

# QUESTIONS TO CONSIDER BEFORE PLACEMENT

## **Contracts and Costs**

Does the contract define all fees?

What services are provided for each fee?

What are the additional charges for services/products?

What initial payments are required?

If you are away from the residence for extended periods, what fees apply?

Does the contract include a refund policy in cases of transfers, discharges, changes in ownership or closing?

## **Meeting Individual Needs**

What kind of assessment is done to determine a resident's medical needs?

What are the qualifications of the person conducting the assessment?

How often is it done?

What happens if you need more help, become incontinent, confused?

How does the residence help residents maintain the ability to care for themselves, especially in toileting, dressing, eating?

If a resident displays difficult behavior, what steps will the residence take?

How often is the room cleaned?

Is there a schedule for staff to check on a resident's whereabouts?

How many staff members are there for each shift?

Is there special training for staff to deal with dementia, Alzheimer's, wanderers?

What is the staff turnover rate?

## **Health Management**

Is there a written description of how the facility will care for the resident/recipient?

What if you do not agree with the plan of care?

Is there a nurse on duty 24 hours a day?

What are the nurse's responsibilities?

What health services are available, such as lab work, physical therapy, wound care, hospice, social work and podiatrist?

Under what circumstances does the facility call 911?

Under what circumstances does the facility call the family?

Under what circumstances does the facility call the doctor?

If you require medication, what safeguards ensure that you get the medications on time and in the correct dosage?

How are prescriptions filled?

Do you have to use the residence's pharmacy?

What are the costs?

Who gives out medications? If not a nurse, how are the staff supervised and trained?

Is transportation provided to health appointments?

What are the fees?

Is transportation wheelchair accessible?

### **Activities and Socializing**

Do the scheduled activities appeal to you?

What staff are included in the activities programming?

Are the residents allowed to walk on the grounds?

How are religious/spiritual needs met?

Who develops and supervises recreational activities?

Do residents have input into activities offered?

### **Meals**

How are special dietary needs met?

What happens if a resident is late, misses or refuses a meal?

Does a nutritionist or dietician review meals and special diets?

### **Safety and Accessibility**

What safety measures are in place to protect residents from wandering away?

What safety measures are in place to protect residents from having their personal property stolen?

Are criminal background checks performed on all staff?

Which doors to the facility are locked and when?

Are there safety locks on the windows?

Are there call bells in each room?

What are the fire emergency plans?

Do they have a backup power source?

### **Special Concerns**

Are residents allowed to leave the facility with friends or family?

Under what circumstances would a resident be discharged?

Is there an internal appeal process?

How many days notice to move out is given and to whom?

Will unused fees be refunded?

Is there a separate area for people with Alzheimers's or dementia?

What is the staff to resident ratio?

Do residents go outside regularly?

How do they ensure proper nutrition?

| <b>AVANTE AT ROANOKE</b><br>324 King George Ave., SW<br>Roanoke, VA 24016<br>540/345-8139<br><br>Number of Beds: 130<br>(Dual Certified)<br><br>www.avantegroup.com  | <b>THE BERKSHIRE</b><br>705 Clearview Dr.<br>Vinton, VA 24179<br>540/982-6691<br><br>Number of Beds: 180<br>(Dual Certified)<br><br>www.mfa.net/berkshire   | <b>BRANDON OAKS<br/>NURSING AND REHAB</b><br>3837 Brandon Ave.<br>Roanoke, VA 24018<br>540/776-2616<br><br>Number of Beds: 62<br>(Dual Certified)   | <h1 style="text-align: center;">NURSING<br/>HOMES</h1> |
|--|---|---|--|
| ✓  | ✓   | ✓   | Beauty / Barber Shop                                   |
| ✓  | ✓   | ✓   | Cafeteria/Dining Hall                                  |
| ✓  | ✓   | ✓   | Chapel/Religious Services                              |
| ✓  | ✓   | ✓   | Dental Care  |
| ✓  | ✓   | ✓   | IV Therapy   |
| ✓  | ✓   | ✓   | Laundry Services                                       |
| ✓  | ✓   | ✓   | Medicaid Certified                                     |
| ✓  | ✓   | ✓   | Medicare Certified                                     |
| ✓  | ✓   | ✓   | Occupational Therapy                                   |
| ✓  | ✓   | ✓   | Oxygen Therapy   |
| ✓  | ✓   | ✓   | Physical Therapy                                       |
| ✓  | ✓   | ✓   | Reality Orientation                                    |
| ✓  | ✓   | ✓   | Recreational Therapy                                   |
|  |   |   | Alzheimer/Dementia Units                               |
| ✓  | ✓   | ✓   | Special Equipment                                      |
| ✓  | ✓   | ✓   | Speech Therapy   |
| ✓  | ✓   | ✓   | Social Worker  |
| ✓  | ✓   | ✓   | Volunteer Program                                      |
| ✓  | ✓   | ✓   | Wanderguard  |
| ✓  | ✓   |   | Respite  |
| Pharmacy; Lab Corp.;<br>Optometrist; Podiatrist;<br>Innovative Restoration Care<br>Program; Psychological<br>Counseling; Mobile X-Ray;<br>Respiratory Therapy; Ventila-<br>tor Care; Regular Recre-<br>ational Outings; Full-time Van<br>Driver. | Mobile X-Ray; Reference<br>Lab; Pharmacy; Psychological<br>Service; Podiatry; Optom-<br>etrist; Pet Therapy; Resident<br>Council; Respiratory Therapy;<br>Restorative Therapy; Cable<br>TV; Housekeeping Services;<br>Specialized Dietary Services.<br>Inside courtyards with water<br>fountains and fish pond. | Van assisted transportation;<br>Arts & Crafts; On site<br>chaplain; Van rides for<br>residents; Volunteers help<br>with activities; Resident<br>Council; special services<br>contracted out; Alarm system;<br>Podiatrist; on site banking;<br>radiology services; country<br>store on site; therapeutic diets;<br>CNA Restorative.. | Other  |

# NURSING HOMES

|                           | <b>BRIAN CENTER<br/>NURSING CARE</b><br><br>188 Old Fincastle Road<br>Fincastle, VA 24090<br>540/473-2288<br><br>Number of Beds:<br>Skilled (10)<br>Intermediate (50) | <b>BRIAN CENTER<br/>NURSING CARE</b><br><br>Alleghany Reg. Hospital Rd.<br>P.O. Box 200<br>Low Moor, VA 24457<br>540/862-3610<br><br>Number of Beds:<br>Skilled (20)<br>Intermediate (40) | <b>CARRINGTON PLACE</b><br><br>290 Commons Parkway<br>Daleville, VA 24083<br>540/966-0056<br><br>Number of Beds: 90<br>(Dual Certified)<br><br>www.carringtonplace.com |
|---------------------------|---|---|--|
| Beauty / Barber Shop      | ✓   | ✓   | ✓  |
| Cafeteria/Dining Hall     | ✓   | ✓   | ✓  |
| Chapel/Religious Services | ✓   | ✓   | ✓  |
| Dental Care               | ✓   | ✓   | ✓  |
| IV Therapy                | ✓   | ✓   | ✓  |
| Laundry Services          | ✓   | ✓   | ✓  |
| Medicaid Certified        | ✓   | ✓   | ✓  |
| Medicare Certified        | ✓   | ✓   | ✓  |
| Occupational Therapy      | ✓   | ✓   | ✓  |
| Oxygen Therapy            | ✓   | ✓   | ✓  |
| Physical Therapy          | ✓   | ✓   | ✓  |
| Reality Orientation       | ✓   | ✓   | ✓  |
| Recreational Therapy      |   | ✓   | ✓  |
| Alzheimer/Dementia Units  |   |   |  |
| Special Equipment         | ✓   | ✓   | ✓  |
| Speech Therapy            | ✓   | ✓   | ✓  |
| Social Worker             | ✓   | ✓   | ✓  |
| Volunteer Program         | ✓   | ✓   | ✓  |
| Wanderguard               |   | ✓   | ✓  |
| Respite                   |   |   | ✓  |
| Other                     | Clinitron therapy; Special focus on rehabilitation; Wilderness observation area.  | Sub-acute Care; Antibiotics; Hyper - AL; Clinitron Therapy (Specialized Skin Therapy); Peritoneal Dialysis; Restorative Nursing; Rehabilitation Director; Case Management.                |  |

| <p><b>FRIENDSHIP MANOR HEALTH CARE CTR</b><br/>327 Hershberger Rd.<br/>Roanoke, VA 24012<br/>540/265-2100</p> <p>Number of Beds:<br/>Skilled (117)<br/>Intermediate (218)<br/>Alzheimer's Unit (38)</p> <p>www.friendshipmanor.com</p>  | <p><b>THE GLEBE</b><br/>200 The Glebe Blvd.<br/>Daleville, VA 24083<br/>540/591-2100</p> <p>Number of Beds: 32</p> <p>www.theglebe.org</p> | <p><b>GOLDEN LIVING CENTER - ALLEGHANY</b><br/>P.O. Box 167 / 1725 Main St.<br/>Clifton Forge, VA 24422<br/>540/862-5791</p> <p>Number of Beds: 105<br/>(Dual Certified)</p> | <p><b>NURSING HOMES</b></p> |
|---|--|--|-----------------------------|
| ✓   | ✓  | ✓  | Beauty / Barber Shop        |
| ✓   | ✓  | ✓  | Cafeteria/Dining Hall       |
| ✓   | ✓  | ✓  | Chapel/Religious Services   |
| ✓   | ✓  |  | Dental Care                 |
| ✓   | ✓  | ✓  | IV Therapy                  |
| ✓   | ✓  | ✓  | Laundry Services            |
| ✓   |  | ✓  | Medicaid Certified          |
| ✓   |  | ✓  | Medicare Certified          |
| ✓   | ✓  | ✓  | Occupational Therapy        |
| ✓   | ✓  | ✓  | Oxygen Therapy              |
| ✓   | ✓  | ✓  | Physical Therapy            |
| ✓   | ✓  | ✓  | Reality Orientation         |
| ✓   | ✓  | ✓  | Recreational Therapy        |
| ✓   |  |  | Alzheimer/Dementia Units    |
| ✓   | ✓  | ✓  | Special Equipment           |
| ✓   | ✓  | ✓  | Speech Therapy              |
| ✓   | ✓  | ✓  | Social Worker               |
| ✓   | ✓  | ✓  | Volunteer Program           |
|   | ✓  | ✓  | Wanderguard                 |
|   | ✓  | ✓  | Respite                     |
| <p>Dialysis; Medicaid Specialty; Comprehensive Rehab; Complex Care; X-Ray (Lab); In-house Dialysis; Contract Hospice; Contract Podiatry; Restorative CNA; AHCA Step I &amp; II; Short-Stay Orthopedic Unit; Wound Care Management with specialized beds; Pain Management.</p> | <p>All Private Rooms</p>   | <p>Accepts Alzheimer Patients; CNA Restorative; Medicaid Specialty: Comprehensive Rehab; Complex Care; Sub-acute.</p>  | <p>Other</p>                |

# NURSING HOMES

|                           | <b>OUR LADY OF THE VALLEY</b> Nursing and Skilled Rehabilitation<br>650 N. Jefferson St.<br>Roanoke, VA 24016<br>540/345-5111<br><br>Number of Beds:<br>Skilled (20)<br>Intermediate (50)<br><a href="http://www.ourladyofthevalley.com">www.ourladyofthevalley.com</a> | <b>PHEASANT RIDGE</b> Nursing and Rehab Center<br>4355 Pheasant Ridge Rd.<br>Roanoke, VA 24014<br>540/725-8210<br><br>Number of Beds: 101<br>(Dual certified)<br><br><a href="http://www.tandemhealthcare.com">www.tandemhealthcare.com</a> | <b>RALEIGH COURT HEALTH CARE CTR</b><br>1527 Grandin Rd., SW<br>Roanoke, VA 24015<br>540/342-9525<br><br>Number of Beds:<br>Skilled (60)<br>Intermediate (60)<br><br><a href="http://www.mfa.net/raleighcourt">www.mfa.net/raleighcourt</a>   |
|---------------------------|---|---|---|
| Beauty / Barber Shop      | ✓   | ✓   | ✓   |
| Cafeteria/Dining Hall     | ✓   | ✓   | ✓   |
| Chapel/Religious Services | ✓   | ✓   | ✓   |
| Dental Care               |   | ✓   | ✓   |
| IV Therapy                | ✓   | ✓   | ✓   |
| Laundry Services          | ✓   | ✓   | ✓   |
| Medicaid Certified        | ✓   | ✓   | ✓   |
| Medicare Certified        | ✓   | ✓   | ✓   |
| Occupational Therapy      | ✓   | ✓   | ✓   |
| Oxygen Therapy            | ✓   | ✓   | ✓   |
| Physical Therapy          | ✓   | ✓   | ✓   |
| Reality Orientation       | ✓   | ✓   | ✓   |
| Recreational Therapy      | ✓   | ✓   | ✓   |
| Alzheimer/Dementia Units  |   |   |   |
| Special Equipment         | ✓   | ✓   | ✓   |
| Speech Therapy            | ✓   | ✓   | ✓   |
| Social Worker             | ✓   | ✓   | ✓   |
| Volunteer Program         | ✓   | ✓   | ✓   |
| Wanderguard               |   | ✓   | ✓   |
| Respite                   |   |   |   |
| Other                     | CNA Restorative; Mobile X-Ray Service; Wheel Chair Lift on Van; Podiatry services; validation therapy, contract hospice; transportation services.   | *Priority given to Roanoke City Medicaid Patients. Van transportation.  | Restraint Reduction Program; Quality Assurance Program; Residential Choice Program; Specialized skin & wound care; pain management; ADL retraining; Cognitive & perceptual retraining; Hearing assessment & treatment; Rehab home evaluation. |

| <p><b>RICHFIELD RECOVERY AND CARE CENTER</b><br/>                     3615 W. Main Street<br/>                     Salem, VA 24153<br/>                     540/380-4500</p> <p>Number of Beds:<br/>                     Skilled (109)<br/>                     Intermediate (218)</p> <p>www.richfieldretirement.com</p> | <p><b>ROANOKE UNITED METHODIST HOME</b><br/>                     1009 Old Country Club Rd.<br/>                     Roanoke, VA 24017<br/>                     540/344-6248</p> <p>Number of Beds:<br/>                     Skilled (0)<br/>                     Intermediate (24)</p> | <p><b>SALEM HEALTH AND REHAB CENTER</b><br/>                     1945 Roanoke Blvd.<br/>                     Salem, VA 24153<br/>                     540/345-3894</p> <p>Number of Beds: 240<br/>                     (Dual certified)</p> <p>www.mfa.net/salem</p>        | <p><b>NURSING HOMES</b></p> |
|---|--|---|-----------------------------|
| ✓   | ✓  | ✓   | Beauty / Barber Shop        |
| ✓   | ✓  | ✓   | Cafeteria/Dining Hall       |
| ✓   | ✓  | ✓   | Chapel/Religious Services   |
| ✓   | ✓  | ✓   | Dental Care                 |
| ✓   | ✓  | ✓   | IV Therapy                  |
| ✓   | ✓  | ✓   | Laundry Services            |
| ✓   |  | ✓   | Medicaid Certified          |
| ✓   |  | ✓   | Medicare Certified          |
| ✓   | ✓  | ✓   | Occupational Therapy        |
| ✓   | ✓  | ✓   | Oxygen Therapy              |
| ✓   | ✓  | ✓   | Physical Therapy            |
| ✓   | ✓  | ✓   | Reality Orientation         |
| ✓   | ✓  | ✓   | Recreational Therapy        |
| ✓   |  |   | Alzheimer/Dementia Units    |
| ✓   | ✓  | ✓   | Special Equipment           |
| ✓   | ✓  | ✓   | Speech Therapy              |
| ✓   | ✓  | ✓   | Social Worker               |
| ✓   | ✓  | ✓   | Volunteer Program           |
| ✓   | ✓  | ✓   | Wanderguard                 |
|   | ✓  | ✓   | Respite                     |
| <p>Audiology; Podiatry Services; Cable TV; Transportation services; Dental services; Hospice; Wound Care; Gift Shop; Optometrist; Psychological services; Restorative Nursing Program; Pain Management Program; Restraint Reduction Program; In-house dietician.</p>  | <p>Continuing Care Retirement Community; Wellness Center; Van for Doctor's appointments.</p>   | <p>Respiratory therapy; Wound management; Ostomy care; pain management; Rehab. Therapy, Restorative Nursing Program; activity vans, Psychiatric/Psychological Services; regular dietician; hospice; 1 to 20 nurse staffing on shift 1 &amp; 2; short term care program.</p> | <p>Other</p>                |

# NURSING HOMES

|                           | <b>SNYDER'S NURSING HOME</b><br>11 N. Broad St.<br>Salem, VA 24153<br>540/389-6305 or<br>540/389-0160<br><br>Number of Beds:<br>Skilled(0)<br>Intermediate (45) | <b>SOUTH ROANOKE NURSING HOME</b><br>3823 Franklin Rd.<br>Roanoke, VA 24014<br>540/344-4325<br><br>Number of Beds:<br>Skilled(100)<br>Intermediate (0) | <b>SPRINGTREE HEALTH &amp; REHAB</b><br>3433 Springtree Drive<br>Roanoke, VA 24012<br>540/981-2790<br><br>Number of Beds:<br>Skilled(120)<br><br><a href="http://www.mfa.net/springtree">www.mfa.net/springtree</a> |
|---------------------------|---|--|---|
| Beauty / Barber Shop      | ✓   | ✓  | ✓   |
| Cafeteria/Dining Hall     | ✓   | ✓  | ✓   |
| Chapel/Religious Services | ✓   | ✓  | ✓   |
| Dental Care               | ✓   | ✓  | ✓   |
| IV Therapy                |   | ✓  | ✓   |
| Laundry Services          | ✓   | ✓  | ✓   |
| Medicaid Certified        | ✓   |  | ✓   |
| Medicare Certified        |   | ✓  | ✓   |
| Occupational Therapy      | ✓   | ✓  | ✓   |
| Oxygen Therapy            | ✓   | ✓  | ✓   |
| Physical Therapy          | ✓   | ✓  | ✓   |
| Reality Orientation       | ✓   | ✓  | ✓   |
| Recreational Therapy      | ✓   | ✓  | ✓   |
| Alzheimer/Dementia Units  |   |  |   |
| Special Equipment         | ✓   |  | ✓   |
| Speech Therapy            | ✓   | ✓  | ✓   |
| Social Worker             | ✓   | ✓  | ✓   |
| Volunteer Program         | ✓   | ✓  | ✓   |
| Wanderguard               | ✓   | ✓  | ✓   |
| Respite                   | ✓   | ✓  |   |
| Other                     | Restorative Nursing Program; Regular Dietician; Activity Coordinator; Hospice Services.   | Patient to CNA ratio low. Small, home-like facility.   | Hospice; Family/Resident Council; Restorative Program; High Nursing to Resident Ratio.  |

|   |  |  |                           |
|---|--|--|---------------------------|
| <p><b>VIRGINIA VETERANS CARE CENTER</b><br/>                 4550 Shenandoah Ave., NW<br/>                 P.O. Box 6413<br/>                 Roanoke, VA 24017-0413<br/>                 1-800-220-VETS<br/>                 540/982-2860</p> <p>Number of Beds: 180<br/>                 (Dual Certified)</p> | <p><b>THE WOODLANDS</b><br/>                 1000 Fairview Ave.<br/>                 Clifton Forge, VA 24422<br/>                 540/863-4096</p> <p>Number of Beds: 60<br/>                 Dual Certified</p> |  | <h1>NURSING HOMES</h1>    |
| ✓   | ✓  |  | Beauty / Barber Shop      |
| ✓   | ✓  |  | Cafeteria/Dining Hall     |
| ✓   | ✓  |  | Chapel/Religious Services |
| ✓   | ✓  |  | Dental Care               |
| ✓   | ✓  |  | IV Therapy                |
| ✓   | ✓  |  | Laundry Services          |
| ✓   | ✓  |  | Medicaid Certified        |
| ✓   | ✓  |  | Medicare Certified        |
| ✓   | ✓  |  | Occupational Therapy      |
| ✓   | ✓  |  | Oxygen Therapy            |
| ✓   | ✓  |  | Physical Therapy          |
| ✓   | ✓  |  | Reality Orientation       |
| ✓   | ✓  |  | Recreational Therapy      |
| ✓   | ✓  |  | Alzheimer/Dementia Units  |
| ✓   | ✓  |  | Special Equipment         |
| ✓   | ✓  |  | Speech Therapy            |
| ✓   | ✓  |  | Social Worker             |
| ✓   | ✓  |  | Volunteer Program         |
| ✓   | ✓  |  | Wanderguard               |
|   | ✓  |  | Respite                   |
| Home like atmosphere; paved handicapped accessible nature trail; in house pharmacy; free transportation; hospice services; family and resident counseling; free oxygen/incontinence products; restorative nursing program; pet therapy.   | Consultant Dietician   |  | Other                     |

## **Information about CMS's New Five-Star Quality Rating System for Nursing Homes**

The Centers for Medicare & Medicaid Services (CMS) has improved information on the Nursing Home Compare website to help individuals, family members, caregivers, and the public find and compare the quality of nursing homes more easily. Visit [www.medicare.gov/NHCompare](http://www.medicare.gov/NHCompare) for more information.

The LOA recognizes this rating information as a good tool to use in the selection process. However, it should not be used as the sole determinant in deciding on a Nursing Home.

### **Overview of the Five-Star Nursing Home Quality Rating System**

The Nursing Home Compare website now features a system that assigns each nursing home a rating between one and five stars. Nursing homes with five stars are considered to have above average quality compared to other nursing homes in that state. Nursing homes with one star have quality much below the average in that state (but the nursing home still meets Medicare's minimum requirements).

There is an overall five-star rating for each nursing home. This rating is based on the star ratings for three separate categories: 1) health inspections, 2) quality measures, and 3) staffing levels. These three categories are described below:

**1) Health Inspections** – The health inspection rating contains information from the last three years of onsite inspections, including both annual visits and any complaint investigation findings. Inspectors visit each nursing home and collect specific information to determine whether a nursing home meets Medicare's minimum requirements for safety and quality of care.

**2) Quality Measures** – This rating is based on ten different physical and clinical measures for nursing home residents, such as the percent of residents with pressure ulcers, the percent of residents with moderate to severe pain, or the percent of residents who have changes in their ability to move about. This information is collected by the nursing home on all residents and shows how well nursing homes care for their residents' physical and clinical needs.

**3) Staffing Information** – This rating includes information about the average number of hours of care given by nursing staff to each resident each day. This rating considers differences in the level of care residents in different nursing homes need. For example, a nursing home that has residents with more severe needs would be expected to have more nursing staff than a nursing home where the needs aren't as high.

## **Nursing Home Compare Has More Information**

**Alternatives to Nursing Home Care:** If you or a family member need help with daily activities like eating, bathing or dressing, you may first want to consider community resources before looking into nursing home care. Many communities offer assistance with these types of activities in your own home. Visit Nursing Home Compare for more information about alternatives to nursing home care and a list of contacts.

## **Follow These Steps to Finding a Nursing Home:**

Step 1: Visit Nursing Home Compare to find a nursing home in your area. Search by nursing home name, city, county, state or ZIP code.

Step 2: Use the information on Nursing Home Compare to compare the quality of the nursing homes you're considering. You may want to compare the Five-Star Quality ratings and other important quality information.

Step 3: Visit the nursing homes you're considering or have someone visit for you.

Step 4: Choose the nursing home that best meets your needs. Talk to your doctor or other healthcare practitioner, your family, friends, or others. Contact state agencies, such as the Long-Term Care Ombudsman or the State Survey Agency to get more information. Their phone numbers are listed on Nursing Home Compare.

**Next Steps** CMS is interested in making additional changes the Nursing Home Compare website in several areas such as adding more quality measures, and including more information about nursing home characteristics and resident satisfaction.

We want to hear from you! To share your comments about the Five-Star ratings and ideas about how we can improve the Nursing Home Compare website, please e-mail us at [BetterCare@cms.hhs.gov](mailto:BetterCare@cms.hhs.gov).

## **Additional Resources**

To view or print Medicare's Guide to Choosing a Nursing Home, visit <http://www.medicare.gov/Publications/Pubs/pdf/02174.pdf>.

To view or print the Nursing Home Checklist (to take with you when you visit the nursing home) visit <http://www.medicare.gov/Nursing/Checklist.pdf>.

You can also call 1-800-MEDICARE (1-800-633-4227) to order a free copy. TTY users should call 1-877-486-2048.

### CHECKLIST FOR CHOOSING A NURSING HOME

A nursing home is any facility or section of any facility that provides nursing and health-related services on a continuing basis, for the treatment and in-patient care of two or more non-related individuals. A nursing home is a medical facility.

You may want to use this checklist when you visit nursing homes to help you to compare one with another. An asterisk (\*) indicates that this item is required by licensing regulations.

|  | YES | NO |
|--|-----|----|
| <b>LICENSING AND CERTIFICATION</b>   |     |    |
| * 1. Does the home have a framed, posted license from the State Department of Health?                                |     |    |
| * 2. Does the administrator have a current license from the State Board of Examiners or Nursing Home Administrators? |     |    |
| 3. Is the home certified to participate in Medicare and/or Medicaid?   |     |    |
| <b>PHYSICAL AND OPERATIONAL</b>  |     |    |
| 4. Location  |     |    |
| a. Convenient for resident's personal doctor?  |     |    |
| b. Convenient for frequent visits by family and friends?   |     |    |
| 5. Accident Prevention   |     |    |
| a. Rooms and halls well-lighted, free from glare?  |     |    |
| b. Free of hazards underfoot?  |     |    |
| c. Chairs sturdy and not easily tipped?  |     |    |
| d. Non-slip surface on hall and bathroom floors?   |     |    |
| e. Handrails in hallways and grabbars in bathroom?   |     |    |
| 6. Fire Safety   |     |    |
| * a. Meets local and state codes?  |     |    |
| * b. Written emergency evacuation plan?  |     |    |
| * c. Firedrills at least quarterly?  |     |    |
| * d. Exit doors clearly marked and not locked or obstructed on the inside?   |     |    |
| e. Stairways enclosed and doors to stairways kept closed?  |     |    |
| 7. Bedrooms  |     |    |
| * a. Open into hall?   |     |    |
| * b. Window?   |     |    |
| * c. No more than four beds per room?  |     |    |
| * d. Easy access to bed?   |     |    |
| * e. Drapery for each bed?   |     |    |
| * f. Nurse call bell by each bed?  |     |    |
| g. Fresh drinking water at each bed?   |     |    |
| * h. At least one comfortable chair per patient?   |     |    |
| * i. Reading lights?   |     |    |
| * j. Clothes closet and drawers?   |     |    |
| * k. Room for a wheelchair to maneuver?  |     |    |
| 8. Toilet Facilities   |     |    |
| * a. Easy for a wheelchair patient to use?   |     |    |
| * b. Sink?   |     |    |
| * c. Nurse call bell?  |     |    |
| * d. Hand grips on or near toilets?  |     |    |
| * e. Bathtubs and showers with non-slip surfaces?  |     |    |
| f. Well-lighted?   |     |    |
| * 9. Cleanliness   |     |    |
| a. Free of unpleasant odors?   |     |    |
| b. Incontinent patients given prompt attention?  |     |    |
| 10. Dayroom  |     |    |
| a. Does it appear to be used by patients?  |     |    |
| * b. Lamps, tables and comfortable chairs?   |     |    |
| * c. Books and games available?  |     |    |

11. Dining Room and Food Services
  - a. Attractive and pleasant?
  - b. Comfortable chairs and tables?
  - \* c. Meals match posted menu and are attractively served?
  - \* d. Those needing help with eating receive it?
  - e. Meals served on a regular schedule?
  - f. Residents encouraged to eat in dining room?
  - g. Special diets available?
12. Kitchen
  - \* a. Food preparation, dishwashing and garbage area separated?
  - b. Food needing refrigeration not standing on counters?
  - \* c. Kitchen help observes sanitation rules?
13. Isolation Room; at least one bed and bedroom available for patients with contagious illnesses?
14. Are grounds attractive, well-kept and accessible to residents?
15. Is the home airconditioned?
16. Does the home seem to be in good repair and condition?
17. Is there an area where residents can sit or walk outside?

#### SERVICES

18. Medical
  - \* a. Physician available in emergency?
  - \* b. Regular medical attention assured?
  - \* c. Thorough physical immediately before or upon admission?
  - \* d. Medical records and plan of care kept?
  - e. Other medical services (dentist, optometrist, etc.) available regularly?
  - f. Freedom to choose pharmacy?
  - g. Does the home have an x-ray machine?
  - \* h. Emergency transportation available?
- \* 19. Nursing Services
  - a. RN responsible for nursing staff in a skilled nursing home?
  - b. LPN or RN on all shifts seven days per week?
  - c. Nursing residents and orderlies receive State approved training?
20. Activities Program
  - \* a. Individual resident's preferences observed?
  - \* b. Group and individual activities?
  - \* c. Residents encouraged but not forced to participate?
  - d. Outside trips for those who can go?
  - e. Volunteers from the community work with patients?
  - \* f. Activities director or coordinator on staff?
  - g. Activities offered to residents confined to their beds or rooms?
21. Religious Observances
  - a. Arrangements made for patients to worship as he/she pleases?
  - b. Religious observances a matter of choice?
22. Social Services
  - \* a. Social worker available to help residents and families?
  - b. Family Counsel held on a regular basis?
  - c. Home has Resident's Council that meets on a regular basis?
23. Grooming
  - a. Barbers and beauticians available for men and women?
24. Laundry
  - a. Personal clothing laundered in the nursing home?
  - \* b. Special efforts made to prevent loss of clothing?
  - c. Laundry cost included in monthly fee?

## SPECIAL CONSIDERATIONS

25. Home provides special therapies to meet residents' needs?
26. Can arrangements be made to meet any special needs or requirements of the residents?
27. Is additional supervision or assistance available for confused residents or those with dementia?
28. Are orientation clues conspicuously displayed?
29. Is there a policy regarding "wandering" behavior?

## STAFF

30. Courteous and helpful toward residents and family?
31. Is a staff person(s) trained in CPR available at all times?
32. Is the administrator available to residents and their families during normal business hours?

## FINANCIAL CONSIDERATIONS

33. Contract clearly states what services and goods are and are not included in the basic fee (e.g. toiletries, diapers, special diets, therapies, medical supplies, extra supervision, etc.)?
34. Are the monthly charges pro-rated in case the resident has to be discharged, or dies, before the end of the billing period?
35. Is the resident or responsible family member given a monthly itemized accounting of services and fees, and an accounting of the personal funds available?

## ATTITUDES AND ATMOSPHERE

- \* 36. Residents' Rights
  - a. Informed of rights, responsibilities?
  - b. Encouraged to exercise rights as a resident and citizen?
  - c. May manage own finances if capable and obtain accounting if not?
  - d. Have privacy for telephone calls and visits?
  - e. May choose own physician, pharmacy and care providers as long as can afford the fees?
  - f. May take part in planning own care?
  - g. May keep own clothes and possessions (given space limitations)?
  - h. Married couples may share a room?
  - i. Telephone numbers of the Department of Health, Division of Licensure and Certification, Complaint Coordinator and the State Long-Term Care Ombudsman Program (1-800-552-3402) and any local Ombudsman Program Posted?
37. There is no admission preference even by payments source?
38. Residents appear alert, dressed and well cared for?
39. Visiting hours convenient for family and friends?
40. Overall atmosphere is clean, comfortable and secure?
41. There is a vacancy available?

YES | NO