- ☐
- ☐
- ☐

WHAT ARE THE COSTS:

- ☐ Will the fees increase annually and, if so, how much?
- ☐ What is included in the fee? Does it change with levels of care?
- ☐ Is the fee all-in-one or are there added packages?
- ☐ Can you permit outside agencies to assist with care (home health, nurses aide, sitters)?
- ☐ Do you require in-house pharmacy, or can I use my own?
- ☐ Are there any upfront fees such as a one-time move-in fee?

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