

HOW TO CHOOSE A HOME HEALTH or HOSPICE
BY: Melissa Jeremiah, RN
Director of Hoosier Uplands Home Health and Hospice

If you or a loved one are in need of Home Health or Hospice services it is good to know the answers to the following questions, before selecting the agency that will provide your care. You may be able to find some of this information by visiting the agencies website:

How long has this agency been serving my community?

What type of reputation does this agency have in my community?

What is this agencies client satisfaction rating?

Is this agency licensed and/or certified? Answers to this question may include:
Indiana State Department of Health (ISDH) licensure, meaning they are a state licensed Home Health Care and/or Hospice, in good standing with the ISDH
Medicare certification, meaning they can accept medicare patients
Medicaid certification, meaning they can accept medicaid patients

Is this agency accredited?

Answering yes to this question shows that an agency voluntarily goes above and beyond the requirements set by state and federal regulations, and that the agency has met the highest standards of excellence in Home Health and Hospice.

Home Health Care & Hospice accreditation agencies include:

Community Health & Accreditation Program (CHAP)

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

Is this agency a member of any State or National Trade Associations?

Answers to this question may include:

Indiana Association of Home & Hospice Care (IAHHC)

National Association of Home & Hospice Care (NAHC)

Indiana Hospice & Palliative Care Organization (IHPCO)

National Hospice & Palliative Care Organization (NHPCO)

How does this agency screen potential employees? Answers to this question may include:
Reference checks, criminal history checks, Office of the Inspector General (OIG) checks, professional licensure verification and Home Health Aide/Certified Nurse Aide registry checks.

Does this Home Health participate in the Home Health Quality initiative?

This shows that the Home Health is actively participating in an initiative to improve the quality of care provided by their agency. If the Home Health participates you can also inquire to if they have received any awards for the improvement they have shown.