

Facility Questionnaire

A write-in question guide for families evaluating a facility, its licensed coverage, operating processes, and documentation.

Facility name _____

Address _____

Administrator _____

Owner or management company

AHCA license number

Use this questionnaire before signing and repeat relevant questions when the resident condition or services change. Request concrete descriptions and supporting documents. A yes answer without a defined process, responsible role, or evidence is not complete.

Facility identity and licensing

☐ What license categories and specialty licenses are currently active?

Answer / notes: _____

☐ Does the facility advertise or provide memory-care services? Under what current authority?

Answer / notes: _____

☐ What resident needs or conditions would require relocation?

Answer / notes: _____

☐ Who determines whether the resident remains appropriate for this setting?

Answer / notes: _____

☐ Has ownership, management, or the administrator changed during the inspection-history period?

Answer / notes: _____

Licensed nursing and staffing

☐ Is an RN onsite? On which days and hours?

Answer / notes: _____

☐ Is an LPN onsite? On which days and hours?

Answer / notes: _____

- ☐ Who is physically present overnight and on weekends?

Answer / notes: _____

- ☐ Who is contacted when unlicensed staff observe a change in condition?

Answer / notes: _____

- ☐ What is the response expectation for an on-call nurse?

Answer / notes: _____

- ☐ Who reviews hospital returns, new orders, medication discrepancies, wounds, falls, and weight changes?

Answer / notes: _____

- ☐ How does staffing change when resident acuity or assistance needs increase?

Answer / notes: _____

- ☐ How are agency, temporary, and newly hired personnel oriented to resident-specific information?

Answer / notes: _____

Medication system

- ☐ Will medication be self-administered, assisted by unlicensed staff, or administered by licensed personnel?

Answer / notes: _____

- ☐ If unlicensed staff assist, will a licensed nurse oversee the assistance?

Answer / notes: _____

- ☐ How are staff training and annual updates verified?

Answer / notes: _____

- ☐ How does a new or changed order reach the facility record and pharmacy?

Answer / notes: _____

- ☐ Who reconciles discharge orders against the prior medication record?

Answer / notes: _____

- ☐ How are discontinued medications removed, stored, returned, or destroyed?

Answer / notes: _____

- ☐ How are missing doses, unavailable medications, refusals, and errors documented and escalated?

Answer / notes: _____

- ☐ How are PRN parameters handled without requiring unauthorized judgment?

Answer / notes: _____

- ☐ Does the medication system identify interactions or duplicate therapy, and who responds?

Answer / notes: _____

- ☐ Can the authorized representative receive a current medication record and change history?

Answer / notes: _____

Pharmacy and external clinical providers

- ☐ Is the resident required to use a designated pharmacy?

Answer / notes: _____

- ☐ Who pays packaging, delivery, emergency fill, and after-hours charges?

Answer / notes: _____

- ☐ How are prescriber clarifications obtained after hours?

Answer / notes: _____

- ☐ May the resident retain an existing physician, home health agency, hospice, therapist, or pharmacy?

Answer / notes: _____

- ☐ How are third-party orders and visit notes integrated into facility follow-through?

Answer / notes: _____

Meals, diet, and hydration

- ☐ How does a diet or texture order reach preparation, plating, delivery, and feeding assistance?

Answer / notes: _____

- ☐ What resident-specific control is used at the point of service?

Answer / notes: _____

- ☐ Who verifies substitutions against restrictions, textures, and allergies?

Answer / notes: _____

- ☐ How are late admissions, room changes, new orders, and weekend changes handled?

Answer / notes: _____

- ☐ Who monitors intake, hydration, swallowing concerns, and weight changes?

Answer / notes: _____

- ☐ What happens when the resident refuses or cannot safely consume the meal?

Answer / notes: _____

- ☐ How are family-provided foods managed when restrictions apply?

Answer / notes: _____

Hospital transfer and return

- ☐ Who notifies the family and treating professionals when the resident is transferred?

Answer / notes: _____

- ☐ What documents and medication information accompany the resident?

Answer / notes: _____

- ☐ Who reviews the resident before return?

Answer / notes: _____

- ☐ Who reconciles new and stopped medications?

Answer / notes: _____

- ☐ How are new diet, wound, mobility, equipment, and follow-up requirements implemented?

Answer / notes: _____

- ☐ What happens if required medication, equipment, or home health service is unavailable at arrival?

Answer / notes: _____

Memory care

- ☐ What services distinguish the memory-care program from standard assisted living?

Answer / notes: _____

- ☐ How are wandering, exit seeking, aggression, resistance, and unmet needs assessed and managed?

Answer / notes: _____

- ☐ What dementia-specific training does each staff role receive?

Answer / notes: _____

- ☐ How is awake staffing maintained overnight?

Answer / notes: _____

- ☐ How are residents who cannot reliably report pain, symptoms, missed care, or wrong meals monitored?

Answer / notes: _____

- ☐ How are family preferences and the resident established routines communicated to direct-care staff?

Answer / notes: _____

- ☐ How does the facility distinguish behavioral expression from a medical condition change?

Answer / notes: _____

Environment and fall prevention

- ☐ How are resident-specific fall risks incorporated into the service plan?

Answer / notes: _____

- ☐ How frequently are rooms and routes checked for environmental hazards?

Answer / notes: _____

- ☐ How are toileting, transfers, footwear, lighting, mobility devices, and call response addressed?

Answer / notes: _____

- ☐ What review occurs after a fall and how are changes communicated across shifts?

Answer / notes: _____

- ☐ Are alarms used? If so, who responds and what happens when alarms are frequent?

Answer / notes: _____

Family communication, records, and third-party access

- ☐ Who is the family primary operational contact?

Answer / notes: _____

- ☐ What changes trigger immediate family notification?

Answer / notes: _____

- ☐ How may an authorized representative request records?

Answer / notes: _____

- ☐ What is the procedure for an independently retained RN or consultant to visit the resident?

Answer / notes: _____

- ☐ What information or areas will remain restricted and why?

Answer / notes: _____

- ☐ How are grievances documented, escalated, and closed?

Answer / notes: _____

Contract, cost, and relocation

- ☐ What is included in the base monthly rate?

Answer / notes: _____

- ☐ What triggers a level-of-care increase and who decides?

Answer / notes: _____

- ☐ What medication, nursing, escort, transfer, incontinence, meal, and transportation charges apply?

Answer / notes: _____

- ☐ How much notice applies to price increases?

Answer / notes: _____

- ☐ What deposit, refund, termination, relocation, and bed-hold provisions apply?

Answer / notes: _____

- ☐ What happens financially during hospitalization or rehabilitation?

Answer / notes: _____

Documents to request

- ☐ Current license and specialty authority.

Answer / notes: _____

- ☐ Residency agreement and complete fee schedule.

Answer / notes: _____

- ☐ Proposed service plan.

Answer / notes: _____

☐ Medication-assistance request and informed-consent form.

Answer / notes:

☐ Memory-care service disclosure.

Answer / notes:

☐ Visitation, grievance, emergency, hospital-return, pharmacy, and record-access policies.

Answer / notes:

☐ Current menu and explanation of therapeutic and texture-modified meal controls.

Answer / notes:

☐ Applicable inspection reports and the facility current explanation of relevant corrective actions.

Answer / notes:
