



## The Caregiver Quality Assurance™ Program



***Better Caregivers. Lower Costs. More Clients.***



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If this is what you see for your company,  
we can help make it a reality.

How do you identify great caregivers? We know that the biggest concerns companies face when hiring a caregiver are how to determine if there will be a problem with dependability, integrity, hostility and substance abuse.

That's where Leading Home Care comes in. We believe there is a better way to hire quality caregivers, reduce time and money spent on problems with unqualified applicants, and increase your client base. That's why we developed a dynamic selection tool based on proven psychological testing practices.

By working with Leading Home Care and implementing the Caregiver Quality Assurance program you will not only increase your profits, you will also establish your company as a trusted resource within the marketplace.

**What is the CQA program?**

In order to display the CQA seal, companies are required to look more closely at their hiring process and implement standards set by Leading Home Care. The first step is to purchase an annual license for the online assessment tool, the Caregiver Pre-employment Assessment. Then you're ready to begin qualifying your applicants. We recommend the 9-step Screening Process.

## 9-step Screening Process

Below are nine specific steps that are proven to work in hiring and selecting quality caregivers, increasing your revenue, reducing the stress that comes from dealing with problem employees, and increasing client satisfaction.

- ❖ Phone Screen
- ❖ Application
- ❖ Assessment
- ❖ Interview
- ❖ Criminal Background Check
- ❖ Work References
- ❖ Personal References
- ❖ Drug Screen
- ❖ Client Interview

After only the first three steps you can disqualify those applicants that don't meet your standards, saving time and money, and move forward with those applicants that meet your criteria.

### Caregiver Pre-employment Assessment

Once you've completed the phone screen and determined the applicant is a viable applicant it's now time to have them complete the Caregiver Pre-employment Assessment. This assessment includes three components:

- Personality and Behavior Assessment
- Cognitive Reasoning
- Attitudes Assessment

These three components have been proven to be the most effective predictors of job performance, job satisfaction and retention. The Personality and Behavior Assessment will prove to be extremely beneficial in matching the right caregiver with the right client. The Attitudes Assessment has been proven to help companies evaluate whether an applicant may display inappropriate attitude and behavior with a client. As we all know, one bad hire can be the difference between a profitable case and a failure.

To read more about the assessments and the cutting edge technology behind them, visit [www.caregiverquality.com](http://www.caregiverquality.com).

"After 14 years in the Private Duty business I thought I knew all the tricks to improving my insurance costs... I was wrong. As I was preparing for a recent presentation I wanted to share some information with the audience about our YTD growth over last year and provide some insight on how we had achieved it.

After glancing at one of our October 09 P&Ls I noticed a significant drop in our insurance costs. Having a hunch that the drop was due to shopping different insurance companies for the best rate, I wanted to check with my wife and confirm. Much to my surprise the rates were from the same company we've had for many years.

Here's my revelation: The simple fact that we've stuck to our 9-Step Caregiver Screening process and consistently applied this process year after year means we've hired higher standard caregivers. This means our loss/runs record keeps improving. Better loss/runs = lower premiums. Not only has this consistent attention to hiring great caregivers reduced my liability insurance costs, but my work comp costs as well. Year to date as of October 23rd I have saved more than \$2,600.00 in liability insurance premiums and more than \$9,900.00 in work comp premiums. More than \$12,500.00 extra dollars in my pocket over last year. Not too shabby for just sticking with the same proven process."

Leigh Davis  
President  
ELDirect In Home Elderly Care  
Marjent Private Duty Solutions

## Criminal Background Check and Drug Screen

Because of the liability home care companies face when placing a caregiver in a client's home it is necessary to screen your applicants for any past criminal behavior or drug use. Most, if not all, home care companies should require pre-employment criminal background checks and drug screens. Leading Home Care recognizes the need for this service and wants to help our customers get the most information available for a reasonable price. Therefore, we've partnered with National Crime Search to offer a discount for a variety of employment screening tools. For the packages offered along with pricing, please check our website at [www.leadinghomecare.nationalcrimesearch.com](http://www.leadinghomecare.nationalcrimesearch.com).

## Use of the CQA Seal

Once you have purchased an annual license and met the standards required by Leading Home Care, your company can now display the CQA Seal. By displaying the CQA Seal, on either your printed marketing materials or on the Home page of your website, you are differentiating your company from top industry competitors. Consumers seeking top quality care will see that your company implements best practices and operates under the highest standards in the marketplace.



## Care Locator Helps Consumers Find Your Company

Help your prospective clients find you. When you participate in the CQA program your company will be included among those listed by state on the Care Locator at [www.selectacaregiver.com](http://www.selectacaregiver.com). A prospective client will see that you are different from your competitors because you employ the most advanced psychological testing tool available. Consumers looking for home care will know that your caregivers are trustworthy, dependable and have the necessary skills to care for their loved one. Your company will be known as a trusted resource in the marketplace that provides only top quality care.

Put Caregiver Quality Assurance to work for you today. Choose to be one of those leading the way to establish best practices and the highest standards in Private Duty Home Care. **For a free demo, go to [www.caregiverquality.com](http://www.caregiverquality.com) and click on Getting Started/Free Demo.**