

Home Services Agency Comparison Worksheet

The Illinois Legislature passed the Illinois Home Health, Home Services and Home Nursing Agency Licensing Act into law in 2005. As a result, the Illinois Department of Public Health requires ALL home health, home services and home nursing agencies be licensed! Trying to secure a reputable agency to care for your loved can be an overwhelming task. We provide this worksheet to potential clients and families to help them navigate the selection process and make an informed decision.

Interview Questions	Abiding Care 847.698.1400	Agency: Phone:	Agency: Phone:
Type of Agency (Full Service or Placement)	Full Service Agency		
Licensed by IL Department of Public Health?	Home Services, #3000237 Home Nursing, #4000140		
How long has this office been in business?	Over 31 years, independent agency		
What are credentials, background & experience of the agency owner?	Founded by a Registered Nurse, family owned agency		
Who supervises the caregivers? What are their credentials?	Nursing Supervisors Registered Nurses		
What are the credentials of the caregivers?	Hourly caregivers are Certified Nursing Assistants, Nurse Aids, Patient Care Techs, and companions		
What skills do the caregivers have?	Assistance with activities of daily living, Alzheimer's, Parkinson's, Ortho, Stroke, Hospice, Patient Centered Care		
How does the agency assess the capabilities of the caregiver?	8 hour orientation prior to scheduling & skills assessed by the Nursing Supervisors		
Is there an evaluation of the quality of care and service? How often?	Yes, the Assessment Nurse revisits our clients every 45 days. We also provide in a third party quality management		

This worksheet compliments of:

A-Abiding CARE, Inc.

233 N Northwest Highway, Park Ridge, IL 60068

847-698-1400 or www.abidingcare.com



	program on a monthly basis.		
Are the caregivers authorized to work in the United States?	Yes and they are employees of Abiding Care.		
Who does the assessment and care plans? What are their credentials? Is the assessment done in person or over the phone?	An Assessment Nurse, who is a Registered Nurse, conducts the assessment in person, preferably in the client's residence.		
Do the caregivers complete any type of documentation?	Yes, the caregivers complete daily nursing notes and time slips.		
Does the agency allow you to interview caregivers? Is there a charge to interview?	Yes, we will present 1-2 appropriate caregivers based on the skills needed and schedule requested. There is no charge to interview.		
Do I sign a service agreement or contract?	Yes, the service agreement outlines the scope of services and responsibilities.		
Who answers your phone after hours? The agency or a service?	Our own oncall scheduling specialists answer the telephone after hours & weekends.		
Insurance	Professional, general liability and workers compensation.		
Explain your interview process, references, fingerprinting, background checks, drug screening, etc.	Onsite application process, HR interview, 6 references, Health Care Worker Registry, US Work Authorization, Criminal Background/Fingerprinting, Drug Screening and DMV history.		
Special Awards/Recognition	Recognized by Home Care Pulse, Best of Home Care, and Provider of Choice & Employer Choice in 2013 and 2014.		
Rates	Our rates are competitive compared to full service agencies providing clinical supervision and oversight.		