

## Evaluate Private Healthcare Providers

Hiring someone to provide services? Use this checklist to assess the reliability of the agency.

Criteria	Notes on the specific agency
<p><b>Accreditation</b> Is the agency accredited? A company that has accreditation has been through a recognized evaluation, (e.g., through the Canadian Council on Health Services Accreditation). (1)</p>	
<p><b>Suitability</b> Does the provider have the type of service that you require now <u>and</u> in the future? Do they offer the service during the hours that you require? Is the waiting period acceptable? Are the costs affordable?</p>	
<p><b>Reputation</b> How do others describe this service provider? (Ask the agency to provide references from other clients.)</p>	
<p><b>Staff</b> What type of staff does the agency provide? (RN, LPN, home healthcare aide, home maker, companion, others) Are staff insured and bonded? Are staff members adequately trained? Do staff have a criminal record check? Does the agency attempt to provide consistent staff members? Does the agency have back-up protocol if a staff member fails to show for work?</p>	
<p><b>Eligibility requirements</b> Does the agency have any criteria that might exclude your parent from receiving services?</p>	
<p><b>Other criteria that are unique to your situation.</b></p>	

### (1) Accreditation Canada

Health care accreditation is an ongoing process of assessing health care and social services organizations against standards of excellence to identify what is being done well and what needs to be improved. <https://accreditation.ca/patients-families/>

Updated 2020

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Source: Maureen Osis, Judy Worrell, & Dianne McDermid. *Your Aging Parents: How to Prepare. How to Cope.* 2<sup>nd</sup> ed. 2010. ElderWise Publishing. <https://youragingparents.ca>

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