



HOW TO SOLVE PROBLEMS WITH THE HOME CARE WORKER YOU HIRED

Despite carefully selecting and screening a home care worker, issues can arise. If so, there are steps you can take to solve these problems. Below are some tips and resources to consider.

Communication Tips

- **Ask open-ended questions**
These are questions that cannot be answered with “yes” or “no.” These questions build rapport and help you get information.
- **Listen**
Restate in your own words what your home worker has said. It shows that you are truly listening and trying to understand the other person.
- **Say “we” whenever possible**
By saying “we,” this sends a message that you want to work with the home care worker to ensure quality care.
- **Write down any problems or incidents that occur**
Be sure to include the date, time, person(s) involvement and what action(s) were taken following the incident.

Steps You Can Take to Solve a Problem

Speaking Directly with Your Worker

- Gather the facts about the issue.
- Provide feedback as soon as possible.
- Be clear about what the concern is.
- Talk about the work, not the worker.
- Express confidence that the problem can be resolved.
- Ask a family member, friend or other person you respect to be part of the conversation if you need support.
- Keep a record of all conversations.

Other Avenues to Pursue

- Care/case managers Care or case managers assist consumers in getting the care and services they need and can help resolve a problem. To get a list of private geriatric care managers, go to www.caremanager.org or call 520-881-8008. If Medicaid or a state-funded program pays for your services, you will most likely have an assigned case manager.
- Long-Term Care Ombudsman Program Ombudsmen work to resolve complaints on behalf of long-term care residents; they can answer questions, give suggestions, offer assistance and support, or address issues you may have. In some states, ombudsmen also serve home care consumers. Contact your State Long-Term Care Ombudsman Program to find out if your ombudsman program provides home care advocacy. To locate the ombudsman program in your state, go to http://theconsumervoice.org/get_help.
- Finding a different worker
Remember, you do have the option of changing workers and hiring someone new if all other options fail.

No matter what, be persistent and don't give up!

Additional Resources

- For more in-depth information on these and other related topics, see the *Piecing Together Quality Long-Term Care Guide* produced by the Consumer Voice <http://theconsumervoice.org/product/piecing-together-quality-long-term-care-a-consumers-guide-to-choices-and-advocacy>.



For more information and resources on getting quality care
go to, www.theconsumervoice.org

National Consumer Voice for Quality Long-Term Care (formerly NCCNHR) is a nonprofit organization founded in 1975 by Elma L. Holder to protect the rights, safety and dignity of American's long-term care residents.

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