

Post-Hospital Rehabilitation Care Center Checklist

2 = Excellent 1 = Acceptable 0 = Unacceptable			
MacIntosh Community	Other Center	Other Center	Questions to Ask
			Rehabilitation and Therapy Services
			Physical, occupational and speech therapy
			Therapy available 7 days a week
			Full-time licensed therapists and therapy assistants
			In-house (employed by the center) therapists
			Experience with your specific condition (cardiac , stroke, joint replacement, etc.)
			Therapy assistive devices specific to individual needs
			Therapy geared toward the needs and tolerance of each individual
			Home exercise program (if necessary) created prior to discharge
			Plan of Care Development and Communication
			Patient and family included in the planning process
			Individual, personalized assessment that takes into account patient needs and preferences
			Therapy geared toward each patient's individual needs as noted in the assessment
			Patients treated with respect and compassion
			Interdisciplinary team works together to plan the patient's rehabilitation program
			Staff performs a home assessment, if needed, to prepare for discharge
			Family update meetings held throughout the patient's stay
			Patient and family receive Care Needs teaching and training
			Patient and family receive medication teaching and training
			Transportation to medical facilities for additional medical services
			Discharge planning services
			Medical Services
			Care directed by a physician
			Care guided by a nurse practitioner
			Registered nurses on staff around the clock
			Optimal nursing staff-to-patient ratio for each shift
			Medication dispensed in a timely manner
			Electronic charting of patient care provided to increase efficiency and prevent errors
			Specific personnel dedicated to wound care

			Clinical programs available specific to individual needs (e.g. orthopedic care, wound or surgical site healing, respiratory care, IV care, nutritional support, restorative nursing)
			Ancillary services (e.g., pharmacy, laboratory, X-ray, podiatry, dental, optometry, psychological, case management) available
			Demonstrated Results
			No or minor deficiencies on annual survey.
			Medicare CMS Star Rating
			Satisfactory customer service ratings and reviews on various directory sites
			Atmosphere, Appearance and Amenities
			Staff friendliness
			Attractively furnished and comfortable common areas
			Clean, fresh-smelling and comfortable rooms
			Patients are well groomed and neatly dressed
			Selective room options—private, semi-private
			Private phone, TV and cable at no additional charge
			Beauty and barbershop services
			Personal laundry services
			Well-maintained grounds with accessible outdoor spaces
			Meal and Dining Service
			Selective menus or alternate meal selections available
			Special dietary needs or preferences
			Option of meals served in dining room or patient rooms
			Customized meals based on medical needs
			Snacks available
			TOTAL
Tour Guide Name:			
Contact Phone Number:			
Additional Notes:			