



What is Quality Home Care?

While the definition of good care will vary from person to person, there are basic elements that make up quality home care. This fact sheet gives you a roadmap, presented by topic, for what quality care at home should look like.

Health status (physical health and well-being)

- Your health is stable or improved.
- You are injury-free, i.e. have no falls or burns.
- You are not experiencing unexplained or inappropriate weight loss or gain.
- You are free of pressure ulcers.
- You are managing your medications effectively.
- You have identified and created a plan for reaching your personal health goals, whether it's walking to your mailbox, walking around the block, or attending your granddaughter's wedding.

Daily activities and tasks

- Your ability to do activities such as dressing, walking, eating and/or bathing have stayed the same or improved.

Personal care and assistance

- You receive the proper type and amount of help to get through the day and do the things you want.

Freedom from abuse, neglect, injury

- You live in an environment that is free of abuse, neglect, or injury.

Choice and control

- You participate in and partner with your home health agency in planning your care/services/supports.
- You choose what services and supports you get and when and how they are provided.
- You and your family members direct and manage your services to the extent that you want.
- You make your own decisions about care/services/treatment and other aspects of your life that are important to you.
- Your family members and/or friends are involved in planning, deciding about and directing your care/services to the extent that you want.

Direct care workers

- You and your direct care worker work together to plan how your care and services will meet your preferences, needs, and goals.
- Your direct care worker arrives on time.
- Your direct care worker is sensitive to your cultural/ ethnic background.
- Your direct care worker shows you respect.
- Your direct care worker is the same most of the time (consistency).

Community involvement

- You participate in everyday community activities to the degree you want (activities, events).

Relationships

- You receive adequate support to engage with family, friends and neighbors as you wish.

If you feel you aren't getting quality care in your home, you can do the following:

- Discuss your concern with your worker, home care supervisor, care manager/coordinator, a trusted family member who may speak on your behalf, a long-term care ombudsman or another consumer advocate. You can find contact information for your local ombudsman by calling the Consumer Voice at 202-332-2275 or toll free at (866) 992-3668 or visiting <http://www.ltombudsman.org/ombudsman> and clicking on your state.
- Call your home health agency and ask to speak to an administrator.
- Contact your local Area Agency on Aging (AAA) and ask where you can turn for help. AAAs provide older adults and their caregivers with long-term care choices, consumer protection and education so they can achieve the highest possible quality of life. To find your local AAA, call 202-872-0888 or visit <http://www.n4a.org/about-n4a/?fa=aaa-title-VI>
- If Medicare is providing the money for your care, the state regulatory agency and the state's Medicare Quality Improvement Organization (QIO) both accept complaints about the quality of services.
 - The state regulatory agency inspects and monitors care providers to make sure they comply with regulations. You can find contact information for your state regulatory agency by calling the Consumer Voice at 202-332-2275 or toll free at (866) 992-3668 or visiting <http://www.ltombudsman.org/ombudsman> and clicking on your state.
 - QIOs look into the quality of medical care a person is receiving. Contact information for the state QIO can be found here: <http://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic%2FPage%2FQnetTier2&cid=1144767874793>