MCM PRIVATE CARE

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Questions to Ask a Home Care Agency *or Private Caregiver*

When you begin to consider working with a home care agency, there's lots of things to consider.

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Andrea Kohn, RN, CRNP & Steve Kohn
MCM Private Care

AT A GLANCE

1
Are you licensed, bonded, and insured?

2
How do you select and carefully screen your caregivers?

3
How do you ensure quality care?

4
Do you have consistent regular scheduling?

5
What makes you different from other caregiving agencies?

6
Scheduling and backup support

7
Oversight and management

8
Training and quality control

9
A caregiver is not a good fit

There's lots of *things to consider*

Questions to ask a home care agency

Before you start working with a company

1 Are you licensed, bonded, and insured?

Let's say you're working with a company and a caregiver falls down, gets hurt, and there's no insurance on the job... you as the person who hired that person are gonna be on the hook.

- ✓ There is no coverage if you have homeowner's insurance only

2 How do you select and carefully screen your caregivers?

You wanna make sure all the proper vetting and background checks and things are done ahead of time before that person enters your home.

- ✓ A fingerprint background check
- ✓ A CNA who's licensed by the state

3 How do you ensure quality care?

We don't just bring you on board and then forget about you.

- ✓ The first day, the seventh day, and then the 30th day
- ✓ Regularly scheduled reassessments

4 Do you have consistent regular scheduling?

Everyone wants the same people showing up in their house day by day after day, week after week, month after month.

- ✓ A consistent schedule that repeats week after week, month after month

5 What makes you different from other caregiving agencies?

The reason that they refer to our company is because of our high level of clinical oversight.

- ✓ It helps prevent rehospitalizations

Something you need to think about

When you hire caregivers yourself

6 Scheduling and backup support

If you hire a private aide, and they're the only person that you've hired, and they go out sick or their car breaks down... how are you going to get some coverage there?

- ✓ Another caregiver who's waiting in the wings

7 Oversight and management

When you hire caregivers yourself, you become their manager.

- ✓ Caregivers do not resolve these things themselves, they require a third party

8 Training and quality control

When you hire a private caregiver yourself, you don't necessarily have any control over their training... All you can do is really listen to what they're telling you.

- ✓ RNs will oversee the training

9 A caregiver is not a good fit

When you hire someone privately, you're kind of stuck... Through an agency, you have many choices.

- ✓ We make sure that there is a match going forward

> *"I am a nurse first."* — **Andrea Kohn, RN, CRNP**

Before you start *working with a company*

Side-by-side scorecard

Ask about	Agency A	Agency B	Agency C
Are you licensed, bonded, and insured?	☐	☐	☐
How do you select and carefully screen your caregivers?	☐	☐	☐
How do you ensure quality care?	☐	☐	☐
Do you have consistent regular scheduling?	☐	☐	☐
What makes you different from other caregiving agencies?	☐	☐	☐
Scheduling and backup support	☐	☐	☐
Oversight and management	☐	☐	☐
Training and quality control	☐	☐	☐
A caregiver is not a good fit	☐	☐	☐

Interview notes

Agency name _____ **Who I spoke with** _____

Hourly rate _____ **Date of call** _____

Notes

These are *things to look for*

Background checks and vetting

- [ ] Fingerprint background check
- [ ] No criminal records
- [ ] Check driving records
- [ ] A CNA who's licensed by the state

Ensure quality care

- [ ] Initial nurse assessment
- [ ] Regularly scheduled reassessments
- [ ] The first day, the seventh day
- [ ] Every 30 days thereafter

Consistent regular scheduling

- [ ] The same people showing up
- [ ] Week after week, month after month
- [ ] Coverage if someone's out
- [ ] Another caregiver who's waiting in the wings

Oversight and management

- [ ] Buffer between you and the caregivers
- [ ] RNs will oversee the training
- [ ] The plan of care that is set up by the nurses
- [ ] A match going forward

Fly-by-night operations Before you start working with a company

- ⚠ **There's no insurance on the job**
- ⚠ **They bring in someone new every day**
- ⚠ **A lot of people can pretend to know what they're doing**
- ⚠ **If something happens and you're not insured, again, you're on the hook**
- ⚠ **Inconsistency of staff**
- ⚠ **There is no coverage if you have homeowner's insurance only**

Always make sure that the company is licensed, bonded, and insured.

We'll be happy *to talk to you.*

You get to know these folks, they become part of your family, and that's really what this is all about.

Call (240) 789-4890



★★★★★ *"We heard of them through a family member who after researching and using multiple agencies in this area, finally settled on MCM... when one was found incompatible, they were quick to replace them with another more suitable aides."* — Nithya R.



Return to Sender
by Andrea S. Kohn · We need to all know that knowledge is power and feel empowered to ask questions.