

# **Private Duty Compare: Choosing A Professional Agency**

There are many Private-Duty Home Care Agencies. **Private Duty Compare** allows you to determine the agency best suited to care for your loved one based on professional, quality standards for the Private Duty Industry.

## **Care Coordination**

1. Initial Assessment is conducted by an experienced licensed professional (Skilled Nurse or Licensed Social Worker).
  - a. *Martha's Hands Nurse Care Manager Model employs 12 skilled nurses, with over 250 years of nursing experience, to conduct Initial Nursing Assessments prior to starting care. During the assessment, our Nurse Care Manager determines the client's needs and coordinates care expectations with client, family and the client's health care professionals. Martha's Hands partners with Licensed Clinical Social Workers to assist with more complex case management situations.*
2. Service Plan is created and updated by a licensed professional.
  - a. *Martha's Hands Nurse Care Manager develops a customized Service Plan with regular, clinical updates.*

## **Care Oversight**

1. Caregivers selected based on their matching skills with the client's needs.
  - a. *Martha's Hands utilizes computerized matching system to select caregivers for clients based on a skill identification program to find a right fit. If the client is unsatisfied with a caregiver, Martha's Hands has over 300 caregivers to find a successful match.*
2. Caregivers receive in-person orientations with the client.
  - a. *Martha's Hands Care Managers conduct in-person orientations with each new caregiver to a client.*
3. Agency employees are available 24/7 to resolve any issues or questions.
  - a. *Martha's Hands Staffing Team Member answers our phone 24/7 to resolve most issues. For clinical issues, they will forward your concern to our Nurse Care Manager, who also is on-call 24/7.*
4. Licensed professional conducts regular supervisory visits.
  - a. *Martha's Hands Nurse Care Manager conducts monthly visits to ensure proper care is being provided and determine if there are changes in client's condition and changes necessary for their service plan.*

## **Caregiver Hiring/Training**

1. Agency conducts multiple screenings to review a caregiver's background.
  - a. *Martha's Hands utilizes five background screening tools for potential caregivers: Family Care Safety Registry, On-Line National Background Check, OIG Screening, SAM Screening and E-verify.*
2. Caregivers must have verifiable caregiving experience and personal references.
  - a. *Martha's Hands verifies at least two years of caregiving experience and two personal reference checks.*
3. Caregivers must pass written and caregiver competency tests.
  - a. *Martha's Hands caregivers must pass a written skills test and complete a four-hour caregiver competency class that evaluates their hands-on skills and knowledge of common care situations.*
4. Multiple members of the Agency review a caregiver's credentials prior to their first client.
  - a. *Seven Martha's Hands team members review and approve a potential caregiver prior to their first shift.*

## **Agency Experience**

1. Agency has proven track record and experience.
  - a. *Our unique Nurse Care Manager model employs 12 nurses, with 250 years of nursing experience, to oversee the care for our clients. Since 1997, Martha's Hands has provided over 3,000,000 hours of care to over 5,000 clients. Martha's Hands has top ratings on Angie's List and the Better Business Bureau.*
2. Agency is involved in professional and community organizations.
  - a. *Martha's Hands is very active in professional and community organizations. Professional organizations include: Home Care Association of America, Missouri Alliance for Home Care, Social Workers in Long Term Care, Breakthrough Coalition of Senior Resources, and Professionals in Retirement Community Living. Community organizations include: Alzheimer's Association, Memory Care Home Solutions, VOYCE, Arthritis Foundation and the Kirkwood/Des Peres Chamber of Commerce.*



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**www.marthashands.com**