

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: _____

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- ☐ 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: _____

Scope and privacy

The tools do not replace emergency care, treating-clinician judgment, or legal advice. Do not place resident-identifying information into an unsecured copy or public submission.