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An ISO 9001:2008 Certified Company

CMS Deeming Authority for:
Home Health, Hospice & DMEPOS

ACHC Celebrates 25 Years of Excellence

The year 2011 marks the 25th Anniversary of accrediting home and community based health care organizations for the Accreditation Commission for Health Care, Inc.

For a quarter of a century, we have relied on our unique approach to accreditation by creating a collaborative and educational partnership with our valued customers. With such a solid foundation for success, we look forward to the next chapter by leveraging our experience from the first 25 years to help us bring additional value and support to our customers. Tom Cesar, President of ACHC for more than 20 years said, "We are thankful to all of our accredited providers who have shared our vision for quality health care. This is a year of celebration for us as well as the providers. We will not only be remembering our past achievements, but also looking forward to the next chapter of innovation, quality and excellence."

ACHC began in 1986 in North Carolina in response to the need for an accreditation alternative for in home aide services that would be tailored specifically for organizations providing that service. From that time on, ACHC has always written accreditation standards with collaboration from industry providers and stakeholders who know

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Spotlight on Provider: Axiom Healthcare Pharmacy, Inc.

Axiom Healthcare Pharmacy, Inc. is one of the nation's largest independent specialty pharmacy providers licensed and permitted to operate in all 50 states and Puerto Rico. Axiom focuses on therapy management programs for patients with serious and chronic conditions. Therapy management programs include: Hepatitis C, Oncology, Multiple Sclerosis, Rheumatoid Arthritis, Hemophilia, Growth Hormone Deficiency, plus others. Through Axiom's therapy management program, Axiom is able to deliver high-quality, patient-focused care and personalized superior service combined with dedicated clinical expertise which further brings a new level of care for the patients. Axiom's clinical team provides comprehensive compliance support, patient education and other clinical interventions and communication with the patient/physician to coordinate the treatment plan. In addition, Axiom offers 24-hour Pharmacist/Nurse support, prior authorization assistance, refill management calls, and ongoing delivery coordination.

In 2010, Axiom embarked on an accreditation process for its corporate facility as well as several other branch locations.

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ACHC is an Exclusive Sponsor at NHIA's Annual Conference!

ACHC is proud to be the exclusive sponsor of the Management Education Track and the Compliance Workshop at NHIA's 20th Annual Conference and Expo "Shaping Our Horizon" April 4-6. We look forward to seeing you there! Make sure you get your button and visit us at booth #307 (*see page 9 for more details*).

The California Board of Pharmacy Approves ACHC!

We are pleased to announce that the California Board of Pharmacy (CBOP) has approved ACHC's Pharmacy Accreditation Program. ACHC's accreditation fulfills all of the CBOP's requirements for Infusion and Specialty Pharmacy providers.

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VISIT US ONLINE!




ACHC Offers Accreditation For:

- Home Health
- Hospice
- DMEPOS
- Pharmacy
- Private Duty
- Sleep Lab/ Center
- Behavioral Health (coming soon)



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ACHC IN THE Community

ACHC began a volunteer program in hopes that our organization would be able to give back to our community. Since beginning a volunteer program, the feedback from our staff, customers and community has been wonderful. Because of the support and enthusiasm, ACHC's volunteer program has become extremely successful. Here are some volunteer activities that ACHC has recently participated in:

Dress for Success- ACHC volunteered for this program which provides professional attire, a network of support and the career development tools to help disadvantaged women.

Wake Relief Food Stocking- We donated food to Wake Relief, an organization committed to providing emergency food for Wake County residents in need.

Project Angel Tree- ACHC team members each "adopted" a child and donated presents to them for Christmas.

Raleigh Rescue Mission- We collected coats, blankets, hats, gloves and scarves to benefit the Raleigh Rescue Mission during one drive. We also collected paper products (toilet paper, paper towels, facial tissue) for another drive.

Raleigh Parks and Recreation- ACHC employees volunteered their time to help Raleigh Parks and Recreation plant and landscape at a local park.



Mission:

To educate health care providers through relevant, industry/program specific standards and surveys that lead to successful business practices and improved patient services.

Vision:

Accreditation Commission for Health Care will be the accreditation organization of choice that inspires excellence in health care.

Values:

Integrity, relevance, innovation, enhancing outcomes, excellence in all things, flexibility without compromising quality, concern for the entire health care continuum

ALONG the way



Nita Fowler trains a group of ACHC surveyors

As a toddler her toes danced in the sand of the Atlantic dreaming about the adventures she'd one day encounter.

Now she retires; her toes once again ready to dance in the sand of the Atlantic as she savors the memories of her adventures.

Congratulations to Nita Fowler, Home Health, Hospice and Private Duty Clinical Manager at ACHC as she retires this spring.

I'm not sure if the American dream is about the journey we travel through life or if it is anticipating the ultimate reward of retirement. For most people that I have met in health care, their careers are not about racing to that final destination of retirement.

- It is about the people they help along the way
- It is about providing exceptional care to patients
- It is about coaching, encouraging and even consoling patients and families
- It is about improving the patient's quality of life
- It is about ensuring their organizations provide quality care



For the past few months, Nita has been preparing for retirement. There has been the usual personal preparation involved with packing up a lifetime of family treasures, sorting out all the kids' boxes of memorabilia and putting the family house up for sale. There is a beach-house to move into and sunscreen to buy. There has been the professional preparation of sorting through the office, training the new manager and connecting with colleagues one final time.

There isn't a suitable way to reflect on Nita's contributions to her profession. It isn't as easy as calculating how many analgesic injections she gave, tallying the appreciation cards her patients wrote to her or counting how many agencies she provided best-practice advice to as they sought accreditation. Her career is better characterized by the daily decisions she made which defined her character. It is maintaining integrity during times of adversity. It is the expression of humility. It is the personality and southern piz-zazz she brought to meetings.

One of my favorite quotes and philosophies is from Ralph Waldo Emerson, "Life is a journey, not a destination". Perhaps that too best describes retirement.

How proud we are to have shared in Nita's journey. ■

Along the Way is a column written by Barbara Sylvester, Vice President of Clinical Compliance & Accreditation, that will appear in every issue of ACHC's Surveyor newsletter. In this column, Barb will highlight various aspects of ACHC's culture from an insider's unique standpoint.



QUALITY CONNECTION



Tom Cesar, President

ACHC has provided patient-centered, relevant and clearly written accreditation standards since 1986. Our standards have required utilization of evidence-based health

care along with documented and demonstrated quality improvement activities for business operations and clinical practices.

It is our belief that accountability of health care leaders is required as never before. Initiating strategies for quality programs and products through use of ACHC standards help our customers develop and improve their own key processes and protocols.

ACHC holds itself to the same high standard of outside peer review as its own customers. We have continued to maintain ISO 9001:2008 certification since 2004 when we became the first health care accrediting body in the world to receive this international distinction.

In 2007, ACHC was named one of the fastest growing private companies in America on the Inc. 5000 list. According to *Inc. Magazine*, companies on this list represent the backbone of the U.S. economy.

Additionally, in 2009, ACHC received the North Carolina Awards for Excellence Commitment (Level 2) Award. This milestone marks the first step toward applying for the Malcolm Baldrige National Quality Award.

In order to compete in today's accelerating industry, organizations must be driven to achieve competitive objectives and improve health care services for the persons that you serve. Partnering with ACHC will give you the resources to successfully manage and compete in today's health care world.

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ACHC's Pharmacy Program Update



As we celebrate our 25th anniversary this year, we are remembering the providers and associations who we have worked with in the past and going into the future to shape our industry for the better. We are very proud of our ongoing relationship with the National Home Infusion Association (NHIA). We have been a faithful supporter and exhibitor with them for the past 15 years.

Tom Cesar, President of ACHC, reflected that, "It is very fitting for NHIA to be celebrating their 20th anniversary the same year that we are celebrating our own significant milestone. We have been growing together during these past 20 years and I am truly thankful for the positive impact

we both have had in this industry. We look forward to many more years of supporting the alternate site infusion industry and the opportunity to continue to shape our horizons together." ACHC is happy to be the first choice for infusion and specialty pharmacy accreditation. In an effort to give back to this wonderful industry and community we are sponsors of both the Management Education Track and the Compliance Workshop at NHIA's 20th Annual Conference & Exposition.

Exactly 12 years ago, ACHC developed the first ever accreditation standards for Specialty Pharmacy services with the collaboration of Priority Healthcare Corporation, who was the first organization to achieve accreditation as a specialty pharmacy. Since then, ACHC has had the pleasure of working with several national home infusion companies such as Coram Healthcare in 2000 and Walgreens-Option Care in 2005. Some more recent companies that have chosen ACHC for their pharmacy accreditation include Axium Healthcare Pharmacy Inc., CarePoint Partners, MedproRX and Walgreens Specialty Pharmacy. Tim

Safley, ACHC's DMEPOS, Sleep & Pharmacy Clinical Manager said, "We are very pleased and fortunate to be the accreditor of choice for these and so many more companies that make up ACHC's family of accredited pharmacies."

ACHC is also very pleased to announce that in February of this year we earned approval from the California Board of Pharmacy (CBOP) to be an officially recognized accreditor for pharmacies that provide infusion and specialty products. The CBOP considers an ACHC accredited pharmacy in California to have met their standards and requirements. Tim Safley added that, "We are excited to have earned this distinction and for our continued relationship with the CBOP." ■



ACHC's Behavioral Health Program Update

In the spring 2010 edition of this newsletter, we announced the development of standards for our newest program, Behavioral Health. We wanted to take the opportunity here to update you on the progress and exciting direction that ACHC's Behavioral Health accreditation program is taking.

The development of ACHC's Behavioral Health accreditation program originated from our own customers. As we listened to the needs of our customers, it became clear that some providers were providing both Home Health and Behavioral Health Care services and had to be accredited by two or more accrediting bodies. They preferred ACHC's customer-friendly educational style as well as our collaborative approach to standards development. In an effort to respond to the needs of our customers ACHC began to invest our resources to develop the best possible program.

With the full time efforts of Britt Welch, ACHC's Behavioral Health Manager, we have collaborated with industry experts and have written 20 different service-specific accreditation standards for the Behavioral Health program.

The 20 different service standards that have been written include the following:

- Assessment and Referral Services
- Community Support
- Outpatient Treatment
- Crisis Response Services
- Intensive In-Home Services
- Supervised Group Living
- Intensive Outpatient Treatment
- Prevention Services
- Residential Treatment
- Foster Care Services
- Day Treatment
- Respite Services
- Psychosocial Rehabilitation
- Supported Employment Services

- Assertive Community Treatment Team
- Integrated Care Service
- Partial Hospitalization Services
- Integrated Home Care Services
- Case Management
- Personal Support Services

With beta testing underway, Britt said, "I am looking forward to receiving feedback from the organizations that participate in the beta tests, as it will allow me to fine tune what I believe is a solid and comprehensive array of standards."

When asked specifically what he thinks differentiates ACHC's Behavioral Health program from the competition, Britt spoke about ACHC's roots in the community-based Home Health Care industry.

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ACHC Celebrates 25 Years of Excellence

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their specific industry and what requirements need to be incorporated into an accreditation program.

We also utilized people who were courteous, knowledgeable and experienced in providing those services to conduct the on site surveys. This unique approach to conducting accreditation surveys fostered a collaborative, educational experience for the providers, as opposed to an adversarial one. The result was not just compliance with best practice standards, but an overall improvement in the operations and delivery of services to the patient. It was this model that generated the terminology that became synonymous with ACHC, "By providers for providers."

As ACHC continued to serve as an accreditation alternative for in home aide service providers in North Carolina, other home care providers heard about our innovative approach and began requesting we develop standards for them as well. As the demand and the need for ACHC to develop new programs continued, we did just that with the collaboration of provider organizations such as Home Health, Hospice and DMEPOS. One result of collaborating with the actual industries to develop standards was the first Hospice accreditation program that considered both the nursing and social components for the provision of hospice care. ACHC is the only accreditor that sends a team of surveyors, a hospice nurse and medical social worker to conduct on site hospice surveys.

Throughout the first 25 years, ACHC has been the leader in developing new accreditation programs for other services such as

post-mastectomy fitter services, specialty pharmacies, rehabilitation technology supplier services, respiratory nebulizer medication programs and medical supply provider services. ACHC has also taken the lead in our industry by becoming the first and only accreditation organization in the world to achieve ISO 9000:2008 certification. In 2006, providers expressed a desire to have a one-on-one relationship with a single person that would stay with them throughout the entire accreditation process. ACHC accommodated that need by implementing the personal Account Manager model that is still utilized today and is very popular with our customers.

With regard to innovation and leadership in the home care accreditation industry, ACHC was the first to publicly display monthly customer satisfaction survey results. ACHC contacts every customer to inquire about their satisfaction with our program, our standards, our Surveyors and Account Managers. Those results are posted on the homepage of our website.

Building upon the accomplishments, achievements, innovations and customer commitments during our first 25 years, ACHC has embarked on another journey to improve our organization and ultimately our service. We are actively working toward the world renowned Malcolm Baldrige National Quality Award. This is a prestigious award that is only achieved by world-class

organizations. Successful pursuit of this award will ensure we continue to provide excellent services and products to meet the ever increasing needs of our customers.

This milestone will be commemorated with a 25th anniversary logo, a special edition of the *Surveyor* Newsletter and other items throughout the year. We are also creating a history book that will chronicle ACHC's significant achievements. The 25th anniversary celebration will wrap up with a black-tie gala in October, with all proceeds benefiting the American Diabetes Association. Sponsorship opportunities are available.

25
Years of
Excellence
1986-2011

As we celebrate our 25th anniversary, we want to take a moment to thank our accredited providers that have helped us reach this milestone and give you the opportunity to share in the celebration. We want to know how ACHC has helped you and your business as well as any special milestones you have achieved over the past 25 years. Your story could be

selected for inclusion in our history book. Visit our Facebook page, 'like' us and enter your story on the discussions tab. Be sure to include your company name to be entered in a drawing for an iPad. One grand-prize winner will also receive two tickets to our black-tie gala in October.

Again, we thank our customers for helping us along the way and we look forward to another 25 years of innovation, quality and excellence together. ■

Spotlight on Provider: Axiom Healthcare Pharmacy, Inc.

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Axiom chose Accreditation Commission for Health Care (ACHC) as its preferred partner for this endeavor. The selection of partners was stringent and included considerations such as expertise, cost, organizational structure, experience in specialty pharmacy (SP), relevant standards as they relate to SP and

the approachability and willingness to assist Axiom in our success for accreditation. We found ACHC was the preferred choice because the organization met all the criteria above and well exceeded Axiom's expectation in the area of providing timely feedback, professional mentoring and partnership.

Axiom has been extremely pleased with the experience with ACHC accreditation and we are looking forward to the return visit and discussions in the coming years. ■



25
Years of
Excellence
1986-2011



The Next Chapter
celebrating 25 years of excellence 10.28.11

WE INVITE YOU TO SHARE IN ACHC'S 25TH ANNIVERSARY CELEBRATION THROUGHOUT THE UPCOMING YEAR.

THE NEXT CHAPTER GALA

October 28, 2011 | Prestonwood Country Club | Cary, NC

Benefitting the American Diabetes Association

*Sponsorship and donation opportunities are available for The Next Chapter Gala.

Contact thinman@achc.org to learn more.



OTHER ANNIVERSARY HIGHLIGHTS:

- ACHC's history book written by President Tom Cesar
- ACHC's history slideshow to be unveiled at the Gala
- An ACHC scrapbook highlighting important events
- Share your story on our Facebook page
- And much more! Visit www.achc.org to learn more about upcoming events

WE LOOK FORWARD TO CELEBRATING 25 YEARS OF EXCELLENCE WITH YOU!

P. 919.785.1214 | VISIT WWW.ACHC.ORG FOR MORE INFORMATION

ACHC's Behavioral Health Program Update

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"I don't know of any service that is more community-based, in the purest sense of the term, than Home Health services. How much more person-centered can a service be than providing that service where people live?" Britt said,



"Our Behavioral Health standards build on our history as a company, focusing on the service recipient and providing services that are community-based."

He also noted that ACHC will be the first accrediting body to offer standards for Integrated Home Care, which is the blending of Behavioral Health Care into traditional Home Health services. This follows the emerging trend in Health Care Reform to integrate care.

Britt stated that, "Many of our current customers are already providing Home Health care to service recipients who are also challenged with Behavioral Health conditions. These providers will now be able to integrate Home Health and Behavioral Health under one accreditation."

ACHC is also happy to be participating as an exhibitor in the National Council's 41st Mental Health & Addictions Conference this May in San Diego. We are looking forward to meeting many Behavioral Health

providers who would have a need for our services and would like to partner with us in developing our accreditation program. This will be a wonderful opportunity to talk about the beta testing, accreditation standards, integrated care and discuss what we are learning along the way.

Please join us in creating the very best Behavioral Health accreditation program. If you would like more information or want to participate in beta testing, please give us a call at 919.785.1214, send an email to bwelch@achc.org, or visit our website at www.achc.org. We would also be delighted for you to talk with us in booth 712 at the National Council's Annual Conference. We look forward to working with you in the near future. ■

ACHC Wins Ovation Award for HR Excellence



In February, 2011, ACHC proudly accepted the 2011 Ovation Award for HR Excellence presented by Capital Associated Industries (CAI). The award was in the Small Employer Category for Employee Engagement initiatives. CAI is a premier HR resource and currently works with over 1,000 companies in North Carolina.

Each year CAI recognizes three local companies that have gone above and beyond in HR with Ovation Awards. The Ovation Award for HR Excellence honors exceptional workplaces that have implemented innovative people practices that positively impact business results.

CAI's review board commented, "Your efforts and results really embody the Ovation Award program in that we really want companies who can show results with their positive HR practices. You will be a wonderful addition to this year's conference highlighting local and national HR best practices."

ACHC worked hard to earn this award, implementing the "Total Quality Improvement Initiative." This is a comprehensive employee engagement system that involves every member of the ACHC team in strategic planning as they work toward the Malcolm Baldrige award. This program yielded impressive results with increased employee satisfaction scores on surveys, reduced employee turnover and increased employee involvement. ■



Creative Planning for Proposed Reimbursement Cuts

Merrily Orsini, MSSW, Managing Director of Corecubed

Proposed Medicare reimbursement cuts, along with additional cuts on individual state levels, are creating some unexpected opportunities for the home care industry. Planning now is a proactive approach so agencies can adjust budgets, devise money saving strategies, and add new, sellable service programs to survive tough financial times and to provide a thriving business for the future.

Instead of thinking of just surviving reimbursement cuts and cutting back on services, agencies can take a different approach that embraces getting creative and adding services that people are more apt to pay for, can afford to pay for, or that charitable or religious organizations might fund. Also, agencies can add services that are marketable to hospitals or other businesses and create a wider range for potential income. Cost cutting is a component not to be forgotten as well.

Families of seniors or disabled individuals will always have a need for home care services. The key to marketing to families and getting business during these financial cutbacks is to offer popular services that family members, and particularly

family caregivers, are more likely to pay for. Respite care and transportation services should be first on your list of offerings to families. Family caregivers need assistance from time to time and respite care and transportation are services they will



pay for when needed. Planning and management of chronic diseases and 24/7 supplemental care to end of life services are also highly marketable, as most family caregivers cannot manage care required

at this time on their own.

Hospitals are a great place to market home care services. In an effort to cut down on healthcare costs, hospitals will soon be charged for many readmissions. This is a prime area for home care agencies to capitalize on by offering assistance with the post-discharge follow-up to help hospitals avoid these new charges and ensure better healing for patients. Think of a service that spans what happens at discharge and before admission to home health. There are wide open possibilities here.

American businesses lose millions of dollars a year when employees miss work due to elder care obligations. Home care agencies have an opportunity to offer educational services to local businesses directly, or through their HR departments about elder care needs and how home care services can help employees care for their loved ones without missing work. Work with these businesses on offering win-win solutions such as incorporating home care service options into their benefit packages.

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Creative Planning for Proposed Reimbursement Cuts

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Sometimes just getting the right information about care is all that is needed, and home health agencies should be positioned to offer that service without too much change to the existing structure.

Continued business in any financial climate requires continued marketing. Outsourced monthly marketing services like that offered at www.mostforyourmarketing.com, a corecubed program targeted specifically to the home care, home health and hospice market, offers customizable solutions to help agencies educate potential clients, differentiate themselves in a competitive market, and communicate their message to the public and referral sources. A turnkey outsourced program like this can offer affordable marketing materials such as postcards, flyers, and e-newsletters with a variety of care-related

themes to help agencies save money and communicate with current clients and referrals. This is a sure fire way to cut internal expenses, and focus on what the agency does best.

Staying productive and profitable in these difficult financial times requires effort and a proactive spirit, but it is certainly possible for home care agencies to survive the reimbursement cutbacks by maintaining continued budget-friendly marketing and offering creative sellable services.

About the Author: Merrily Orsini, MSSW, is managing director of corecubed, an Internet marketing communications company that specializes in the home care, home health, and hospice industries. She has been active in Internet marketing since its inception and is an 18-year veteran of the

private duty home care industry, is immediate past chair of the Private Duty Home Care Association, and recently served on the board of the National Association for Home Care & Hospice where she now serves as the Chief Strategic Officer for private duty. Orsini is a frequent national speaker and for further marketing tips can be followed on her blog at www.MerrilyOrsini.com, or on Twitter @MerrilyO. ■

Feedback & Suggestions?

We are constantly listening to providers, and have been since 1986. We're open to any suggestions, questions or comments that you have about our company, our services to you, our policies or anything that can help us improve. We invite you to visit: www.achc.org, click on Feedback/Suggestions and let us know what you think!

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ACHC & NHIA SHAPING OUR HORIZONS TOGETHER

VISIT ACHC AT NHIA'S 20TH ANNUAL CONFERENCE (APRIL 4-6) FOR A SPECIAL PROMOTION!

ACHC will be giving away an iPad and cash prizes during the conference. Want to join in on all the fun? Here's what to do:

- Pick up an ACHC button at the door.
- Find someone with your matching number or look for one of our VIP wild cards on the show floor.
- Together, go to **booth #307** and register to win the grand prize and pick a key to see if you win an instant cash prize.

MEET YOUR Surveyor



Crystal Flynt, Home Health and Hospice Surveyor

Crystal has 25 years of service in Home Care. Her home care experience began as a field

clinician in 1985 and she has served in roles of Hospital Coordination, Assistant Director, Director of Operations, Patient Care Manager and Administrator. Her most recent experience was as Clinical Manager for Advanced Home Care. In this role, her

responsibilities included managing a team of clinicians and ensuring extraordinary patient care. She had responsibilities for assuring compliance standards for ACHC accreditation were met, as well as implementing evidence based standards of practice for achieving clinical outcomes. She was active with the Home Health Quality Initiative Campaign and Strategic Health Care Programs for evaluation of outcomes, process measures, clinician scorecards and reducing rehospitalization rates. She was chosen as part of a select organizational team to deliver customer service presentations organization wide. She has a passion for excellence in customer service and health and wellness promotion.

Crystal graduated from UNC Wilmington in 1984 with an Associates Degree and Excelsior College in New York with her BSN in 2007. Outside of work, Crystal is active in her local church and enjoys a variety of activities. She likes mountain biking, hiking, gardening, dancing, traveling, technology, reading and spending time with friends and family. She resides in Greensboro, NC with her husband John, who is a graduate of UNC, an avid Carolina fan and a Registered Respiratory Therapist in Clinical Sales. Together they have four sons. Two are Relationship Bankers and two are continuing in their fields of studies. One has completed a tour of duty in Iraq as well.



Michael Farmer, Home Health and Hospice Surveyor

Michael has worked in the medical field for over 15 years. He began a journey in home

health 10 years ago as an RN case manager. For the past four years, he has worked in home health and hospice as a clinical supervisor. Last year, he took on the additional

challenge of serving as the QAPI manager. During his time in home health and hospice, he has taken the opportunity to grow with each change that health care reform has created. He has a BSN degree from Western Governors University in Salt Lake City, Utah. This year, he will be celebrating his tenth anniversary with his wife, Rebecca. They have two children, Kelsey (8) and Michael Jr. (7). During the summer, they enjoy spending their weekends out on the lake boating and swimming.



Want to be an ACHC Surveyor?

We are currently recruiting **Pharmacists and Social Workers (Hospice)** as contract Surveyors. We're also hiring **a full time West Coast based Home Health & Hospice Surveyor**. If you would like to become an ACHC Surveyor, please send your resume & letter of interest to the email or postal address below. We will notify all qualified candidates as soon as the next training is scheduled.

Accreditation Commission for Health Care, Inc.
4700 Falls of Neuse Rd., Suite 280
Raleigh, NC 27609
employment@achc.org
Phone: 919.785.1214
Fax: 919.785.3011



Wendy Russalesi, DME Surveyor

Wendy Russalesi has 21 years of reimbursement and regulatory compliance experience within the DME industry. She holds a

degree in business administration from Thomas Edison State College.

Wendy joined ACHC in 2008 and surveys in the areas of home medical equipment, medical supply provider and fitter services. She also serves as the executive director of the Jersey Association of Medical Equipment Services. Wendy appreciates seeing how a diverse array of organizations successfully implement ACHC accreditation standards into their business model.

Wendy resides in New Jersey, with her husband and two daughters, ages 6 and 4. She enjoys reading, spending time with her family and socializing with friends.

ASK YOUR Surveyor -q&a-

ASK Crystal

Q: What two items are found to be the most cited?

A: The coordination of care and aides following the plan of care are two of the most challenging standards to meet without fail. Communication and coordination between all of the entities that are caring for the patient are imperative when the goal is to help the patient return to their previous lifestyle. Not only do you have to do the coordination and communication, but these activities must be documented in the medical record.

Being a home health aide is one of the

most difficult jobs there is in home care. As an aide, you typically see the patient in a much more intimate environment than any of the other team members. Therefore, you will “see” things that could be done for the patient that would improve their day or even their circumstances.

The problem is, the aide will quite often do the “extras” for the patient even if they are not on the careplan. Because of this, the aide is not following the plan of care and this leads to a deficiency being cited on survey. Training the aides to call the nurse for a change in the plan of care and documenting that conversation is part of the difficulty.

Education to both the nurse and the aide to document those conversations would help reduce the number of citations for this issue.



ASK Michael

Q: What is the best way to develop and implement your PI plan and what should be included?

A: Remember any quality improvement plan should be data driven with a focus on using collected information to improve agency processes. The plan should contain information which can be monitored and assessed for improvements in the quality of care patients are receiving.

The best way to develop a performance improvement plan is to audit patients' charts

for required information, data used to compare your agency to others and the most commonly cited survey deficiencies. Audit results should be used to develop internal corrective action plans. The quality improvement team should review the areas needing a corrective action plan and develop a plan for improvement.

The improvement plan needs to be implemented as soon as possible. To implement an improvement plan, the entire staff must be educated on what the plan is, what their responsibilities are, how the plan will be monitored and an expected time frame to receive an update on corrective action plan

outcomes. Communication and education with all staff is key to a successful performance improvement plan.

The performance plan should include data supporting the need for improvement/correction. The plan should also include the expected outcome, the strategies implemented, the education of staff to carry out the plan, the monitoring tools that will be used to assess the success of the plan, the expected outcomes including a goal and a time frame to reassess the plan.

ASK Wendy

Q: I feel like rules and regulations are changing so quickly. How do I keep up?

A: Given the current regulatory environment in the healthcare industry, change is occurring at a rapid pace. My best advice for you is to take advantage of the free listservs that regulatory agencies such as CMS, OSHA and the FDA offer. You will also find that Medicare and Medicaid contractors, as well as many local and state-level regulatory agencies offer a listserv feature. Using the

listserv feature, you can sign up to receive free email notifications of impending changes, with some listservs even allowing you to select the topics that are important to your organization. Having the information come to you, rather than searching multiple sources for it, makes it a more manageable process and allows you to focus your efforts on educating your staff and implementing the required change.



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Forward to a Colleague >

THE HME EDUCATOR- Spring 2011

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Compliance, Incidents and Opportunities
 Geoff Krueger, Ed., F.H.T., R.C.P.
 President, Proactive Solutions HME Consulting LLC
 When working with home-based healthcare organizations regarding business start-up, licensing, accreditation preparation, and other issues, I am sometimes asked the following: [VIEW FULL ARTICLE](#)

Silver Linking to Least Costly Alternative Removal for Private Wheelchair Suppliers
 Andrew Stone, DME Consultant & Reimbursement Specialist, *MiraVista LLC*
 While far cost policies the elimination of the least costly alternative provision requires more work on the part of the supplier (obtaining ASN's, using upgrade no defect, or changing billing NCPDP codes), there is a silver lining for private wheelchair suppliers. [VIEW FULL ARTICLE](#)

Marketing Alternatives to Medical Equipment Joint Ventures
 Neil B. Caesar, Esq.
 President, Health Law Center
 There is good news and there is bad news with the ASC, FROD and Stark laws and other anti-referral rules. The good news is that these laws present many viable arrangements between healthcare providers. [VIEW FULL ARTICLE](#)

The Future of HME: Retail, Medicare, or Both?
 Jack Evans, President & CEO, *Global Medical Marketing*
 Is there an ideal revenue mix for HME businesses? Traditional DMEs averaged 80 to 90 percent Medicare and Medicaid, 10 to 20 percent third party and maybe 5 percent retail. [VIEW FULL ARTICLE](#)

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Would you like to write an article for the next HME Educator? We're always looking for new industry experts. If you or someone you know is interested, we would like more information to help us get suggestions for future issues. Please contact: Stacey.Hahn@ahcc.org

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AHCC sends out our Educator e-newsletters on a quarterly basis. These Educators contain articles written by industry experts on topics that matter to you. Don't miss out on interesting and important information provided by consultants and experts in the industry. Some of our authors include:

- Andrea Stark, MiraVista LLC
- Ty Bello, Team@Work
- Jack Evans, Global Media Marketing
- Geoff Krueger, Proactive Solutions HME Consulting LLC
- Neil B. Caesar, Health Law Center
- Stephen Tweed, Leading Home Care
- Barbara Gray, Beth Carpenter and Associates
- Ginny Kenyon, Kenyon HomeCare Consulting
- Chris DeMeo, Munsch Hardt Kopf & Harr PC

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Would you like to submit an article for inclusion in one of the Educators? Contact Stacey Hahn at shahn@ahcc.org for more information on the Home Health & Hospice Educator or Tracy Hinman at thinman@ahcc.org for inclusion in the HME Educator.



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What people are saying ABOUT ACHC

THIS YEAR, ACHC IS HAPPY TO CELEBRATE 25 YEARS OF PROVIDING EXCELLENT CUSTOMER SERVICE. WE TAKE CUSTOMER SATISFACTION VERY SERIOUSLY, AND THIS IS WHY OVER 90% OF OUR CUSTOMERS ARE HAPPY HAVING ACHC AS THEIR ACCREDITOR.

"Your team was very nice and offered great suggestions for improving. I thought it was very good dialogue. I liked the team we worked with." [SleepMed Phoenix LLC](#)

"My experience with the survey was very positive. The surveyors were very professional and knowledgeable and promoted an environment of ease and encouragement during the survey. They praised the operations of our agency and were very helpful and positive in discussing ways to improve our processes. Thanks to the ACHC team for exceeding my expectations. I look forward to a partnership for years." [Forrest General Home Care and Hospice \(Hospital Based\)](#)

"I would say that ACHC is a great team of professionals! I am very happy I decided to go through ACHC for accreditation." [DME Living Well LLC](#)

"The overall experience was great. I did the due diligence on other accreditation services but ACHC is by far the best firm. It's been a team approach in helping us achieve accreditation status but most important, the mutual working together. ACHC is setting the standard by which others will be judged. Thanks." [Dart Medical, Inc.](#)

"Our agency's experience with ACHC overall was very good. We've learned a great deal from our surveyor: everything from Medicare laws to documentation. It was a pleasure. Thank you!!" [Center of Illinois Home Healthcare, Inc.](#)

"We have always enjoyed our relationship with ACHC and look forward to our continued partnership through the accreditation process. When we contacted the staff we found them to be very polite and researched the answer for our questions." [Fox Med-Equip Services, Inc.](#)

"Overall I could not be more pleased with this company and its surveyor. I have recommended you to several companies thus far and I plan on recommending you in the future." [U.S. Healthcare Supply, LLC.](#)

"We here at Divine Home Care would like to express our sincere appreciation to all at ACHC who assisted us with the accreditation process. This experience will definitely be a part of our success. Our surveyor and our account manager have both been wonderful to work with. They are very professional and helpful and our accreditation process has been smooth and a very pleasant experience. Thank you ACHC." [DON Divine Home Care, Inc.](#)

"Since the first time we contacted your company back in 2006, we had tremendous results during our accreditation process. We have recommended ACHC to other companies. Thank you so much for all your supporting staff." [PL Medical Supply, Inc.](#)



DO YOU HAVE A STORY TO SHARE?

We want to know how ACHC has helped you and your business, as well as any special milestones you have achieved over the past 25 years. Your story could be selected for inclusion into our history book.

Visit our Facebook page, 'like' us and enter your story on the discussions tab. Be sure to include your company name to be entered in a drawing for an iPad. One grand-prize winner will also receive two tickets to our black-tie The Next Chapter Gala in October.

UPCOMING EXHIBITIONS

National Home Infusion
Association Annual Conference
April 4-6, 2011 | Orlando, FL

Essentially Women Focus on the Future
Annual Conference
April 4-6, 2011 | Glendale, AZ

Pacific Association for Medical Equipment Suppliers
April 5-6, 2011 | Portland, OR

Missouri Alliance for Home Care Annual Conference
April 6, 2011 | Osage Beach, MO

NHPCO Management and Leadership Conference
April 7-9, 2011 | National Harbor, MD

MN Hospice and Palliative Care Conference
April 11-12, 2011 | Minneapolis, MN

Medtrade Spring
April 12-14, 2011 | Las Vegas, NV

Visiting Nurses Associations of
America Annual Meeting
April 13-15, 2011 | Baltimore, MD

Southwest Regional Home Care Conference
April 17-18, 2011 | Dallas, TX

Pennsylvania Association of
Medical Equipment Suppliers
April 27-29, 2011 | State College, PA

Association for Home Health & Hospice Care
of North Carolina
May 2-3, 2011 | Durham, NC

National Council for Community
Behavioral Health Care Conference
May 2-3, 2011 | San Diego, CA

Florida Hospices & Palliative Care Forum 2011
May 5-6, 2011 | Orlando, FL.

California Association for Health Services at
Home Annual Conference
May 11-12, 2011 | Ontario, CA

Michigan Home Health Association Annual Conference
May 11-13, 2011 | Traverse City, MI

Visit www.achc.org to find out where else you'll see us
in the upcoming months.



Would you like to receive your *Surveyor* Newsletter, the Home Health & Hospice Educator, the HME Educator, press releases, workshop information and other important news from ACHC? Sign up at www.achc.org- simply click "E-News Sign-up". From there you can customize the type of information you are interested in receiving. It's quick, easy and your information stays private. Sign up TODAY!

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- Grove Medical
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- Kinray, Inc.
- Medline
- **MHA, Inc.**
- **National Private Duty Association (NPDA)**
- **NCAMES**
- ProClaim
- SCMESA
- VGM

ACHC is happy to welcome **Managed Health Care Associates, Inc. (MHA)** and the **North Carolina Association for Medical Equipment Services (NCAMES)** to the group discount list!

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The National Private Duty Association (NPDA)

NPDA
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The Voice of Private Duty Home Care

Founded in 2002, the National Private Duty Association (NPDA) is the nation's first association for providers of private duty home care, which includes non-medical home care ser-

vices. NPDA is the recognized resource for information and definition of private duty home care practice, supported by a strong national membership of providers. The National Private Duty Association- "The Voice of Private Duty Home Care". www.private-duty-homecare.org | 317-663-3637.

MEET YOUR Staff



Tracy Hinman,
Marketing & Graphic Design
Specialist

Tracy has worked in the marketing department at ACHC for two years. As the Marketing and Graphic Design specialist, she designs all marketing materials such as newsletters, advertisements, brochures and tradeshow displays and also assists in all areas related to ACHC marketing and brand-

ing. She graduated from the University at Buffalo with a degree in Communications and minors in Public Relations and Advertising.

In her spare time, Tracy enjoys spending time with her fiancé, Tom and her Chocolate Lab, Chip. Some of her favorite activities include travelling, hiking, boating, skiing, mountain biking and spending quality time with family and friends.

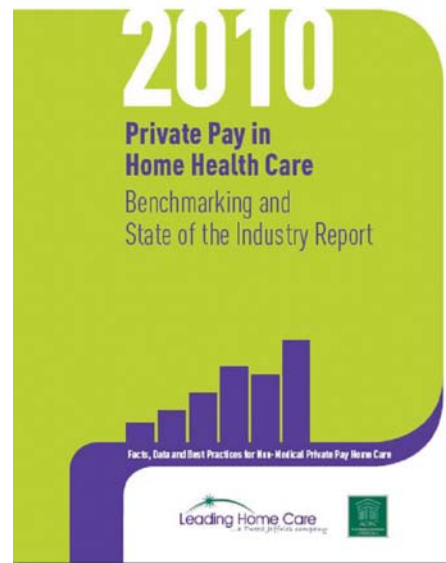


Mary Lou Seufert-Fleming,
Regulatory & Governmental
Affairs Liaison

Mary Lou began her career with ACHC as a surveyor and has been the Regulatory and Governmental Affairs Liaison since 2009. She has over 25 years experience in the HME industry working for a variety of companies such as a hospital owned, regional, private owned and pharmacy owned

HMEs. Mary Lou earned her BA from St. Joseph's College in New York, served three years as the North Carolina Association of Medical Equipment Services (NCAMES) President and served six years as Secretary/Treasurer for the North Carolina Respiratory Care Board. Outside of ACHC, she enjoys spending time with her daughter, Colleen.

2010 Private Pay in Home Health Care Benchmarking and State of the Industry Report



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Former State Surveyor, Medicare Hearing Officer and
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ACHC Congratulates Its Newest Accredited Locations

This list consists of organizations or branches that were accredited between June 1 and November 30, 2010.

ALABAMA

Medco, LLC | MSP
Medical Home Care, Inc. | CRCS, HME
ARIZONA
Amedisys Arizona, L.L.C. | HH
Dependable Nurses of Phoenix, Inc. | HH

CALIFORNIA

A-Med Health Care (1 branch) | HME, MSP, RX
Amedisys California, L.L.C. | HH
APEC Home Health Care Corp. | HH
Braden Partners, L.P. (115 branches) | CRCS, HME, MSP
BREG, Inc. | Fitter
Caret Medical Inc | HME, MSP
DJO, LLC (1 branch) | HME, MSP
Hoffman Home Care, Inc. | RX
J.I Medical, Inc - Corporate (2 branches) | HME, MSP, RTS
Jason Wuest | HME
Lerner Medical Devices, Inc. | HME
Maximum Comfort, Inc. (5 branches) | HME
Medical Quick Assist, Inc. | CRCS, HME
Mini Pharmacy Enterprises, Inc | HME, MSP, RX
MiniMed Distribution Corporation (2 branches) | HME, MSP
Park Medical Pharmacy, Inc. (5 branches) | Fitter, HME, MSP
Southern California Mobility | HME, RTS
Southern California Mobility Dynamics, Inc | HME, RTS

COLORADO

Breath of Life LLC | HME
PM Oxygen Inc. | HME
Saturday Partners, LLC (1 branch) | HH
WellDyneRx, Inc. (1 branch) | MSP

CONNECTICUT

Danielson Pharmacy | Fitter, HME, MSP
Keepmehome LLC | HH
Stoll's Pharmacy, Inc | Fitter, HME, MSP
DC
Infinite DME Services | HME

DELAWARE

Trinity Home Health Care Corp. | HH, PDA

FLORIDA

Ability Medical Supply, Inc | HME, RTS
Absolute Care Home Health Services | HH
Advanced Care Solutions, Inc. | MSP
Advanced Medical Support Inc. | MSP
Airway Management, Inc. | CRCS, HME
All About Pediatrics, LLC | MSP
All Ways Accessible Rehab, LLC | HME, RTS
Allegiance Medical Solutions | HME
Ambassador Health Services, Inc (1 branch) | PDA
American Diabetic Supply Inc. | MSP
Arriva Medical, LLC | MSP
Atlantic Healthcare Products Inc. (1 branch) | HME, MSP
Axiom Healthcare Pharmacy, Inc (2 branches) | RX, SRX
Best Care Medical, Inc. | HME
Carefree Health Services, Inc | MSP
Central Florida Home Health LLC | HH
Central Florida Quality Care Services, Inc. | HH
Coastal Care Medical Supply, Inc. | HME, MSP
Compass Home Health Care | HH
Complete Medical Supplies, Inc. | MSP
CourierMed, Inc. | MSP
Crown Care Medical Products, Inc | HME
Diabetes Supply Program Inc. | MSP
Diagnostics Unlimited Inc. | MSP
Florida Home Medical Supply, Inc. (3 branches) | Fitter, HME, MSP, RTS
Gardens Drugs, Inc. (1 branch) | Fitter, HME, IRN, MSP, RX
Horizon Home Care, LLC | HH, PDA, PDN
Infusion Technologies, Inc. (2 branches) | HH, IRN, RX
JC Home Care Elite Inc. | HH
Kelmedix, Inc | HME
Lifespan Home Health Care of Miami, LLC | HH
Master Home Health Care Inc. | HH
Medical Equipment Solutions of Southeast Florida, LLC | HME
Medical Staffing Solutions, Inc. | HH
Medpros of the Treasure Coast, Inc. | CRCS, HME
My Med Supply Store, Inc. | MSP

National Home Respiratory Services Inc. | MSP
Nurse To You Home Health Care, Inc. | HH
Nursing Concepts, Inc. | HH
Opis Medical Supply, LLC | MSP
Orlando Management, LLC | HME, MSP
Osceola Kissimmee Limited Partnership | HME, MSP
Osceola St. Cloud Limited Partnership | HME, MSP
Palms Respiratory Inc. | HME
Park Street Health Services, LLC | MSP
Pine Island Diabetic Supply, Inc. | Fitter, MSP
Pinnacle Home Healthcare, Inc. | HH
Plaza Pharmacy, Inc. | MSP
Plus Medical LLC (2 branches) | Fitter, HME, MSP, RTS
Port St. Lucie Mgt. LLC | HME, MSP
Quantum Medical Supply | Fitter, MSP
SHP Investments, L.L.C. | HH
SHP Investments, LLC | HH
Skyemed Pharmacy & Infusion Services, Inc | HME, RX
South Point Medical Supply, LLC | MSP
Staff Options Corporation | HH
Sunnyside Respiratory Care, Inc. | MSP
SV-Jupiter Properties, Inc. | HME, MSP
Total Home Health, Inc. | HH
Total Home Health, Inc. | HH
United States Medical Supply (2 branches) | HME, MSP
United States Pharmaceutical Group, LLC (3 branches) | MSP
Urban Jacksonville Inc. | HH
Village Medical Supplies, Inc. | MSP
VITAS Care Solutions, Inc | HH

GEORGIA

A & D Medical Supplies, Inc | MSP
Alexia Medical Group | HME
Appalachian Medical Services, Inc. | HME, MSP
Contemporary Medical Resources, Inc. (2 branches) | HH, HME, IRN
Just Medical, Inc. | HME
Medical Technologies of Georgia, Inc. | MSP
MRS Homecare, Inc. (13 branches) | HME, RTS

Pharmacy Corporation of America (1 branch) | HME

United Nutritional Services, Inc. | HME, MSP

IDAHO

Heritage Home Health LLC | HH

Sandpoint Drug, Inc. | HME, MSP

Soper's Mobility Aids, LLC | HME, MSP, RTS

ILLINOIS

Agile Home Health Care Inc. | HH

Alpha Home Health Care Inc. | HH

Amedisys Illinois, L.L.C. | HH

Anjumohsi, Inc. | HH

Bandy's Pharmacy, Inc (3 branches) | Fitter, HME, MSP

Beneficial Medical Supplies Inc. | HME

Complete Home Respiratory Care LLC | CRCS, HME, MSP

Denman Services, Inc. (5 branches) | CRCS, Fitter, HME, MSP, RTS

Divine Home Health Care Inc. | HH

Doctors Choice Home Health Agency | HH

Eden Home Healthcare LLC | HH

Essential Preventive Health Care, LLC | HH

Fidelity Health Care | HH

Freeport Home Medical Equipment, Inc. (1 branch) | Fitter, HME, MSP

Glen Health and Home Management | MSP

Grundy County Drug Co., Inc. | CRCS, Fitter, HME

Health Technology Resources, LLC | HME

Heart at Home Health Care of the Midwest, LLC | HH

IV Care LLC (1 branch) | HME, IRN, RX

J. D. Brown & Co., Inc. | Fitter, HME, MSP

Mark Drug Home Health Care Inc (1 branch) | Fitter, HME, MSP, RTS

Medline Industries, Inc. (17 branches) | MSP

Meni Mobility | HME

Midwestern Healthcare Ltd. | HH

New Covenant Home Health Care, Inc. | HH

Paragon Home Health Inc. | HH

Planned Eldercare, Inc. | HME, MSP

Prism Healthcare Services, Inc. | CRCS, HME

PSG Services | HH, IRN

Seniors Choice Health Care, Inc. | HH

Total Health Home Care Services | HH

Vandenberg Med-Tech Equipment, Inc. | HME

Vitacare Health Services Inc. | HH

Whitestar Home Health Agency, Inc. | HH

INDIANA

Alicks Home Medical Equipment, Inc. (4 branches) | Fitter, HME, RTS

Amore Home Health Care Services, Inc. | HH

Dana R. Huntington (1 branch) | HME

Loving Hands R on the Way | HH, PDA

Quality Home Health Care Inc. | HH

Rancer L. Huntington | Fitter, HME, MSP

RCS Management Corporation (5 branches) | CRCS, Fitter, HME, MSP, RTS

IOWA

Amedisys Iowa, L.L.C. | HH

Iowa Home Care, L.L.C. | HH

KANSAS

Advanced Medical DME (4 branches) | HME

Healthcare Professional Equipment Services, L.P. (8 branches) | HME

SomniCare, Inc. (1 branch) | HME

Unimed II Inc. (2 branches) | CRCS, HME

KENTUCKY

Central Kentucky Apothecary | Fitter, MSP

Diabetes Care & Education, Inc (1 branch) | HME, MSP

Mountain Medical Equipment, Inc. | Fitter, HME, MSP

Remke Medical, LLC (1 branch) | CRCS, HME

Respiratory Plus Healthcare, Inc | HME

LOUISIANA

Amedisys Hospice, L.L.C. | HSP

C and C Drugs, Inc. | Fitter, RTS

Custom Healthcare, Inc. (9 branches) | HME, RTS

First Call Pharmacy, LLC | RX

Ready Medical & Mobility, LLC | HME

MAINE

Amedisys Maine, P.L.L.C. | HH

MARYLAND

District Healthcare & Janitorial Supply | HME, MSP

Hill's Drug Store, Inc. (1 branch) | Fitter, HME, MSP

Medi-Rents & Sales, Inc. | CRCS, HME, MSP, RTS

Nexion Health Medical Supplies, Inc. | MSP

OM Sainath, Inc. | MSP

Serquinox LLC | IRN, RX

Star Medical Supply, Inc. | HME, MSP



ACCREDITED

MASSACHUSETTS

All Cape Corporation | HME, MSP

AM-PM Medical Supplies, LLC | Fitter, HME, MSP

MHHP Acquisition Co, LLC | RX

Tender Loving Care Health Care Services of New England, LLC | HH

MICHIGAN

Affiliated Home Health Care | HH

All-Pro Medical Supply, Inc. | HME, MSP

Amedisys Michigan, L.L.C. | HH

Apex Home Healthcare | HH

Berkshire Associates Inc. (1 branch) | PDA

Ella E.M. Brown Charitable Circle | HH, HSP

Excell Diabetic Supply | MSP

Lodeso, Inc. | HME

M.I.C.H., Inc. | PDA

Patient Home Health Services, Inc. | HH

Platinum Home Health Services Inc. | HH

S & K Senior Management Inc. | PDA

T.L.C. Home Healthcare, Inc. | HH

Trusted Care At Home, Inc. | PDA

Yaroch Senior Services Co. | PDA

MINNESOTA

Highland Manor, Inc | HH

Robland Home Health Care | HH

Ultimate Mobility LLC | HME, RTS

MISSISSIPPI

Janmed Supply Co. | HME, MSP

Pinnacle Medical Solutions, LLC | MSP

Transcript Pharmacy, Inc. | RX

ACHC Congratulates Its Newest Accredited Locations

MISSOURI

B - Pharm Inc (1 branch) | HME
Complete Medical Homecare, Inc. | HME, MSP
Foundation Care LLC | RX
Home Delivery Incontinent Supplies (1 branch) | HME, MSP
Mobility First, Inc. | HME, RTS
Wellness Life Systems (1 branch) | Fitter, MSP

NEBRASKA

Amedisys Nebraska, L.L.C. | HH
Home Infusion with Heart, LLC | RX
Michael's Medical, Inc. | HME, RTS
NEVADA
Amedisys Nevada, L.L.C. | HH

NEW HAMPSHIRE

Sleepnet Corporation | MSP

NEW JERSEY

Charles TabEEK & Son | HME, MSP
Cutrite Surgical Supply, Inc | Fitter, HME
Drugs Mart Pharmacy | Fitter, HME
EBI, LLC | HME, MSP
Pinnacle HomeCare, LLC | HME, MSP
NEW MEXICO
Amedisys New Mexico, L.L.C | HH
Americare Health Services Corp | MSP
KindStar, Inc. | HH

NEW YORK

1622 Voorhies Avenue Pharmacy | Fitter, HME
Active Therapy Supply, Inc. | HME, MSP
Advanced OrthoMedical Supplies, Inc. | Fitter, HME
Centre Street Pharmaceutical, LLC | HME, MSP
Fonte Surgical Supply, Inc. | Fitter, HME, MSP, RTS
GHC Pharmacy, Inc. | HME
Health System Services (1 branch) | Fitter, HME, MSP
Hispaniola Pharmaceutical Group | MSP
Nutri USA, Inc. | MSP
Rehab Supply, LLC (1 branch) | HME, MSP
Stat Rx Pharmacy | Fitter, HME, MSP
V & D Pharmacy & Medical Equipment, Inc. | Fitter, HME, MSP

NORTH CAROLINA

A2Z Home Medical Supplies, Inc. (1

branch) | Fitter, HME, MSP
Advantage Medsolutions, LLC | HME
Aging, Disability & Transit Services | PDA
All-States Medical Supply, Inc. | MSP
B-Med, Inc. | MSP
Bertie County Home Health Agency | HH
Billing Specialists, Inc | HME, MSP
BlueDot Medical, Inc | HME, RTS
Care Solutions, LLC | HME
Carolina Apothecary (1 branch) | CRCS, Fitter, HME, RTS
Carolina Mobility & Seating, Inc. (3 branches) | HME, RTS
Charles Vail | HME
Coast to Coast Home Medical, Inc. | MSP
Core Medical Supplies Inc | CRCS, HME, MSP, RTS
D & K Management Services Inc | Fitter, HME, MSP
Dare Home Health & Hospice | HH, HSP
David Hudson Warren | Fitter, HME, MSP
Davie Medical Equipment, Inc. (1 branch) | CRCS, HME, MSP
First Health Home Care Richmond | HH
FirstHealth of the Carolinas | HSP
Five Oaks Manor, LLC | MSP
Franklin County Home Health Agency | HH
Heritage Diabetic Supply, Inc. | MSP
Home Health Care Supplies, Inc. | Fitter, HME, RTS
Home Respiratory, Inc | HME
Hospice & Palliative Care Charlotte Region (4 branches) | HH, HSP
Hospice at Greensboro (1 branch) | HH, HSP, IRN
Hospice of Davidson County, Inc. | HSP
Hospice of Gaston County, Inc. (1 branch) | HSP
Hospice of Rutherford County | HSP
Hospice of Scotland County, Inc. (1 branch) | HSP
Hospice of Surry County, Inc. (4 branches) | HSP
Hospice of Union County, Inc. (1 branch) | HSP
Jabez Home Infusion Company Inc. (1 branch) | IRN, RX
Johnson Drug Company, Inc (1 branch) | CRCS, Fitter, HME, MSP
Link Medical, Inc. (1 branch) | CRCS, Fitter, HME, MSP, RTS
Livewell Medical (1 branch) | HME, RTS
Medactive, LLC | HME
Medical Center Home Care, LLC | CRCS,

HME
Medox Healthcare, Inc. (2 branches) | HME
North Carolina Cancer Institute | MSP
North Carolina Medical Supplies, LLC | HME, MSP
Pro-Med Equipment & Supply Inc. (1 branch) | Fitter, HME
Robeson County Home Health Agency | HH, IRN
Southern Mobility and Medical, LLC | HME
Spectrum Infusion, Inc. | IRN, RX
Stalls Medical, Inc. (2 branches) | HME, RTS
Stanly County Health Department | HH
Total Home Care, Inc. | HME, MSP
Triad Respiratory Solutions, Inc. (1 branch) | HME
Tripp Corporation | HME, MSP
Twin State Home Health Care Services, Inc. | CRCS, HME
Unique Boutique, Inc. | Fitter
Wilmington Medical Supply Co., Inc. | HME, MSP

OHIO

Ash Brothers Home Health Care, Inc | HH
Assist Home Health | HH
Autumn Springs Health Care Services, Inc. | HH
Bernens Convalescent Pharmacy | Fitter, HME, MSP
Best At Home Healthcare Services, LLC | HH, PDA, PDN
Brentwood Home Healthcare Services, Inc | HH
Covenant Home Health Care LLC | HH
EMH Regional Medical Center | SLC
Gardenia Home Health Care, LLC | HH
Healthy Life Home Healthcare, LLC | HH
Hometown Medical Supplies, Inc. | HME, MSP
IMA Care, Inc. | HH
M.E.D. Supplies, Inc. | MSP
Mapes Medical Supply, Inc, A Wholly Owned Subsidiary of PAX Medical Supply | HME, MSP, RTS
Matrix Management Group, Inc | MSP
Mullaney Medical Inc (2 branches) | CRCS, Fitter, HME, MSP, RTS
Ohio Valley Manor, Inc. | HH, PDA, PDN
Shifo Healthcare Services, LLC | HH
Sprenger Home Healthcare, LLC | HH
Tender Loving Care Health Care Services of West Virginia, L.L.C. | HH, HSP

This list consists of organizations or branches that were accredited between June 1 and November 30, 2010.

OKLAHOMA

Complete Care Medical, Inc | HME

KindStar, Inc. | HH

Medical Center Pharmacy of Durant, Inc (3 branches) | Fitter, HME, RX

Reliant Home Health | HH

Stillwater Medical Center Authority | Fitter, HME, RTS

OREGON

Amedisys Oregon, LLC | HH

PENNSYLVANIA

Advance Medical Equipment, Inc | HME

Amedisys Pennsylvania, LLC | HSP

Brotherston Homecare, Inc | HME, MSP

CareGivers America Home Health Services, LLC | HH

Chartwell Pennsylvania, LP | IRN, RX

Elite Home Health Care | HH

Homotech Therapies, Inc. (1 branch) | IRN, RX

J & J Medical, Inc. | HME

Manns Sickroom Service, Inc. (1 branch) | HME

North Huntington Medical, Inc. (1 branch) | MSP

Walgreens Specialty Pharmacy, LLC (10 branches) | IRN, RX

PUERTO RICO

Diabetic Supply of Suncoast | MSP

SOUTH CAROLINA

Aerosol Plus, Inc. (3 branches) | HME

Grove Medical, Inc. | HME, MSP

Health Care Product Solutions | HME, RTS

Infusion Care of South Carolina, Inc. | RX

Pal-Med, Inc. | HME, MSP

TENNESSEE

A & D Healthcare, LLC (5 branches) | CRCS, Fitter, HME, RTS

AmMed Direct, LLC (1 branch) | MSP

Henley Medical | RTS

Med-Plus Medical Solutions, LLC | Fitter, HME

Medi-Quip, Inc. (5 branches) | Fitter, HME, MSP, RX

Medtrac Solutions, Inc. | MSP

Nationwide Medical Equipment Inc. | HME

Navigator Health Management Solutions, Inc. | MSP

Professional Respiratory Services, LLC | HME

Reach Med Care, LLC | HME

Theratech, Inc. | MSP

TEXAS

A To Z Medical Equipment & Supplies, LLC | HME

Abundant Life Home Health, Inc. | HH

Affinity Distribution, Inc. (5 branches) | HME, MSP

All Generations Health Care, Inc. | HH

Amcare Plus, Corp. | HH, PDA

Apple Homecare Medical Supply, Inc (1 branch) | HME, MSP

Bien Estar Medical Supply, LLC | HME

Chest Diagnostic Therapeutic Services, Inc. (3 branches) | CRCS, Fitter, HME, MSP, RTS

Del-Gar, LLC (1 branch) | Fitter, HME

Fitzhugh Enterprises, Inc | Fitter, HME

Friendly DME and Supplies LLC | HME, MSP

Harbor Alliance, Inc. | HME, MSP

Harris County Hospital District (14 branches) | MSP

Heavenly Nurses Home Health | HH

Holmes Health Care, Inc. | HME

HT Enterprises, Inc. (1 branch) | HME, MSP

Immaculate Home Health, Inc. | HH

J S & H Orthopedic Supply | MSP

Landrew's of Texas Home Care, Inc. | HH

Lee HealthCare Medical Supply, LLC | HME, RTS

Liberty Scooters and Power Chairs Services | HME

Med-Link of North Texas Systems, Inc. | HME, RTS

Medigy, LLC | HME

Metro Medical Equipment, Inc. | HME, MSP

Muniz Medical Supplies LLC | HME

National Medistar Healthcare Solutions | HME, MSP

Nine Lac, Inc | HH

PA MI Gente DME LLC | HME, MSP

PL Medical Supply, Inc. (2 branches) | Fitter, HME, MSP

Quality DME Solutions, LLC | HME, MSP

Regency Nursing Center Partners of Bastrop, Ltd. | MSP

Regional Nursing Services, Inc. | HH

Reliable D.M.E | HME

San Jose Home Health Care, LLC | HH

Shalem Medical Supplies Inc | HME

Step By Step DME Inc. | HH, HME, MSP

Stracon Medical Supply | HME, MSP

TCG Interests, LTD | CRCS, HME

Texas Medical, Inc. | HME, MSP

Trinidad Perez | HH, IRN

Trinity Health and Home Care Services | HH

Trusted Life Care, Inc. (15 branches) | Fitter, HME, MSP

Windsor N.H.R. Partners of Beaumont, Ltd. | MSP

Windsor Nursing and Rehabilitation Center | MSP

Windsor Nursing Center Partners of Del Rio, Ltd. | MSP

Windsor Nursing Center Partners of Seguin, Ltd. | MSP

UTAH

Advance Medical Services, Inc. (8 branches) | Fitter, HME, RTS

Amedisys Utah, L.L.C | HH

Amedisys Utah, L.L.C. | HH

Curatio Services, Inc. | HH

Life Choice Home Health Care | HH

VIRGINIA

Couch Home Medical LLC | HME

Divine Home Care, Inc. | HH

Home Care Equipment, Inc. (1 branch) | CRCS, Fitter, HME, MSP

Home Care Providers, LLC | HH

OrthoCareRN, Inc | HH

Therapeutic Alliance Home Health Services, Inc. | HH, PDA, PDN

Virginian Home Health Services | HH

Vital Care of Southwest Virginia | RX

West Home Health Care, Inc. (1 branch) | CRCS, HME, RTS

WASHINGTON

Sandy L. Warner | Fitter

Sunshine Home Health Care | HH

WEST VIRGINIA

Health Source, LLC | Fitter, HME

WISCONSIN

Aspirus VNA and Home Health Inc (1 branch) | HME, RTS

Phillips Drug Store, Inc (5 branches) | Fitter, HME, MSP, RX

Rest Assured Home Health Care | HH

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