Suggested Questions for Home Nursing Agencies

Agency: __________________________________  Appointment date/time: ______________________

Agency philosophy
What is your company’s philosophy in providing nursing care for children and families at home?
What would you say your agency does really well? What are your challenges?
What background checks do you do when you hire nurses?

Experience with children
What percent of your clients are children (ages infant to 21)?
How do you train your nurses for: Pediatrics? Trach care? Ventilator care and operation?

Nursing staff dependability
Generally, how well are you able to staff for the area in which I live?
How do you handle sick calls, any back-up nurses? How am I notified?
How far out do you schedule nurses, weekly, monthly? Do you try to continually fill unstaffed shifts?
What happens to my staffing if a nurse quits or goes on vacation? How far in advance will I be notified of a nurse’s vacation?

Access for phone calls/questions
Who do I call if I have problems, such as a nurse who needs more training, replacing a nurse, etc? What are your call center’s hours?

House rules match
These are my house rules: (e.g., male nurses OK?, shoes off at the door, nonsmokers? smokers? etc.)

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5. 6.