

# Everybody's Personal Assistance Service



## Accountable Partners<sup>SM</sup> Program: Personal Assistance Services

The information in this profile was provided to Accountable Aging Care Management through an online survey filled out by the individual business. We encourage you to use this information as a "jumping off" point for your personal interview of the service provider.

### 1. Please tell us about yourself (the person filling out the survey)

Name	John Doe
Title	Owner
Phone	210-555-1234
Email	jdoe@everybodyspas.com
Length of Time with Agency in yrs	5

### 2. Agency Information:

Agency Name	Everybody's Personal Assistance Service
Address	2819 Main Street
City, State Zip	San Antonio, TX 78201
Main Phone	210-555-1234
Web Address	www.everybodyspas.com
Year Started	2004
Administrator Name	Mary Smith
Length of time with Agency	2

### 3. What area(s) of Texas do you serve? Check all that apply.

- Austin and surrounding areas
- Dallas/Ft. Worth metroplex
- San Antonio and surrounding areas
- Other, please specify

### 4. What are the unique features of your Agency?

Locally owned and operated by a nurse.

### 5. Does your Agency have a specialty?

Yes

If yes, what specialty or specialties?  
Hospice and Alzheimer's care

### 6. Has your Agency worked with private care managers before?

Yes

If yes, please explain: Having the care manager involved kept everyone informed. The Private Care Managers act as the quarterback of the situation - coordinating care with home health or hospice, physicians, our company and the family.

7. What are your admissions procedures?

Free in-home assessment with client and family to determine their needs.

8. Who would be the Admissions Contact (name and phone) for

Accountable Aging Care Management  
Families

Mary Smith  
210-555-1234

9. What types of payment do you accept?

Private Insurance  
 Private Pay  
Other, please explain: Long Term Care Insurance

10. What is your hourly fee range? \$16.00-20.00

11. Does your Agency hold any license(s)?

Yes, with the Department of Aging and Disability Services

12. How long does it take for a client to get "up and running"?

2-3 days

13. What are the procedures to match a patient with a care giver?

Determine the needs and care of the client during our free assessment, and place special emphasis on personality matches of the client and caregiver.

14. How is communication about services handled with Accountable Aging Care Managers and/or the Family? (Times of service change, date change, substitute care giver, etc)

Email, phone, or fax.

15. How many of the following types of staff are employed?

Social worker	1
Registered Nurse	0
Licensed Vocational Nurse	1
Geriatric Care Manager	0
Administrative	1
General care giver	35

16. Please describe your back-up/replacement staffing procedures or guarantees

Within 1-2 weeks of starting care for a new client, we bring in a back-up caregiver to be introduced and trained on the exact care of that client. The back-up caregiver then works periodically with that client to remain fresh on their care.

17. What types of background checks or screens are done on staff prior to hiring?

Criminal  
 DPS  
 Drug Screening

Other, please specify

18. How often are these checks done after employment begins?

Criminal	1 year
DPS	1 year
Drug Screening	random
Other	

19. Do you provide your staff any specific training prior to working or on the job?

Yes

If yes, what training and when?

Require them to take quarterly inservices online on various topics such as Alzheimer's disease, Parkinson's disease, Death and Dying, Cancer patients, and Professional Distance.

20. What are your on-call or after hours procedures?

We are available 24/7. All calls ring simultaneously in the office and our cell phones to prevent any missed calls.

21. Is a plan of care established and monitored for each patient?

Yes

If yes, who establishes and monitors the plan and how will AACM or the Family be kept informed?

Plans are established upon initial assessment and monitored quarterly thereafter unless and changes in clients care is required. Family and AACM will be notified via phone, email, or fax.

22. How often are supervisory visits made?

Every 60 days

23. How might your agency incorporate private Care Managers into your care routine or care status meetings?

Care Managers can work in conjunction with our agency to assist the client and their family with financial, legal, housing, and/or after life decision. Thus providing a stronger united front for the family and more understanding of what is happening on a routine basis.

24. Other comments or qualities of your agency that you'd like us to share with our clients?

Our website contains many quotes and references from clients. We think a good measure of a firm is how satisfied the clients are.



The information in this profile was provided to Accountable Aging Care Management through an online survey filled out by the individual business. All Accountable Partners are given the opportunity to update their profiles each summer. We encourage you to use this information as a "jumping off" point for your personal interview of the service provider. Here are some questions you might also consider asking in person:

1. How do you select your employees?
2. How extensive are your criminal and background checks?
3. Are your workers bonded and insured and if so, what are the limits?
4. Do you inspect your employees' vehicles for safety and how often do you check their driving records and insurance?
5. What do you do in a supervisory visit?
6. Describe in detail your services and the specific fees for my circumstances?
7. What are your financial procedures? How often will you bill me, and how detailed will the statement be? Are your rates negotiable?
8. Could you provide me with references?

The Care Managers at AACM are available to help you with your selection process at any time. Our goal is to find the best fit for your needs.

Please call us or visit our website for additional information:

[www.accountableaging.com](http://www.accountableaging.com)

Austin	512-342-9800
Dallas	214-206-1696
San Antonio	210-568-7934