

Selecting a Nursing Home: Post-Pandemic Considerations

1

GENERAL

- Does the home have a license from the New York State (NYS) Department of Health (DOH)?
- Is there a comfortable lounge for residents to chat, relax, watch TV?
- Has the home corrected all deficiencies on the latest NYS survey?
- Is the home clean, orderly, and well-maintained?
- Is the administrator licensed by NYS?
- Are the Residents' Rights clearly posted?
- Are visiting hours convenient for both residents and visitors?
- How does COVID impact visitation?
- Is there an outdoor area for safe access to fresh air, sun, gardens?

2

NURSING, MEDICAL, AND PHARMACY

- Is nursing staff adequate to meet residents' needs?
- Is there a physician on staff and on site?
- Are dental services provided?
- Are special services such as rehab therapy, OT, and therapeutic diets available?
- Are residents and families involved in care planning?
- Does a qualified pharmacist monitor each resident's drug therapy?
- Do residents receive preventive vaccinations such as COVID, flu, and RSV if interested?

3

DINING SERVICES

- Do residents have a choice at every meal?
- Does the food look and smell appetizing?
- Are snacks available upon request?
- Are the dining rooms attractive and comfortable?
- Do residents that need help with eating get it?
- Are there special meals for therapeutic dietary needs?

4

ATTITUDES AND ATMOSPHERE

- Is the atmosphere warm, pleasant, and cheerful?
- Are staff members respectful, happy, and enthusiastic?
- Do residents look well groomed?
- Can residents choose clothes to wear, how to decorate their rooms, have favorite objects?
- Do residents, volunteers, and visitors talk favorably?
- Does the home perform background checks on new staff?

5

SOCIAL WORK AND ENGAGEMENT

- Are social workers available to meet with families?
- Are a variety of intellectual, cultural, and social activities offered?
- Do residents have opportunity to attend religious services and talk with clergy?
- Does the home have an active volunteer program?
- Are emergency call buttons available by all beds and in bathrooms?
- How does being COVID positive impact activity participation?

6

FINANCIAL AND ADMISSIONS PROCESS

- Is the home certified to participate in Medicare and Medicaid programs?
- What services are included in the basic rate?
- Are residents positive for COVID accepted for admission in rehab and LTC?
- What are the quarantine requirements associated with a COVID positive admission?
- Does the contract between the resident and the home clearly state costs, date of admission, services to be provided, and transfer conditions?