



Consumer Decision Guide for Post-Acute Care

Ready to use templates to aid post-acute decision-making

Information to aid your post-acute selection

[Organization name's] suggested criteria to compare discharge options

The goal of this document is to help you and your loved ones determine how your post-discharge options are equipped to meet your needs. Review the list below to understand the questions and considerations you should think about as you evaluate which post-discharge option will be best suited for you or your loved ones' care.

Category 1: Services and policies

Evaluation criteria	[Your organization]	[Discharge option A]	[Discharge option B]
What are the basic services available?			
Are there any medical specializations that may be relevant to my care?			
Does this organization accept my insurance ?			
What are the staff to patient ratios ?			
On average, how much time per day do nurses, therapists, or physicians spend with the patient?			
Does this organization have staff fluent in languages I or my loved ones speak?			
What is the visitation policy at this organization?			
What is the pet policy at this organization?			

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Category 2: Quality of care

Evaluation criteria	<i>[Your organization]</i>	<i>[Discharge option A]</i>	<i>[Discharge option B]</i>
What are the long-stay and short-stay CMS Star Ratings ?			
What are the average improvements in patient function (e.g. walking, talking, bathing, eating)?			
What are the clinical outcomes and performance metrics like at this facility ?			
What are the clinical outcomes for my specific diagnoses ?			
What is the turnover rate for staff directly involved in patient care?			
Do the staff at this organization have any special certifications, licenses, or credentials ?			
What are the Covid-19 specific safety measures ?			

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Category 3: Patient experience

Evaluation criteria	[Your organization]	[Discharge option A]	[Discharge option B]
What is the representation of diversity like at this organization (namely, race and sexual orientation)?			
Are current or previous patients and family members satisfied with this organization?			
Do this organization's staff recommend this organization to their friend or colleagues?			
What are the dining options available through this organization?			
What do social events and opportunities look like at this organization?			
What types of wellness therapies (art, massage, spiritual services) are accessible at this organization?			
Are there any other amenities offered at this organization that would be helpful for my care?			