

CHAPTER 2

Adult Care Options

How This Chapter Works.

This chapter has been divided into four different care units:

- Residential Communities
- Inpatient Care
- Community-based Services
- In-home Services

Within each unit, the available adult care options are summarized using the following “quick reference” headings:

Services offered: a list of medical and non-medical services typically available and the staff (nurse, home health aide, therapist, etc.) that provides these services.

Accreditations/Licensure: if a care service is required to be accredited or have a license, the governing bodies are listed under this heading.

How to find this service: a list of organizations with information or possible referrals; yellow pages headings.

Questions to ask: some suggestions for questions and/or observations that will help caregivers evaluate the quality and scope of the care service.

In addition, after each unit, there is a “Resource: section which lists helpful organizations, free literature and information, and suggested reading titles.

Adult Care Options At A Glance

Residential Communities

- *Congregate Housing Facilities*
- *Continuing Care Retirement Communities*
- *Assisted Living*

Inpatient Care

- *Skilled Nursing Care*
- *Intermediate/Custodial or Long-term Nursing Care*
- *Sub acute Nursing Care*
- *Rehabilitation Care*

Community-based Options

- *Senior Centers*
- *Nutrition sites*
- *Adult Day Care Centers*
- *House Sharing*

In-home Services

- *Home Health Care*
- *Hospice Care*
- *Respite Care*
- *Chore Services*
- *Home-delivered Meals*
- *Friendly Visitor Services*
- *Emergency Response Systems*
- *Telephone Reassurance*

Home Health Care

- **Skilled Services Offered under reimbursement:** Skilled home health care services are available under a physician's plan of care. Licensed staff nurses provide skilled nursing care including: evaluation and instructions, bladder catheterizations, vital signs (blood pressures, temperature, pulse and respiration rate), injections, wound care and dressings, and IV therapy. Physical, speech and occupational therapists provide rehabilitative therapy. Medical social workers are usually available for assistance with alternate care options and counseling. Home health aides work under the supervision of nurses and therapists to provide personal care, assistance with activities of daily living and follow-through with exercises. Some agencies also have nutritionists, pharmacists, durable medical equipment, and other specialty services, such as respite and hospice care.
- May be unsafe to be alone due to Alzheimer's or Dementia.
- **Medicare:** For information please reference www.medicare.gov or call 1-800-MEDICARE.
- **Accreditations/Licensure:** National League of Nursing's Community Health Accreditation Program (CHAP), the Joint Commission on Accreditation of Health Care Organizations (JCAHO), Medicare certification, and the National Home Caring Council (NHCC). A state license is not required in all states.
- **How to find this service:** call the America Federation of Home Health Agencies (1-800-368-5927) or the National Association for Home Care (202-347-7424) for local members. Home health care agencies may also be found in the Yellow Pages under "Home Health Services" or "Nurses."

Home Health Care Non-Skilled Services ATTENDANT/COMPANION/PERSONAL CARE

- **Services offered:** personal care assistance, shopping, preparing meals, light housework, laundry, companionship, errands, etc. Care is provided by a homemaker, companion or an aide and is usually under the supervision of a licensed nurse.
- **Medicare:** For information please reference www.medicare.gov or call 1-800-MEDICARE.

- **Accreditations/Licensure:** National League of Nursing’s Community Health Accreditation Program (CHAP), the Joint Commission on Accreditation on Health Care Organizations (JCAHO), Medicare certification, and the National Home Caring Council (NHCC). A state license is not required in all states.
- **How to find this service:** call the America Federation of Home Health Agencies (1-800-368-5927) or the National Association for Home Care (2020-347-7424) for local members; contact a local Area Agency on Aging or look up “Home Health Services” in the Yellow Pages of the telephone directory.

Questions to Ask

Home Health Care Agency

Aide/Attendant/Companion Care

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| 1) How long has the agency been in existence? Who owns and/or operates the agency? | 1) How are the employees recruited? |
| 2) Is the agency licensed by the state, Medicare-certified, and/or accredited by any organizations? | 2) Does the agency have references on all of its employees? |
| 3) What services are available through the agency? | 3) What type of training and experience is required? |
| 4) Are these services covered under Medicare or other forms of insurance? | 4) Are agency staff bonded and/or insured? |
| 5) What are the agency’s hours and what is the availability after hours for calls and emergencies? | 5) Do the aides/attendants have cars or do they rely on public transportation? |
| 6) How are services billed? Hourly? Daily? | 6) Are aides required to work a minimum number of hours? |
| 7) If a consumer is unhappy with the services, does the agency have a system in place to adequately resolve problems? | 7) Are they available days? Nights? Weekends? On a live-in basis? |
| 8) How are physicians kept informed of | 8) How far in advance to arrangements have |

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| their patients' care and progress? | to be made with the agency? |
| 9) What are the training requirements for home care aides? | 9) What are their typical job duties? |
| 10) How are aides supervised | 10) Do the employees understand and agree with the requirements of a particular job? |
| | 11) How are these services billed? |
| | 12) How are aides paid? Directly or through the agency? |
| | 13) Is there a minimum level of experience required for either an aide or an attendant? |

Hospice Care

- **Services offered:** the hospice team is made up of registered nurses, social workers, chaplains, home care aides, bereavement support specialists, and volunteers. All team members have specialized training to address the needs of terminally ill individuals, their families, and caregivers. This includes managing pain and other physical, social, and emotional symptoms through palliative (pain relief) measures. Hospice is primarily provided in the patient's home or other place of residence which may include a long-term care facility, assisted living facility, or residence. Some hospices offer inpatient hospice care as well.

- **Medicare:** Medicare has developed a separate and unique benefit for hospice care. For information please reference www.medicare.gov or call 1-800-MEDICARE

- **How to find this service:** look under the "Hospice" heading in the Yellow Pages or call the National Hospice Organization Hotline at 1-800-658-8898 or (703) 243-5900 for a list of Medicare – certified hospices in the area.

- **Questions to Ask – Hospice Care**

- 1) Is the hospice Medicare – certified?
- 2) Does the hospice have a contractual arrangement with an area hospital or skilled nursing center for inpatient care? Respite care?
- 3) Is nursing care available 24 hours or day? Seven days a week
- 4) Does a nurse answer the phone at night? Or is he or she paged?
- 5) What kinds of personal care services are provided by the hospice?
- 6) Does the hospice provide caregiver training?
- 7) How often can volunteers be expected to visit/assist?
- 8) What kind of training have the volunteers had and how are they screened?
- 9) Is there a bereavement program? If so, are there support groups available?

Respite Care

Respite care is not a self-indulgent luxury it is a necessary part of care giving. This service allows family caregivers to have a brief rest from their sometimes overwhelming obligations.

- **Services offered:** services range from personal care services to skilled nursing and rehabilitative therapy; level of care and types of services vary with the providing agency. Respite services may be provided by volunteers who come to the home, by home health care agencies, adult day care centers, or skilled nursing care facilities. Respite stays may be for a few hours, a few days or even several weeks.

- **Medicare:** . For information please reference www.medicare.gov or call 1-800-MEDICARE

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- **Accreditations/Licensure:** vary by level of respite care provided – see individual care option summaries within this section.

- **How to find this service:**

Adult Day Care Centers:

Listed under “Day Care Centers – Adult” in the Yellow Pages.

[Link to WVA daycare site](#)

www.wmvallentown.org

Skilled Nursing Care Facilities:

Listed under “Nursing Homes” in the Yellow Pages.

[Link to Presbyterian Senior Living sites that provide this](#)

www.wmvallentown.org; www.glenmeadows.org;

www.standrewsvillage.org;

www.kirklandvillage.org; www.forestparkhealth.org;

www.wmvdover.org;

www.sycamoremanor.org; www.greenridgevillage.org;

www.warepresbyterian.org; www.presbyhome.com

Assisted Living Facilities

[Link to Presbyterian Senior Living sites that provide this](#)

www.eastonhome.org ; www.williamsportpresby.org;

www.wmvallentown.org;

www.kirklandvillage.org; www.wmvdover.org;

www.greenridgevillage.org; www.glenmeadows.org

www.warepresbyterian.org; www.standrewsvillage.org;
www.presbyhome.com

Volunteers:

Check with the local senior center; the Area Agency on Aging (listed in the Blue Pages of the telephone book); or local churches.

Home Health Care:

Contact the Area Agency on Aging (Blue Pages of the telephone book) or look for “Home Health Services” in the Yellow Pages.

Chore Services

- **Services offered:** housework, shopping, errands, yard work and minor household repairs. Some nonprofit organizations offer “Home Maintenance and Repair” programs. For a nominal, annual fee, a person can receive an annual visit and repair evaluation, emergency assistance with frozen pipes, and some help with contractors. (Please note: the range of the services offered varies from one organization to another.)
- **Abilities required:** Person or caregiver must be able to coordinate and supervise work.
- **Medicare:** For information please reference www.medicare.gov or call 1-800-MEDICARE.
- **Accreditations/Licensure:** none required.
- **How to find this service:** contact the Area Agency on Aging (listed in the Blue Pages of the telephone book).
- **Questions to Ask**
 - 1) Is there an annual fee and what services does this include?
 - 2) How are the services billed? Hourly? By project?
 - 3) How are payments made? Directly to the worker(s)? To the program?
 - 4) Is it possible to secure a specific time each week (housework, yard work)?
 - 5) Are workers covered by Worker’s Compensation?
 - 6) Are they directly employed by the provider organization or subcontracted?
 - 7) How are workers screened for employment?

Home-delivered Meals and Nutrition Sites

Services offered: services vary but usually offer one of three plans: 1) nutritious, hot meals delivered once or twice a day, five days a week, 2) frozen meals delivered weekly, or 3) liquid dietary supplements (by the case) along with groceries and frozen meals. Person may have to phone in a weekly order. Typically run by local government, volunteer, or religious organizations.

- **Accreditations/Licensure:** no special healthcare accreditations or licensure; however, appropriate food service requirements must be met.
- **How to find this service:** contact the local Area Agency on Aging (Meals on Wheels), a senior center (listed in the Blue Pages of the telephone book), the Red Cross or the local council of churches. In addition, services can be located by looking in the white pages of the telephone directory under “Meals on Wheels.”
- **Questions to Ask**
 - 1) What is the cost of the service and how is it billed? Per meal? Per week?
 - 2) How many meals a week are delivered and on what days?
 - 3) What arrangements are made in inclement weather? Are recipients notified if meals are not deliverable?
 - 4) Under what conditions are the meals prepared and how are the meals stored while in transit to be delivered? (Any risk of spoilage?)
 - 5) Is it possible to see a week’s sample menu plan? (How nutritious are the meals?)

Friendly Visitor Services

- **Services offered:** volunteers stop by on a regular basis to write letters, run errands, or just sit and talk. Volunteers may be associated with a religious or civic organization, or part of an Area Agency on Aging program.
- **How to find this service:** contact a local church or council or churches, the Area Agency on Aging, or a senior center (AAA and senior centers are listed in the Blue Pages of the telephone book).
- **Questions to Ask**
 - 1) How are volunteers screened for these visits?
 - 2) Is the volunteer dependable? Are references available?
 - 3) Will notice be given if the volunteer cannot make a scheduled visit? Will a replacement be sent?

Telephone Reassurance

- **Services offered:** each day at a specific time, the service will either make a “check-in” phone call to the person or the person will call in to the service. If the person does not answer the service’s calls or if the person does not call in to the service, the service alerts someone to check on the person.
- **Average cost or range:** usually a free service provided by religious or civic organizations, hospitals, and sometimes home health agency volunteers.
- **Accreditations/Licensure:** none required.
- **How to find this service:** contact local churches, hospitals, or the Area Agency on Aging (located in the Blue Pages of the telephone book).
- **Questions to Ask**
 - 1) If a person does not answer the telephone or missed his/her “call-in” time, how long does it take before someone is contacted to check on the person?
 - 2) Who is contacted to check on the person if there is no answer?
 - 3) Is this service available on weekends?

Emergency Response Systems

PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS)

- **Services offered:** an emergency alert button is installed in the home and when pressed will summon help from a predetermined number such as a hospital, the police, or an emergency medical service.
- **Accreditations/Licensure:** none required.
- **How to find this service:** contact the social service department or geriatrics division of local hospitals, the Area Agency on Aging (listed in the Blue Pages of the telephone book), or look up “Emergency Response Systems” in the Yellow Pages of the telephone book (there are about 15 national companies that manufacture and lease PERS).
- **Questions to Ask**
 - 1) How fast is the response? How reliable?
 - 2) What are the terms of the lease and service agreement?
 - 3) If the system fails, how quickly is a replacement installed? Is there a charge?
 - 4) How can I be assured my system is working? Is there any type of test procedure?

Senior Centers

- **Services offered:** educational, social, recreational, legal, financial, and counseling services. Many times centers also serve as a nutrition site and offer meals in a social, group setting. Usually run by a nonprofit organization.

- **Accreditations/Licensure:** none required.

- **How to find this service:** call the Area Council on Aging or look up “Senior Citizens Service & Health Organizations” in the Yellow Pages. Senior centers can also be found under the heading “Aging”: in the Blue Pages in the telephone book under the listing “Senior Centers.”

- Questions to Ask
 - 1) What types of activities does the center have and what are the fees?
 - 2) Is transportation available? Is there a charge?
 - 3) Is there a mailing list or newsletter to alert seniors to upcoming events?

Adult Day Care Centers

Services offered: most centers are open five days a week from 7 a.m. to 5 p.m. and offer a variety of medical services as well as social and recreational programs. Medical services may range from a licensed nurse administering medicines – to a facility providing skilled nursing care and a full range of therapy services. Centers may be privately owned; part of a nursing home; sponsored by religious, fraternal or neighborhood organizations; or run by a local hospital or government agency. Depending on the facility, a caregiver may be able to use “drop-in” services or full-time day care. Participants are involved in daily activities and are fed and cared for while the caregiver is running errands or at work.

- **Accreditation/Licensure:** at the present time, the licensure required for adult day care varies greatly by state. In Pennsylvania, for instance, a license is required by the state’s Department of Aging and/or Public Welfare. In Maryland, adult day care is licensed through the Maryland Department of Health and Mental Hygiene. In Delaware, as in some other states, no licensure is required.
- **How to find this service:** link to WVA daycare site www.wmvallentown.org
Contact the Area Agency on Aging for information (listed in the Blue Pages of The telephone book) or look up “Day Care Centers – Adult” in the Yellow Pages. Also, can contact the National Institute on Adult Day Care for more information (see “Resources” at the end of this book).
- **Questions to Ask**
 - 1) How long has the center been operating and who owns it? Is the facility licensed by the state?
 - 2) Is there a rate schedule for services? Or a flat, hourly fee?
 - 3) What services are available? Therapies?
 - 4) Are “drop-ins” accepted? How much notice must be given?
 - 5) What does a sample menu look like for a week? What if a person has special dietary requirements – how is this handled?
 - 6) What kinds of activities and/or programming does the center offer?
 - 7) Who is on staff (aides, registered nurses)? What type of training has the staff received?

- 8) What is the center's emergency procedure? Who is called? What hospital is used?
- 9) Does the center have a list of references that can be contacted?

Congregate Housing Facilities

- **Services offered:** usually private apartments (though sometimes townhouses or duplexes) which are operated by nonprofit organizations, government agencies, or private interest. Residents live independently and in some facilities can utilize such services as a central dining facility and transportation and take part in group social and recreational activities. Sometimes additional services (e.g. occupational and physical therapy, counseling, etc.) are available. A wider continuum of care and services is typically available in a continuing care retirement community.
- **Accreditations/Licensure:** government-subsidized congregate housing must meet applicable requirements established by federal and state regulations. Housing providers may choose to be accredited by the Continuing Care Accreditation Commission (CCAC), in Washington, D.C
- **How to find this service:** link to www.markkennedypark.org; www.presbyterianapartments.org; www.genevahouse.org

In the Yellow Pages, look under "Retirement Communities & Homes", Senior Housing, or Independent Living.

- **Questions to Ask**
 - 1) What kind of transportation is available?
 - 2) Are dining services available? If so, are they included?
 - 3) What services are included with the rent? What services are considered "add-ons" and what are their costs?
 - 4) What kind of security is provided? Are there systems in place to protect residents?
 - 5) Are pets allowed?
 - 6) Is the complex subsidized by the government? What are the qualifications and application procedures? How much lower is the rent for those who qualify?

Continuing Care Retirement Communities

- **Services offered:** Continuing Care Retirement Communities (CCRCs) provide a complete range of services from independent living to skilled nursing care – enabling a person to enter the community and receive appropriate care for the rest of his or her life. Typically a CCRC offers a variety of housing and care options including single family homes, independent cottages, town homes or apartments, assisted living and personal care accommodations, and a skilled nursing center. These communities may be located in city, suburban, rural, or resort settings and offer conveniences such as common dining facilities, libraries, recreation centers, exercise trails, beauty parlors, pharmacies, and an active Resident's Council.
- **Payment options:** there are various types of arrangements, but most fall within the following four classifications:

Extensive Agreements (Type A) – for an entrance fee and a monthly payment, unlimited health-related services are included with housing and residential services. Increases in monthly payment are usually due to inflation or a rise in the normal operating costs.

Modified Agreements (Type B) – an entrance fee plus a monthly payment includes housing and residential services plus a predetermined amount of health-related services. Once an individual exceeds his or her prepaid limit of health care, he or she must pay the full daily rate or a discounted rate (depending on the contract).

Fee-for-Service Agreements (Type C) – an entrance fee plus a monthly payment covers housing services only. Any health-related services are out-of-pocket expenses and are paid as a person uses them.

Rental Agreement (Type D) – no entrance fee is required. A monthly payment covers housing services only. Health-related services are out-of-pocket expenses and are paid as a person uses them.

- **Medicare:** some health care services are covered – but only if the nursing facility is Medicare-certified. For information please reference www.medicare.gov or call 1-800-MEDICARE

- **Accreditations/Licensure:** a CCRC may choose to be accredited by the Continuing Care Accreditation Commission (CCAC), in Washington, D.C. This national accreditation program establishes quality standards for a CCRC. Also, various levels of care are state-licensed or given a certificate of authority for operation depending on the individual state's requirements.

How to find this service: [link to our CCRCs](#)

www.wmvallentown.org; www.glenmeadows.org;
www.standrewsvillage.org;
www.kirklandvillage.org; www.wmvdoover.org;
www.greenridgevillage.org;
www.warepresbyterian.org; www.presbyhome.com

Look under the Yellow Pages heading for “Retirement Communities & Homes” or contact the American Association of Retired Persons (AARP) or the American Association of Homes and Services for the Aging (AAHSA) – (see “Resources” at the end of this book) for a directory of member CCRCs. Also, many retirement lifestyle magazines and publications provide guides and directories of retirement communities; check the local bookstore or newsstand.

- **Questions to Ask***

- 1) Is there an entrance fee? How much is it?
- 2) What are the monthly fees? How do these fees vary as the level of care increases? How often are monthly fees increased?
- 3) What care options are offered? What services are available?
- 4) Are there any add-on fees for special services? What are they?
- 5) How is the decision made for a person to move to a different care level?
- 6) Can the dining room accommodate special diets?
- 7) Are pets allowed?
- 8) What kind of security is provided for the retirement campus?
- 9) What is the financial status of the CCRC? (Ask to see a Disclosure Statement.)

**Also see questions listed for “Assisted Living” and “Skilled Nursing Care” units.*

Assisted Living Facilities
(ALSO CALLED “PERSONAL CARE”)

- **Services offered:** Assisted Living Facilities are a relatively new concept to adult care – bridging the gap between living at home and entering a skilled nursing facility. The American Association of Retired Persons defines assisted living as “a group residential program that is not licensed as a nursing home, that provides personal care to persons with needs for assistance in the activities of daily living, and that can respond to unscheduled needs for assistance.” Facilities vary widely and may provide assisted living services in a variety of settings: large or small freestanding personal care homes; continuing care retirement communities; or within a skilled nursing center. Many facilities also offer short-term respite stays to provide care when the caregiver is unavailable.

- **Accreditations/Licensure:** licensure requirements vary by state. For instance, in Pennsylvania, assisted living is licensed under personal care home regulations by the Department of Public Welfare, Office of Social Programs. In Delaware, licensure and certification is determined under rest home regulations by the Division of Public Health Facilities. Maryland licenses assisted living as domiciliary care through the Department of Health and Mental Hygiene. A list of licensed personal care facilities may be obtained from the Area Agency on Aging (check the Blue Pages of the telephone book).

- **How to find this service:**

link to our CCRCs,

www.wmvallentown.org; www.glenmeadows.org;
www.standrewsvillage.org;
www.kirklandvillage.org; www.wmvdover.org;
www.greenridgevillage.org;
www.warepresbyterian.org; www.eastonhome.org;
www.williamsportpresby.org; www.presbyhome.com

Look under “Retirement Homes, Assisted Living,” or “Personal Care Homes” in the Yellow Pages.

- **Questions to Ask**
 - 1) Does a resident have the choice of a private room? Are furnished rooms available?

- 2) What areas are common space?
- 3) Will the dining room be able to accommodate special diets?
- 4) How much will the board and care cost? Are there any “add-on” or extra expenses?
- 5) How many residents share a bathroom?
- 6) How are the residents’ rooms secured?
- 7) Is the telephone shared or private? Are there individual hook-ups in the residents’ rooms? If so, what costs are involved?
- 8) What happens when the resident’s health deteriorates?

Skilled Nursing Care

- **Services offered:** room and board services (housekeeping, bath and bed linens, meals); personal care services (bathing, toileting, dental hygiene, dressing, etc.); and professional health care/medical services provided by an interdisciplinary team of physical, occupational and speech therapists, dieticians, social workers, and licensed registered and practical nurses. In addition, most nursing facilities offer structured activities, recreation, and entertainment directed by a trained therapist or an activities coordinator. Also, a facility may offer pastoral care staff. Skilled nursing facilities may be large (300 beds) or small (25 beds) and located in city, suburban, or rural settings. Many facilities offer short-term respite stays when the primary caregiver at home is unavailable.
- **Accreditations/Licensure:** skilled nursing centers are licensed by the state in which they operate. Annual state surveys are available at each facility for review upon request. Providers may choose to be accredited by the Continuing Care Accreditation Commission (CCAC), in Washington, D.C. Some nursing centers are also accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO).
- **How to find these services:**
www.wmvallentown.org; www.glenmeadows.org;
www.standrewsvillage.org;
www.kirklandvillage.org; www.forestparkhealth.org;
www.wmvdover.org;
www.sycamoremanor.org; www.greenridgevillage.org;
www.warepresbyterian.org; www.presbyhome.com

Washington, D.C.: National Council of Senior Citizens publishes a consumer guide; Pennsylvania: PANPHA publishes a directory of members. (See “Resources” at the end of the book for addresses and telephone numbers.) Local Area Agencies on Aging run a program called OPTIONS, which assists individuals in locating nursing home care – and other care options – in the person’s area. (Consult the Blue Pages of the telephone book under “Aging” for a local AAA.) Also, skilled nursing facilities are listed under “Nursing Homes” in the Yellow Pages.

Intermediate Nursing Care (ALSO “CUSTODIAL” OR “LONG-TERM NURSING CARE”)

- **Services offered:** intermediate nursing care is generally found in a separate wing at a facility that also offers skilled nursing care. Services include: room and board services (housekeeping, laundry meals); personal care services (bathing, toileting, dental hygiene, dressing, etc.); and professional health care/medical services provided by an interdisciplinary team of physical, occupational and speech therapists, dietitians, social workers, physicians, and licensed registered and practical nurses. In addition, most nursing facilities offer structured activities, recreation, and entertainment directed by a trained therapist or activities coordinator. The facility may also offer pastoral care staff. Nursing facilities may be large (300 beds) or small (25 beds) and located in city, suburban, or rural settings.
- **Medicare:** For information please reference www.medicare.gov or call 1-800-MEDICARE.
- **Accreditations/Licensure:** Joint Commission on Accreditation of Health Care Organizations (JCAHO) provides accreditation; facility and administrator must be licensed by the state in which they operate. A facility will make their state survey available for review upon request.
- **How to find these services:** Washington, D.C.: National Council of Senior Citizens publishes a consumer guide; Pennsylvania: Pennsylvania Association of Non-Profit Homes for the Aging publishes a directory of members. (See

“Resources” at the end of this book for addresses and telephone numbers.) Local Area Agencies on Aging run a program called OPTIONS, which assists individuals in locating nursing home care – and other care options – in the person’s area. (Consult the Blue Pages of the telephone book under “Aging” for a local AAA.) Also, nursing facilities are listed under “Nursing Homes” in the Yellow Pages.

Subacute nursing & Rehabilitation

- **Services offered:** intense skilled nursing care and rehabilitative services. Staff members are highly trained and work in interdisciplinary “care teams” which evaluate a person’s response to therapy and accordingly adjust the individual’s care plan to maximize functional independence. Care teams may consist of a physician, registered nurse, social worker, dietician, and multiple therapists (e.g. speech, occupational and physical). Subacute nursing and rehabilitation services can be found in a variety of facilities; skilled nursing centers, rehabilitation hospitals, community or regional hospitals with subacute nursing and rehabilitation floors; and university medical centers.
- **Medicare:** For information please reference www.medicare.gov or call 1-800-MEDICARE.
- **Accreditations/Licensure:** Joint Commission on Accreditation of Health Care Organizations (JCAHO) provides accreditation; facility and administrator must be licensed by the state in which they operate.
- **How to find these services:** listed in the Yellow Pages under “Rehabilitative Services,” “hospitals,” and “nursing homes”.

Questions to Ask

- 1) What is the ratio of aides to residents?
- 2) Is every area wheelchair accessible?
- 3) How is the facility staffed during the evenings? At night?
- 4) What is the attitude of staff members on these shifts?
- 5) How is food served to residents who can’t handle utensils?

- 6) What does a weekly menu look like?
- 7) How are special dietary requirements handled?
- 8) Can patients get a snack by themselves?
- 9) What is the facility's visiting policy?
- 10) What therapy services are offered and how often?
- 11) Do the therapists perform the therapy – or do the aides?
- 12) How are therapy services billed?
- 13) How many residents are in a room? One? Two or three?
- 14) How are roommates' conflicts handled?
- 15) Can residents bring furnishings and other personal belongings from home?
- 16) How well-equipped is the activities room?
- 17) What types of outings are planned for residents?
- 18) How is it determined who can go?
- 19) Is there a resident's council with a social worker to serve as an advocate?
- 20) Is the facility convenient for the resident's personal physician?
- 21) Is there a physician who is available for emergencies?
- 22) What costs will be out-of-pocket? What costs will be covered by insurance?

Things to Look For:

- 1) Does the facility have a home-like atmosphere? i.e. Does it look and smell clean? Are residents' shared living areas comfortably furnished and nicely decorated?
- 2) How do the nurse's aides treat the residents?
- 3) Is the environment one of caring and nurturing? Or does it seem impersonal?

- 4) Are residents who need attention getting it?
- 5) Are residents nicely dressed and well-groomed?
- 6) How up-to-date is the facility? Are fixtures old and worn-out?
- 7) Are there handrails in the hallways and grab bars in the bathrooms?
- 8) Are wheelchair residents able to be accommodated in the dining room?
- 9) Does the food look appetizing?
- 10) Is there any place for the residents to enjoy the outdoors? A garden? A gazebo?