

Choosing the Right Home Health Care Provider

A Guide for Families



Overwhelming. That's how it can feel when you or a loved one needs help at home and you're not sure where to turn. You want the best care, but where do you start? How do you know who to choose? It's all new to you.

Or maybe you already have an aide to help with personal care and household tasks but you're disappointed in the level of care. You don't feel a connection with the aide. She's called out a lot, forcing your son to take off from work because there's no one to cover. You have a hard time reaching the provider when you have an important question or need assistance, especially after hours.

On the surface, so many of the providers look the same. They all seem to say the same thing. So how do you know which one is reputable, responsive, and reliable? It can be confusing, so we're here to simplify the process by giving you the tools and resources you need to evaluate your choices.

Let's get started.

First, are you eligible for personal and household support services through state waivers?

If you're 21 or older and have both Medicare and Medicaid, or receive long-term supports through Medicaid because you need help with everyday personal tasks, you'll be covered by Community HealthChoices (CHC) in Pennsylvania starting in 2019.

Under the CHC program, you may choose from three different insurance plans:

- PA Health & Wellness
- Keystone First
- UPMC Community HealthChoices

Each plan has a list of approved home health care providers. You may select the provider of your choice.

Now, what should you consider when choosing a home health care provider? Let's take a look.

10 Things To Consider

When Choosing A Home Health Care Provider

- 1 The best-matched aides**

Finding an aide shouldn't be simply based on who's available to work when you need them. Matching the right aide to your needs, interests, and personality is what helps ensure the best fit and care experience.
- 2 High-quality care**

High-quality care is essential to keeping you safe and well at home. But, how do you know if a provider's care is high quality? Ask about the training they offer their aides—at hiring and then ongoing.
- 3 Clinical supervision**

Although personal and household support services are non-medical, it's important that a registered nurse manager oversees your care plan and caregiving team. This clinical oversight helps ensure that the care is always safe and appropriate. They can also identify if additional services are needed.
- 4 Reputation and stability**

You'll find reputable providers that have been proudly serving the Philadelphia area for many years. Unfortunately, you'll also find many "here today, gone tomorrow" agencies that are just looking for a quick business opportunity. Some ideas: Check references, the Better Business Bureau, and reviews online to see what others are saying.
- 5 Expertise in state waiver benefits**

Navigating health benefits can be confusing, so choose a provider that has expertise in helping clients take advantage of all the benefits they are entitled to.
- 6 'Round-the-clock availability**

Questions and concerns don't just happen between 9am and 5pm. Look for a provider that has someone at the office that's reachable to you 24/7.
- 7 Strict hiring standards**

When you let someone into your home, you want to be sure they are trustworthy and qualified. Look for a provider that performs background and reference checks as well as competency evaluations and testing as part of their hiring process.
- 8 Aides who love what they do**

Caring for someone in need comes from a passion for helping others. Or, at least it should. Aides who find reward in their work and feel valued by their employer are more likely to give the best, most reliable care.
- 9 Responsive office team**

Whether you choose a national organization or a "mom and pop" provider, you'll want to be sure that there's a team of professionals to help you with scheduling, benefits, and other customer service needs.
- 10 Comprehensive service provider**

Some providers specialize only in personal and household support services, while others also offer a range of care services including nursing and short-term therapy. A comprehensive service provider can easily add the appropriate care services if your needs change over time. That way, if you don't want to change providers, you won't have to.

Now, let us help you make a confident choice.

Make a Confident Choice

Use this checklist to evaluate home health care providers so you can feel confident in choosing the one that's right for you or your loved one.

	BAYADA	Other	Other
Home health aides			
• Carefully matched to clients' needs, interests, and personality	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Experienced and fully vetted	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Receive initial and ongoing training	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Backed by a support team	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Offered benefits, recognition, rewards, and scholarships	✓	<input type="checkbox"/>	<input type="checkbox"/>
Reliability			
• Long-standing stability in the Philadelphia area	✓	<input type="checkbox"/>	<input type="checkbox"/>
• A large staff of home health aides who can cover shifts in the event of an emergency	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Timely start of care	✓	<input type="checkbox"/>	<input type="checkbox"/>
• After-hours access for questions and concerns	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Comprehensive services provider, so if needs change, additional care services can be integrated	✓	<input type="checkbox"/>	<input type="checkbox"/>
Clinical oversight / supervision			
• A registered nurse manager:			
◦ Assesses the client's needs and creates a plan of care	✓	<input type="checkbox"/>	<input type="checkbox"/>
◦ Manages the care plan and makes necessary changes	✓	<input type="checkbox"/>	<input type="checkbox"/>
◦ Oversees the care team and makes supervisory visits	✓	<input type="checkbox"/>	<input type="checkbox"/>
Hiring and training standards			
• Personal interviews	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Reference and background checks	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Competency evaluation and testing	✓	<input type="checkbox"/>	<input type="checkbox"/>
• In-depth and ongoing training for aides	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Dementia-specific training for aides	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Family and friend training to be a caregiver	✓	<input type="checkbox"/>	<input type="checkbox"/>
Customer service			
• 24/7 availability for questions and concerns	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Responsive office team available to serve client and support aide	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Expertise in navigating state waiver programs	✓	<input type="checkbox"/>	<input type="checkbox"/>
• Assist clients in accessing all the benefits they are entitled to	✓	<input type="checkbox"/>	<input type="checkbox"/>

The BAYADA Difference

Since 1975, BAYADA has been bringing high-quality, compassionate home health care to thousands of seniors and families throughout our communities. Today, we are the largest provider of home health care services in the region, yet our mission remains the same: helping people have a safe home life with comfort, independence, and dignity.

Our clients are our purpose

From help with getting dressed and cooking meals, to assisting those with dementia, BAYADA carefully matches your loved one's condition, interests, and personality with an aide whose passion is to serve their needs and keep your loved one flourishing. You can feel confident in choosing BAYADA because:

- Our aides receive 40 hours of training and an annual skills assessment
- A registered nurse manager develops personalized care plans and supervises the caregiving team
- We are available 24/7 for questions and assistance
- We have expertise in state waiver benefits
- Our aides are valued—we offer benefits, reward and recognition programs, scholarships, and more
- Thanks to employees' reviews, we have earned Glassdoor's Best Places to Work award for 2018 and 2019—our employees love what they do!



BAYADA has been part of Philadelphia's communities for more than 43 years

When the best care matters, it matters who you choose. Discover the difference with BAYADA.

BAYADA IS A COMMUNITY HEALTHCHOICES PROVIDER

Call **267-338-4787**

Visit [bayada.com/careguide](https://www.bayada.com/careguide)



WE LOVE WHAT WE DO