

Skilled Nursing Facility (SNF) Checklist

This checklist can help you look at and compare the skilled nursing facilities (SNFs) that you visit. Look at the checklist before you go on your visit or tour. This will give you an idea about the kinds of questions to ask and what you should look for as you tour the facility and see the staff and the residents. Some of these questions may be more personally important to you and your family, and some are more important for finding out about the quality of care the residents get. Use a new checklist for each SNF you visit.

Use your completed checklist with the quality of care information from www.medicare.gov to help you compare the SNFs you're interested in. You can find this information by visiting www.medicare.gov/nhcompare/.

“Nursing Home Compare” at www.medicare.gov on the web includes:

- The number of beds at the facility, and how many are being used (occupied)
- Nursing staff hours per resident per day
- SNF inspection summary results
- Deficiency and complaint information
- Quality measures for each nursing home

Name of skilled nursing facility (SNF): _____

Date of visit: _____

	Yes	No	Comments
Basic information			
The SNF is Medicare-certified.			
The SNF is Medicaid-certified.			
The SNF provides the skilled care you need, and a bed is available.			
The SNF has special services if needed in a separate unit (like dementia, ventilator, or rehabilitation), and a bed is available.			
The SNF is located close enough for friends and family to visit.			
Resident appearance			
Residents are clean, appropriately dressed for the season or time of day, and well groomed.			
Living spaces			
The SNF is free from overwhelming unpleasant odors.			
The SNF appears clean and well kept.			
The temperature in the SNF is comfortable for residents.			
The SNF has good lighting.			
Noise levels in the dining room and other common areas are comfortable.			
Smoking isn't allowed or may be restricted to certain areas of the SNF.			
Furnishings are sturdy, yet comfortable and attractive.			

	Yes	No	Comments
Staff			
The relationship between the staff and the residents appears to be warm, polite, and respectful.			
All staff wear name tags.			
Staff knock on the door before entering a resident's room and refer to residents by name.			
The SNF offers a training and continuing education program for all staff.			
The SNF does background checks on all staff.			
The guide on your tour knows the residents by name and is recognized by them.			
There's a full-time Registered Nurse (RN) in the SNF at all times, other than the Administrator or Director of Nursing.			
The same team of nurses and Certified Nursing Assistants (CNAs) work with the same resident 4 to 5 days per week.			
CNAs work with a reasonable number of residents.			
CNAs are involved in care planning meetings.			
There's a full-time social worker on staff.			
There's a licensed doctor on staff. Is he or she there daily? Can he or she be reached at all times?			
The SNF's management team has worked together for at least one year.			

	Yes	No	Comments
Residents' rooms			
Residents may have personal belongings and/or furniture in their rooms.			
Each resident has personal storage space (closet and drawers) in his or her room.			
Each resident has a window in his or her bedroom.			
Residents have access to a personal phone and television.			
Residents have a choice of roommates.			
Water pitchers can be reached by residents.			
There are policies and procedures to protect residents' possessions.			
Hallways, stairs, lounges, & bathrooms			
Exits are clearly marked.			
There are quiet areas where residents can visit with friends and family.			
The SNF has smoke detectors and sprinklers.			
All common areas, resident rooms, and doorways are designed for wheelchair use.			
There are handrails in the hallways and grab bars in the bathroom.			

	Yes	No	Comments
Menus & food			
Residents have a choice of food items at each meal. (Ask if your favorite foods are served.)			
Nutritious snacks are available upon request.			
Staff help residents eat and drink at mealtimes if help is needed.			
Activities			
Residents, including those who are unable to leave their rooms, may choose to take part in a variety of activities.			
The SNF has outdoor areas for resident use and staff help residents go outside.			
The SNF has an active volunteer program.			
Safety & care			
The SNF has an emergency evacuation plan and holds regular fire drills.			
Residents get preventive care, like a yearly flu shot, to help keep them healthy.			
Residents may still see their regular doctors.			
The SNF has an arrangement with a nearby hospital for emergencies.			
Care plan meetings are help with residents and family members at times that are convenient whenever possible.			
The SNF has corrected all deficiencies (failure to meet one or more Federal or state requirements) on its last state inspection report.			