

**Key Questions To Assist Our Residents and Their Families**  
***“Compare to the Best”***

**Staffing Questions:**

**RIVER BIRCH**   **Facility**   **Facility**   **Facility**  
#1   #2   #3

1. What is the CNA/Caregiver resident ratio? (CNA/Caregiver is the person who provides 1:1 care for resident. Does not include other staff such as nurses, cooks, managers, activity staff, etc.)	1:7			
2. When are nurses (RN’s & LPN’s) available on site?	24/7			
Day Shift?	24/7			
Evening Shift?	24/7			
Night Shift?	24/7			

**Nursing Care/Medication Administration:**

**RIVER BIRCH**   **Facility**   **Facility**   **Facility**  
#1   #2   #3

1. Do nurses administer all medications 24 hours a day? If not what hours are medications administered by a facility nurse?	Yes			
2. Do CNAs/Caregivers administer medications?	No			
3. Do nurses draw blood for routine labs ordered for resident?	Yes			
4. Do nurses perform ACU checks for residents?	Yes			
5. How frequently do nurses check blood pressure?	Daily or as needed			

**Resident Care:**

**RIVER BIRCH**   **Facility**   **Facility**   **Facility**  
#1   #2   #3

1. Is there a limit on how many showers/baths a resident can receive? If so, how many are allowed?	No Daily			
2. Is there a 2 hour incontinence program offered at the facility? (The resident is escorted by staff to the bathroom every 2 hours as needed.)	Yes			
3. Does the care staff routinely make visual checks on resident during waking hours? How often are visual checks performed?	Yes 1-2 hrs.			
4. Does the care staff routinely make visual checks on resident during sleeping hours? If yes, how often do the bed checks occur?	Yes Every 2 hrs.			
5. Is a CNA/Caregiver available at all times to safely escort a resident to all destinations at the facility? (i.e., meals, activities, hairdresser, etc.)	Yes			

**Key Questions To Assist Our Residents and Their Families**  
***“Compare to the Best”***

**Dietary:**

**RIVER BIRCH**   **Facility**   **Facility**   **Facility**  
#1   #2   #3

1. Are specialty diets offered at the facility? (i.e., Diabetic, low salt, mechanically soft/pureed, or renal diets)	Yes			
2. What hours are the cooks available in the kitchen?	6a-5:15p			
3. Can breakfast be served at any time? If not, what are breakfast hours?	Yes			
4. Is an alternative choice menu offered at meal time if the resident doesn't want what is being served?	Yes			
5. Are snacks available and offered 24 hours a day?	Yes			

**Transportation:**

**RIVER BIRCH**   **Facility**   **Facility**   **Facility**  
#1   #2   #3

1. Is transportation to medical appointments provided by the facility?	Yes			
2. Does the CNA/Caregiver stay with resident and assist in matters as needed during medical appointments?	Yes			

**Miscellaneous:**

**RIVER BIRCH**   **Facility**   **Facility**   **Facility**  
#1   #2   #3

1. Is the facility Corporate or privately owned?	Privately			
2. Is the facility locally owned?	Yes			
2. Is an administrative representative available 24 hours a day?	Yes			
3. Are there scheduled visiting hours?	No/anytime			