



Family Advocacy Checklist

Choosing & Monitoring Care for Your Loved One

When selecting a home care agency or facility—or even after care has begun—use this checklist to stay informed, ask the right questions, and confidently advocate for your loved one.

Understand How Care Decisions Are Made

- Who is responsible for making medical and emergency care decisions?
- Under what circumstances is a resident transferred to the hospital?
- Is there a clear escalation process if a condition worsens?
- How are families notified during urgent situations?

Ask About Policies, Incentives & Partnerships

- Are there any financial incentives tied to reducing hospital visits?
- Does the facility or agency partner with specific insurance plans (e.g., Medicare Advantage)?
- How do those partnerships influence care decisions, if at all?
- Can you provide transparency on how care recommendations are determined?

Review Care Plans & Critical Documents Carefully

- Has a personalized care plan been created—and do you fully understand it?
- Are emergency protocols clearly outlined?
- Have you reviewed any Do Not Resuscitate (DNR) or advanced directive documents?
- Were all decisions made without pressure and with full explanation?

Stay Observant & Engaged

- Are there noticeable delays in care or response times?
- Has your loved one experienced unexplained changes in condition?
- Are staff communicating openly, consistently, and respectfully?
- Do you feel welcomed and encouraged to ask questions



Know When & How to Advocate

- Do you know how to request a hospital evaluation if needed?
- Are you comfortable asking for a second medical opinion?
- Do you know who to escalate concerns to within the organization?
- Have you documented any concerns or patterns you've noticed?

Build a Strong Communication Loop

- Do you have direct contact information for key staff members?
- Are care updates provided regularly?
- Is there a scheduled time to review and adjust the care plan?
- Do you feel like a partner in your loved one's care decisions?

Your Rights as a Family Member

- You have the right to ask questions—at any time
- You have the right to transparency in care decisions
- You have the right to request higher levels of care when needed
- You have the right to make informed decisions without pressure