



Five Questions To Ask When Choosing A Home Care Agency



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Liberty Corner

Dear Readers:

There can be no more of an intimate setting than providing care for an individual in his or her home. In our area, we are fortunate enough to be provided with several choices when it comes to choosing an Agency that will provide home health-care to ourselves or our loved ones. However, I encourage everyone to be diligent in their choices and to not hesitate to ask the representatives of these Agencies the questions set forth below. These questions will lead to intelligent discussions about the type and quality of the Agency and the services it provides. In an industry with very low barriers to entry, it is imperative for you, the consumer, to educate yourself and ensure that you are choosing a reputable provider.

Question #1

Are your caregivers certified in the State of New Jersey?

Unless the request for services is strictly companionship (*i.e.* meal preparation and conversation), the caregiver is to have no contact with the client in the State of New Jersey without the caregiver having the designated Certified Home Health Aide licensure in the State of NJ. Further, a recipient of the Agency's services is encouraged to ask the caregiver to see proof of their original license (the caregiver should carry it on them at all times during the workday just like a driver's license).

Question #2

Does the Agency have a Healthcare Service Firm License?

All Agencies are required to have this licensure in order to provide any type of homecare service in the State of New Jersey and employ a Registered Nurse in a supervisory role.

Question #3

Is the Agency fully licensed, insured and bonded?

In order to mitigate the consumer's liability, the Agency should have proper coverage to address any issue that may arise.

Question #4

Does the Agency conduct criminal background checks on its employees?

In order for a caregiver to maintain his or her Certified

Home Health Aide licensure in the State of New Jersey, a background check is conducted every two years by the New Jersey Board of Nursing upon renewal; however, a background check conducted by the Agency themselves at the time the caregiver joins the organization and every year thereafter, is an additional measure of quality assurance.

Question #5

Is the Agency accredited?

Many consumers are not even aware that a home care Agency can be accredited. The four Accrediting bodies in the State of New Jersey are:

- CAHC (Commission on Accreditation for Home Care).
- JCAHO (Joint Commission on the Accreditation of Healthcare Organizations).
- CHAP (Community Health Accreditation Program) and
- NAHC (National Association for Home Care and Hospice).

While accreditation is not required of an Agency, a governing body can provide an additional measure of quality assurance that protects the consumer and the Agency's reputation.

Choosing a Home Care Agency can be a challenging decision. These questions should always be asked but not limited to any other pertinent information you need to obtain to make an informed decision. The good news is you have choices, but please always ensure you choose a reputable and trustworthy Agency that complies with the above referenced.



"Providing unsurpassed healthcare with a personal touch"

Homecare Services Available:

Certified Home Health Aides • Companions • Live-In Skilled Nursing Assessments • Private Duty

Liberty Caregiver's Offer:

Assistance for Daily Living • Bathing Assistance

Meal Preparation • Grocery Shopping

Doctor Visits/Errands

Daily Mental and Physical Assessments • Dental Care

Bed/Wheelchair Transfers

Light Housekeeping • Laundry & Linen Change

Medication Reminders

Demonstrates Competencies to Provide Care to Patients of All Ages

Respects the Rights, Privacy and Property of Others at All Times

Consistently Complies with Standards for Attendance, Absence, Privacy and Punctuality

Liberty Healthcare Services accepts many forms of payment for their services:
Private Payments • Medicaid • Long-Term Care Insurance
Jersey Assistance for Community Caregiving (JACC)
Caregiver Assistance Program (CAP) • HMO's • Veteran's Benefits

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Regards,

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Liberty Healthcare Services is a home care agency that has 5 offices serving all of New Jersey. Further information can be found on our website www.libertyhealthnj.com or by calling 1-866-540-1547.

Liberty believes that the caregiver and client are the backbone of any homecare organization. We are here to assist our communities in providing quality care and a great place to work. As a community resource, we will constantly pursue the enhancement of our services and determine ways to continue to provide unsurpassed healthcare with a personal touch.

About Liberty Healthcare . . . Owned by Kevin Zepp, he brings an extensive healthcare background to Liberty and continues to bring unsurpassed healthcare to the surrounding communities. Established in 2002, Liberty Healthcare Services was founded on the premise of providing a refreshing alternative in the home healthcare industry by creating an environment where the client and caregiver are treated with courtesy, compassion and consideration. Liberty Healthcare Services' goal is to create and provide a personalized hands-on approach to every aspect of running a traditional homecare agency. Kevin is involved in every facet of the organization while serving as Liberty's President.

