

## Nursing Home Checklist<sup>1</sup>

Name of nursing home: \_\_\_\_\_

Owner of nursing home: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Date of visit: \_\_\_\_\_

Name of the nursing home employee providing information, title & direct contact information

\_\_\_\_\_

### Basic Information

	Yes	No	Notes
Is the nursing home Medicare certified?			
Is the nursing home Medicaid certified?			
<b>Note:</b> "Certified" means the nursing home passed an inspection conducted by a state government agency. Medicare only covers care from nursing homes that are certified.			
Are the nursing home and current administrator licensed in my state?			
Does the nursing home have a bed available?			
Is there a waiting list? If so, how long do they estimate it will take to be admitted?			
Does the nursing home offer specialized services, like in-house therapy/rehabilitation services, a special care unit for a resident with dementia or ventilator care?			
Is the nursing home located close enough for friends and family to visit?			
Are there policies or rules residents must follow? Are residents given a written copy of these policies or rules?			

<sup>1</sup> Reprinted in part from a publication of the Centers for Medicare and Medicaid Services.

	Yes	No	Notes
Does the nursing home disclose in writing about their services, charges, and fees before move-in <b>Note:</b> Medicare- and/or Medicaid certified nursing homes must tell you this information in writing. Get a copy of the fee schedule to find out which services are available, which are included in your monthly fee, and which services cost extra. Then, compare nursing home costs.			
Is there information prominently displayed about the Long Term Care Ombudsman that serves that facility and how to contact the Ombudsman? [The Ombudsman acts as an advocate for residents of nursing homes, personal care and family care homes. Ombudsmen work to resolve problems and issues of individual residents by working directly with them and their family members.]			

## Safety & Care

Have you checked the nursing home's star ratings on Medicare.gov? <b><a href="https://www.medicare.gov/care-compare/?providerType=NursingHome">https://www.medicare.gov/care-compare/?providerType=NursingHome</a></b>			
Is the nursing home taking action to improve quality or staffing as needed?			
Can residents still see their personal doctors? If needed, does the facility help arrange transportation for this purpose?			
Does the nursing home have an arrangement with a nearby hospital?			
Are care plan meetings held with residents and family members at times that are convenient and flexible whenever possible?			

Does the nursing home's inspection report show quality of care problems or other citations (failure to meet one or more state or federal requirements)? <b>Note:</b> The nursing home must have the report of the most recent state or federal survey of the facility available for you to look at. These reports tell you how well the nursing home meets federal health and safety regulations. Reports can also be found on most state survey agency websites and Medicare.gov.			
Has the nursing home corrected all citations on its last state inspection report?			

### Preventing Abuse

	Yes	No	Notes
Does the relationship between staff and residents appear to be warm, polite, and respectful?			
Does the nursing home check to make sure they don't hire staff members with a finding or history of abuse, neglect or mistreatment of residents in the state nurse aid registry?			
Does the nursing home have policies and procedures on prohibiting and reporting abuse and neglect?			
Is the nursing home taking action to keep residents safe from abuse, neglect, mistreatment, or exploitation?			
Is there information about how to report concerns about the care and safety of residents			
Is there information about how the facility responds to concerns that are reported?			
Has the nursing home been cited for issues related to abuse in the last year or two? <b>Note:</b> Nursing homes cited for abuse will have the following icon next to their name on Medicare.gov			

<a href="https://www.medicare.gov/care-compare/?providerType=NursingHome">https://www.medicare.gov/care-compare/?providerType=NursingHome</a>			
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### Nursing Home Appearance

	Yes	No	Notes
Are residents clean, well groomed, and appropriately dressed for the season or time of day?			
Is the nursing home free from overwhelming unpleasant odors?			
Does the nursing home appear clean and well kept?			
Is the temperature in the nursing home comfortable for residents?			
Does the nursing home have good lighting?			
Are the noise levels in the dining room and other common areas comfortable?			

### Nursing Home Living Spaces

	Yes	No	Notes
Is the furniture sturdy, yet comfortable and attractive?			
Are exits clearly marked?			
Are there quiet areas where residents can visit with friends and family?			
Does the nursing home have smoke detectors and sprinklers?			
Are all common areas, resident rooms, and doorways designed for wheelchairs?			
Are handrails and grab bars appropriately placed in the hallways and bathrooms and are the hallways free from obstructions?			
Are elevators available for those unable to use stairways and handrails to aid in walking?			

## Menus & Food

	Yes	No	Notes
Do residents have a choice of food items at each meal? Do they serve foods you like?			
Can the nursing home provide for special dietary needs (like low-salt or no-sugar added diets)?			
Are nutritious snacks available?			
Does the staff help residents eat and drink at mealtimes, if needed?			

## Staff

	Yes	No	Notes
Do staff knock on the door before entering a resident's room?			
Do staff refer to residents by name?			
Does the nursing home offer a training and continuing education program for all staff?			
Does the nursing home disclose the name of the Medical Director and how often s/he is present at the nursing home?			
Is there licensed nursing staff 24 hours a day, including a Registered Nurse (RN) present at least 8 hours per day, 7 days a week?			
Do Certified Nurse Aides (CNAs) help plan the care of residents?			
How many nurses, including CNAs, are present during the day, at night, and on weekends? <b>Note:</b> The nursing home is required to post this information.			
Is there a person on staff assigned to meet residents' social service needs, and meet with them?			
Will staff call my doctor for the resident if there is a medical need?			
Has there been a turnover in administrative staff, like the			

administrator or director of nursing, in the past year?			
Is the resident's primary language spoken by staff? If not, is an interpreter available or another system in place to the resident communicate with staff?			

### Residents' Rooms

	Yes	No	Notes
Can residents have personal belongings and furniture in their rooms?			
Does each resident have storage space (closet and drawers) in their room?			
Does each resident have a window in their bedroom?			
Do residents have access to internet, a computer, a personal phone, and television? How is billing for these services handled?			
Do residents have a choice of roommates?			
Are there policies and procedures to protect residents' possessions, including lockable cabinets and closets?			

### Activities

	Yes	No	Notes
Is there an Activity Calendar posted?			
Can residents, including those who are unable to leave their rooms, choose to take part in a variety of activities?			
Do residents help plan or choose the activities that are available?			
Does the nursing home have outdoor areas for resident use?			
Is staff available to help residents go outside?			

Does the nursing home have an active volunteer program?			
Can residents choose what time to get up, go to sleep, or bathe?			
Can residents have visitors at any time – even early or late hours?			
Are residents able to leave the facility for a few hours or days if they choose to do so? Are there procedures for leaving?			
Does the nursing home offer the religious or cultural support residents need? If not, what type of arrangements will they provide?			

### Caring For Residents With Dementia

	Yes	No	Notes
Does the nursing home have specific policies and procedures related to the care of residents with dementia?			
If so, does the policy include the use of nonmedication based approaches to care as a first attempt to respond to behavioral symptoms (which are often a means of communication) for residents living with dementia?			
What percentage of residents who have a diagnosis of dementia are currently being prescribed an antipsychotic medication?			
What's the nursing home's current rate of antipsychotic medication use?			
Does the nursing home participate in any efforts related to reducing antipsychotic medication use in nursing homes (like the National Partnership to Improve Dementia Care)?			

## Moving In, Contracts & Finances

	Yes	No	Notes
What's involved with the moving in/out process? How is the initial needs assessment done?			
Does assessment process include the resident, family, facility staff, along with the physician?			
Is there a written plan for the care of each resident? Is there an ongoing process for assessing a resident's need for services and how often are those needs evaluated?			
Is a contractual agreement available that clearly discloses healthcare, accommodations, personal care and supportive services, all fees, and admission and discharge provisions?			
What type of insurance is required/accepted? Medicare/Medicaid/Medigap/Long-term care/Private?			
What are the specific costs for various levels of care including skilled/unskilled beds?			
What additional services and staff are available if the resident's needs change?			
When may a contract be terminated and what are the policies for refunds and transfers? Is there an appeals process for dissatisfied residents?			
What happens if funds are depleted and full payments can no longer be made?			
Is a 3 <sup>rd</sup> party guarantor required? Note: 42 C.F.R. § 483.15(a)(3) The facility must not request or require a third party guarantee of payment to the facility as a condition of admission or expedited admission, or continued stay in the facility. However, the facility may request and			



require a resident representative who has legal access to a resident's income or resources available to pay for facility care to sign a contract, without incurring personal financial liability, to provide facility payment from the resident's income or resources.			
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**POST THIS under Self-Help Forms in Planning Ahead and Elder Law**