



FOR PROVIDERS.
BY PROVIDERS.™

THE SURVEYOR



ACHC IS INTERNATIONAL

Providing compliance solutions that support the operations of healthcare providers – while facilitating the highest quality of care – remains the central focus of ACHC. As a leading accreditation organization, ACHC recognizes that international healthcare providers face similar compliance challenges, and has thusly taken a measured approach to expanding its service offerings to address these markets.

Launched as a separate division this year, ACHC International will focus on providing customized compliance solutions for healthcare providers outside of the US. The initial phase will consist of an expansion of its Pharmacy program into Canada with the PCAB Certification Program for Canadian Compounding. The program, based on PCAB Accreditation, will be the first of its kind in Canada to assess the compounding process based on a specific set of standards that concentrate on the quality and consistency of compounded medications. PCAB Certification Standards for Canadian compounding are closely aligned with NAPRA.

INSIDE THIS ISSUE



- 2 | ACHC IS INTERNATIONAL (CONTINUED)
- 3 | LOOKING AHEAD
- 4 | SPOTLIGHT ON THE PROVIDER
 - PREMIER HEALTHCARE SERVICES, PAGE 4
 - PREFERRED HOMECARE, PAGE 5



ACHC CERTIFIED
CONSULTANT PROGRAM
SEE PAGE 6 FOR
MORE INFO

- 7 | CUSTOMER SATISFACTION
- 8 | PROGRAM UPDATES & AIS APPROVAL
- 9 | TRANSITION TO ACHC
- 10 | THE IMPACT OF THE IMPACT ACT
- 11 | VENTILATORS: DO WE ADD TO OUR BUSINESS MODEL?
- 12 | PARTNER WITH ACHC
- 13 | COMMON MISCONCEPTIONS ABOUT ACCREDITATION



ACHC ACCREDITATION UNIVERSITY
& ACHC ACCREDITATION GUIDE TO
SUCCESS

SEE PAGE 14 FOR MORE INFO

- 15 | 2015 WORKSHOP SCHEDULE



LOOKING AHEAD

José Domingos, CEO

Since I assumed this role over 2-1/2 years ago, I don't think that market dynamics have ever been this active. Our diverse portfolio requires that we manage these varied dynamics while continuing to innovate.

The uncertainty associated with competitive bidding will continue for the foreseeable future within the Home/Durable Medical Equipment (HME) segment. The fact that companies are now held liable for their bids should help stabilize market pricing, allowing providers to structure their business to be profitable. I expect that, within the next three to five years, the market will start to see a higher number of startup HME companies re-enter the market, assuming there are no major changes in policy.

The use of Centers for Medicare & Medicaid Services (CMS) sanctions to enforce an organization's continuous compliance with CoPs can have a significant impact on home health agencies. CMS can impose potential fines totaling thousands of dollars per day and potential temporary management of the agency. Being accredited by a deemed accreditation organization is an important step in significantly reducing your risk of these sanctions. Choose your accreditation organization (AO) wisely, as your future depends on that AO's thoroughness in ensuring that you meet CMS expectations. Over the past four years, ACHC has had the lowest disparity rate more times than any other deemed AO. When you make the effort and commitment required to get accredited, choose an AO that offers accreditation with a level of quality that helps you build a strong compliance program. This will serve you well if CMS conducts a validation survey.

Accreditation is playing a significant role for compounding pharmacies. Many Pharmacy Benefit Managers (PBMs) and member networks are now requiring Pharmacy Compounding Accreditation Board (PCAB) Accreditation for participation. ACHC is applying the core of our business philosophy to this well-established brand in order to deliver a best-in-class accreditation solution with a United States Pharmacopeia (USP) foundation, as well as a customer service experience not found elsewhere. Compounding pharmacies should consider initiating the accreditation process, or at least attending one of our workshops to better understand the accreditation process, as it will soon be a universal requirement. USP <800> requirements will soon raise the bar when it comes to requirements for storage, handling, and packaging of hazardous drugs. By achieving PCAB Accreditation, we can help you prepare.

The specialty pharmacy niche carries a heavy burden for pharmacies when it comes to accreditation. Our major competitor in this segment is three to seven times more expensive with very little to distinguish its accreditation from ours. Unfortunately, pharmacies are typically required to obtain both accreditations. We will continue to work with payors to demonstrate our value, and that the differences in our standards neither impact patient care nor justify the difference in price.

At ACHC, we believe that we have to earn your business, and therefore present the value added for the expense and hours of dedication associated with accreditation. The above-mentioned market dynamics speak to that value. As a valued partner, we will help you manage these hurdles and protect your business. We constantly monitor market dynamics and make adjustments to benefit the providers we serve.

Thank you for your business.

SPOTLIGHT ON THE PROVIDER



What began as a local Los Angeles, CA, operation with only a handful of employees has grown to more than 240 internal team members with 16 ACHC-accredited locations. Today, Premier provides services in more than 25 markets in the Western United States, caring for over 600 medically fragile adult and pediatric patients.

Premier looks forward to expanding our quality homecare services throughout the Pacific Northwest and East Coast markets in the coming years. Premier was founded on, operates on, and holds true to its Core Values. Our team takes pride in a common devotion to excellence and professionalism. Each employee shares our commitment to creating exceptional experiences for our patients, families, team members, and communities. Our dedication to our Core Values is reflected in all aspects of our service, and acts as a guiding light in our every endeavor.

We have worked with various accrediting organizations and, in our opinion, ACHC best mirrors the philosophy of Premier. ACHC assumes a tremendous amount of responsibility as a deeming authority, but also takes great pride in providing educational guidance during its surveys. ACHC does not take a blind approach to its process; its survey team evaluates the agency program, listens to concerns, and gives insight on how to become more effective and efficient, as well as provide overall better care.

As Premier continues to expand, we continue to appreciate our relationship with ACHC and the value ACHC Accreditation brings to our company.

www.premier-homehealth.com

ACHC does not take a blind approach to its process:

its survey team evaluates the agency program, listens to concerns, and gives insight on how to become more effective and efficient, as well as provide overall better care."

PREMIER HEALTHCARE



ENHANCE THE VALUE OF YOUR BRAND

By earning ACHC Accreditation, you demonstrate your organization's adherence to a rigorous set of standards, as well as your commitment to providing the highest-quality healthcare to those you serve.

It is important that you promote this achievement using the ACHC Accredited Brand. ACHC has developed a branding kit that is available for download on Customer Central. This kit includes the ACHC Brand Guidelines for Accreditation, the ACHC Accreditation Logos, an option to cobrand your logo, the ACHC Gold Seal of Accreditation, and a sample press release template. This kit is also available for our PCAB-accredited customers.

ACHC has a stake in your success. We encourage customers to contact the ACHC Marketing Department at (855) 937-2242 with any questions.

**Preferred
Homecare and
ACHC: Sharing
a Mission.**



With the expertise gained from nearly 20 years of market leadership along with the complexity a network of more than 60 locations across 10 states brings, Preferred Homecare | LifeCare Solutions (“Preferred Homecare”) understands the value of working with organizations that support our mission.

“Beyond seeking a trusted advisor for our extensive and varied accreditation needs, we looked for an organization that shared in our commitment to improving lives and improving healthcare. It was clear throughout our time working with the ACHC team that we found such a partner,” said Emmie Guinn, Preferred Homecare’s Interim Chief Compliance Officer.

Since merging with LifeCare Solutions, Preferred Homecare became one of the largest providers of home-based healthcare products and services across the Southwest and Western United States. With more than 2,000 employees delivering respiratory care, home medical equipment, infusion, specialty pharmacy, and nutrition support services, as well as complex mobility solutions, Preferred Homecare needed an accreditation partner that could cover the extent of its services and footprint.

“ACHC was not only capable of advising in every one of our service lines, but they were timely in addressing our markets and locations. I have no doubt we will continue to partner with ACHC for years to come,” said Ms. Guinn.

While ACHC delivered on their mission in providing the best possible experience, Preferred Homecare found a partner that shared in our mission of improving healthcare. When it comes to something as important as accreditation, Preferred Homecare’s choice of ACHC confirmed our belief in the value of partnerships with a shared mission.

www.PreferredHomecare.com

hospicecareinc.org



John Doe
Program Coordinator

jdoe@hospicecareinc.org
(919) 888-0000
123 Sunny Point Rd.,
Raleigh, NC 27777



UPCOMING CERTIFIED CONSULTANT WORKSHOPS

Home Health, Hospice & Private Duty

June 3, 2015

Cary, NC

DMEPOS & Infusion/Specialty Pharmacy

June 4, 2015

Cary, NC

ACHC Certified Consultants receive:

- ACHC Certified Consultant recognition
- Company listing on ACHC's website
- Access to ACHC Accreditation Standards
- *ACHC Accreditation Guide to Success* workbook
- Continuous promotion and referral by ACHC at tradeshows and events (nearly 70 in 2014-15)

If you are interested in becoming an ACHC Certified Consultant, **please visit achc.org or call (855) 937-2242 for more details.**



ACHC CERTIFIED CONSULTANT PROGRAM

ACHC has successfully launched its Certified Consultant program for industry professionals who provide consulting services for healthcare organizations that are preparing for ACHC Accreditation. Nearly 60 individuals across all ACHC Accreditation programs achieved Certified Consultant status at our first training event, held in December, 2014, which included a comprehensive training program and a competency assessment. All ACHC Certified Consultants must attend the training once every two years to maintain ACHC Certified Consultant status.

The course provides consultants with information to better prepare healthcare clients for the accreditation survey, including the ACHC application, on-site survey, and post-survey accreditation processes. To ensure that all ACHC Certified Consultants provide quality consulting services to their clients, we create exceptional educational materials for providers and consultants alike. The training events are led by ACHC Clinical Compliance Educators with extensive experience in strategies for operating healthcare organizations and in leading ACHC Accreditation workshops.

Becoming an ACHC Certified Consultant supports ACHC's goal of providing the best experience to our providers and the patients they serve, and demonstrates a commitment to quality patient care.

CUSTOMER SATISFACTION

Josh Boatright, CUSTOMER SERVICE QUALITY SPECIALIST

As ACHC continues to grow, we understand that both the needs of our customers and regulatory requirements will evolve over time. We pride ourselves on being adaptable to healthcare industry changes that allow our customers to easily meet and exceed any state/federal requirements. ACHC's mission of partnering with our accredited agencies without compromising the quality of our standards drives continuous process improvement that positively impacts our customers. Through feedback provided by our customers, initiatives were developed to increase efficiencies in areas such as surveys, the ACHC website, and Customer Central, as well as the automation of the application process. In addition, ACHC assigns attentive and responsive Account Advisors to each company that begins the ACHC Accreditation process. Every customer interaction we have provides us the valuable feedback we need to refine our processes. With your continued and appreciated assistance, I am confident that we will continue in that effort.

Without continual growth and progress

such words as improvement, achievement, and success have no meaning."

Benjamin Franklin

ACCOUNT ADVISOR TIPS



Contact your state to find out what your licensing requirements are and what steps you need to take.

- Every state's requirements are different
- ACHC requires that you follow all state, local, and federal laws
- If requirements conflict, you must comply with the most stringent requirement
- Use ACHC as a resource



Make sure that you have a copy of the CMS State Operations Manual Chapter 2 – The Certification Process found on cms.gov.

- Ensure that your agency is meeting the general requirements as defined by CMS
- Download Appendix B – Guidance to Surveyors: Home Health Agencies for home health Conditions of Participation (CoPs), and Appendix M – Guidance to Surveyors: Hospice for hospice CoPs (*Appendices B & M are found on cms.gov and on Customer Central, cc.achc.org*)
 - ▶ These contain specific G/L tags and interpretive guidelines for agencies and Surveyors on how to fulfill the CoPs

Your Account Advisor is always available for questions before, during, and after your accreditation.



Catherine Bailey,
ACCOUNT ADVISOR

98%
of our customers have a positive experience with ACHC.

"Everyone was very responsive and accessible. They really listened to us during the survey and were able to give constructive and affirming feedback. The entire process was remarkably smooth."

-DMEPOS PROVIDER, ROANOKE, VA

98%

of our customers would recommend ACHC.

"The feedback was positive and encouraging—we were impressed with the way this survey was handled from start to finish."

-HOME HEALTH PROVIDER, KENNETT SQUARE, PA



For questions about ACHC's Customer Service, please contact Josh Boatright—jboatright@achc.org.

PROGRAM UPDATES

HOME HEALTH, HOSPICE & PRIVATE DUTY

ICD-10 IS SET TO BE IMPLEMENTED OCTOBER 1, 2015

The ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets on October 1, 2015. ICD-10 will affect diagnosis and inpatient procedure coding, and is required for everyone covered by the Health Insurance Portability and Accountability Act (HIPAA). Claims for services provided on or after the compliance date should be submitted with ICD-10 diagnosis codes. Claims for services provided prior to the compliance date should be submitted with ICD-9 diagnosis codes.

These changes are meant to enhance current medical documentation standards to capture a greater level of detail in patient care. Although the overall content is similar, The Tenth Revision (ICD-10) differs from the Ninth Revision (ICD-9) in the following ways:

- ICD-10 will be printed in a three-volume set compared with ICD-9's two-volume set
- ICD-10 will have alphanumeric categories rather than numeric categories
- Some chapters have been rearranged, some titles have changed, and conditions have been regrouped
- ICD-10 will have almost twice as many categories as the current ICD-9 version
- Some fairly minor changes have been made in the coding rules for mortality

CMS has created multiple resources to assist companies with the transition. To learn more about the ICD-10 changes surrounding the transition, visit cms.gov/icd10.



AIS HAS BEEN APPROVED!



ACHC Inspection Services (AIS) has been approved by the Florida State Board of Pharmacy and the Texas State Board of Pharmacy to conduct non-residential compounding inspections on their behalf.

For more information, visit aisinspections.org.



PHARMACY — ACHC is closely monitoring the development of USP<800> Hazardous Drugs - Handling in Healthcare Settings.

This General Chapter provides standards to protect personnel and the environment when handling hazardous drugs. To date, there has been one revision, with another revision anticipated in the March/April 2015 time frame. The republishing is due to essential comments received on the previous revision. The new revision adds clarification, contains new and revised guidance documents and stakeholder input, and is currently available for public review and comment. When it is officially published, ACHC will begin to incorporate USP<800> into our standards. Stakeholders are encouraged to read the proposed chapter (available at www.usp.org) and to make comments directly to USP. The comment period ends May 31, 2015.

 **DMEPOS** — Many Home/Durable Medical Equipment (HME) providers will undergo their triennial accreditation renewal in 2015. These organizations are getting ready to be surveyed for the third time (in 2009 accreditation was mandated for HME providers), and it is easy for your renewal to sneak up on you. Below are some important reminders (as well as a list of resources you can take advantage of) to ensure you are ready for your next accreditation survey.



Do not wait until the last minute to send in your renewal application. Waiting until the last minute only adds to the stress and may cause an interruption in your accreditation status with Medicare. Don't put your revenue at risk. ACHC will be contacting you 12 months ahead of your renewal to help you start on the renewal process.



Log into Customer Central and take advantage of its resources to help you prepare. Tools include a DMEPOS Pre-Survey Checklist and a Client/Patient File Checklist audit tool, as well as several survey process video tutorials.



Attend a DMEPOS workshop and receive the ACHC Accreditation Guide to Success workbook. The workshops are 100% focused on helping you prepare for a successful accreditation survey. The workbook is one of the most powerful tools you have to help you stay in compliance. As a current customer you are eligible for a \$50 discount on the workshop. All workshops are listed under the Accreditation University tab at achc.org.



For questions about ACHC's Program Updates, please contact **Kevin O'Connell**—koconnell@achc.org.

TRANSITION TO ACHC

EDUCATIONAL, BENEFICIAL, COLLABORATIVE, HELPFUL...

These are some of the words customers have used when describing their experience with ACHC's Transition Program.

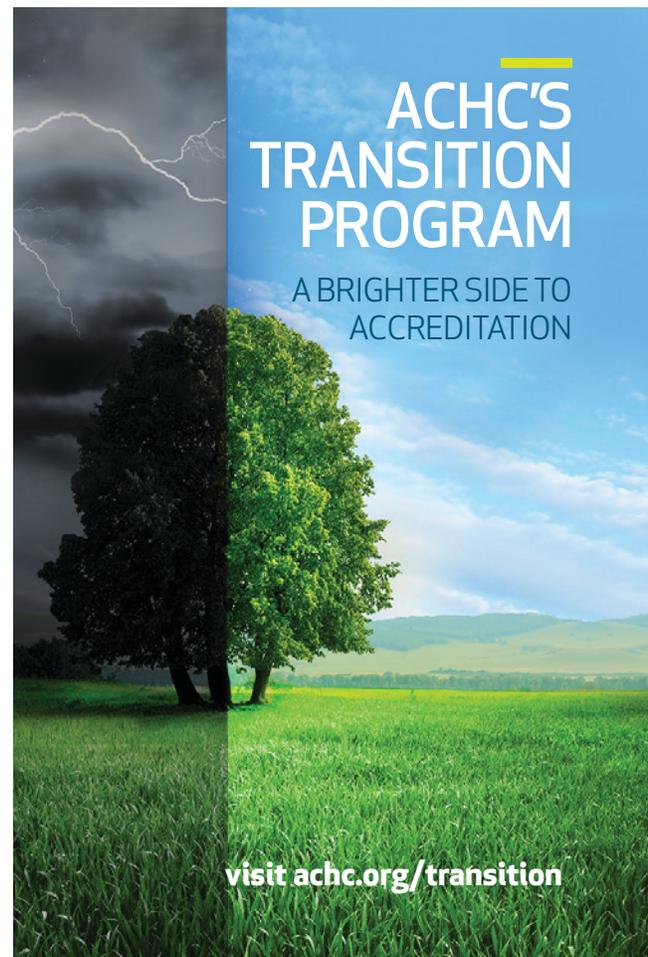
ACHC created the Transition Program for DMEPOS and pharmacy providers who want to switch from their current accreditation organization to ACHC Accreditation. The process is designed so that providers can make this switch as effortlessly as possible at any point during their current accreditation cycle while ensuring that they stay in compliance throughout the transition. A personal Transition Coordinator provides guidance during every step of the process, and ensures a successful accreditation renewal.

Following your transition, ACHC will work with you to do a policy and procedure conversion to ensure compliance with ACHC standards. This is a helpful and educational process for the provider, and is offered at no additional cost.

Switching back to ACHC was the best decision ever. I just finished my

third re-accreditation and it was by far the least stressful and most educational experience I've had. The staff at ACHC made the transition effortless. They were beyond helpful. Going into my on-site survey, I felt more prepared than ever.

Rusty Church, ALPHA OXY-MED





THE IMPACT OF THE IMPACT ACT

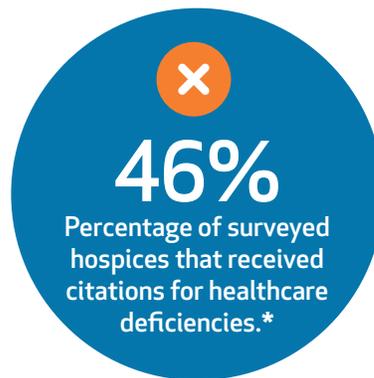
Lisa Meadows, ACHC CLINICAL EDUCATOR FOR HOME HEALTH, HOSPICE, AND PRIVATE DUTY



Effective April 6, 2015 all Medicare-certified hospice agencies will be required to be surveyed every 36 months for the next 10 years as a result of the Improving Medicare Post-Acute Care Transformation (IMPACT) Act that was signed into law October 6, 2014.



The Office of Inspector General (OIG) found that the most recent recertification survey for 14 percent of state-surveyed hospices occurred more than six years before the index date of July 5, 2005, with the length of time between the most recent survey and the index date averaging nine years.



Furthermore, when surveys did occur, 46 percent of the surveyed hospices received citations for healthcare deficiencies, with the most frequently cited deficiencies related to care planning and quality issues.

*Result of the OIG's 2007 report *Medicare Hospices: Certification and Centers for Medicare & Medicaid Services Oversight*.

As a result, all Medicare-certified hospice providers can expect a survey from their state agency between April 2015 and April 2018 if they have not had a deemed status survey with a CMS-recognized accrediting organization, such as ACHC.

ACHC offers the following resources to assist agencies seeking a deemed status survey:

- ▶ **ACHC Accreditation University workshops include:**
 - A review of what to expect during the survey process
 - A review of what is expected in order to meet the ACHC Accreditation Standards
- ▶ **ACHC Accreditation Guide to Success workbooks include:**
 - Sample forms, policies and procedures, and audit tools designed to prepare an agency for the survey
- ▶ **Readiness Packet Audit Tools include:**
 - Vital forms, such as a medical record and personnel record audit tool in an electronic format to assist the agency with the audit process in preparation for the survey
 - The Extended Policy Review that consists of the review of an agency's policies and procedures to determine compliance with the ACHC Accreditation Standards



The intent of the survey is to determine an agency's compliance with the Medicare Conditions of Participation (CoPs). The State Operations Manual Appendix M provides the interpretive guidelines to the CoPs, and provides agencies with a description of what the Surveyors will be assessing when they conduct the survey. The State Operations Manual Appendix M can be accessed on CMS's website, www.cms.gov and on Customer Central, cc.achc.org.

 For more information, please contact Lisa Meadows — lmeadows@achc.org.

VENTILATORS:

DO WE ADD TO OUR BUSINESS MODEL?

Greg Stowell, ACHC CLINICAL COMPLIANCE EDUCATOR FOR DMEPOS, PHARMACY, AND SLEEP



A company needs to define where it can best serve the medical needs of its patients. I am frequently asked by providers if they need to add a ventilator program to their company's products profile. ***The easy answer is maybe.***

Has the research been done to justify the need to purchase expensive equipment that might not generate payback for well over a year? The equipment investment is just a small cost of providing this type of equipment. If a company does not have staff with the equipment management expertise to properly care for these devices, they become a huge liability for the company to take on as marketable products. It is certainly a factor that these devices are outside the products for competitive bidding, but they might not be a company's solution to losing revenue due to lost bids.

As DMEPOS suppliers, we are not paid for the knowledge base that is needed to support these devices. Although a company might not need to be accredited for clinical services or offer a clinical component to deliver these ventilators, these devices are still classified as life sustaining. Therefore, a higher liability goes hand-in-hand with the distribution of these devices. As a Respiratory Therapist, the first thing I learned was that a ventilator is a life-supporting mechanism that exchanges air between the lungs and the atmosphere so that oxygen can be exchanged for carbon dioxide in the alveoli (the tiny air sacs in the lungs). It is important to note that Continuous Positive Airway Pressure (CPAP)/Bilevel Positive Airway Pressure (BiPAP) therapy for obstructive sleep apnea does not work by exchanging air below the vocal cords, but is a means to keep the airway open so air can pass freely into the lungs.

If a company decides that it wants to provide these devices, it needs a licensed professional who is an expert in ventilation (either a Registered Respiratory Therapist [RRT] or a nurse trained in ventilation), and who is available 24/7. Also consider the following requirements:

- 1 24/7 support by qualified people to troubleshoot the problems or deliver a backup unit
- 2 Education provided to all delivery staff on how to switch out a unit, if needed
- 3 The purchase of backup equipment to support equipment failures and power outages
- 4 Sufficient demand for these expensive products and the expectation that the billing/reimbursement will remain constant for equipment payback
- 5 Enough clinical data to support the type of therapy being offered

Competitive bidding has certainly given us great challenges in running our businesses. To compensate for these challenges we need to ensure that we make wise business decisions in order for our companies to survive.



For more information, please contact **Greg Stowell**—gstowell@achc.org.

PARTNER WITH ACHC

Lindsey Holder, BUSINESS DEVELOPMENT REPRESENTATIVE

THANK YOU TO ALL OF OUR VALUED PARTNERS!

ALWAYS BEST CARE

ASSOCIATION FOR HOME & HOSPICE CARE OF NC

CALIFORNIA ASSOCIATION FOR HEALTH SERVICES AT HOME

COMFORCARE

THE FLORIDA ASSOCIATION OF MEDICAL EQUIPMENT SERVICES

ESSENTIALLY WOMEN

GROVE MEDICAL, INC.

IMCO HOME CARE

INTERNATIONAL ACADEMY OF COMPOUNDING PHARMACISTS

MANAGED HEALTH CARE ASSOCIATES, INC.

INDIANA ASSOCIATION FOR HOME & HOSPICE CARE

MICHIGAN ASSOCIATION FOR HOME CARE

OHIO COUNCIL FOR HOME CARE & HOSPICE

TEXAS ASSOCIATION FOR HOME CARE & HOSPICE

NORTH CAROLINA ASSOCIATION OF MEDICAL EQUIPMENT SERVICES

VITAL CARE

SOUTH CAROLINA MEDICAL EQUIPMENT SERVICES ASSOCIATION

VIRGINIA ASSOCIATION FOR HOME CARE AND HOSPICE

PROFESSIONAL COMPOUNDING CENTERS OF AMERICA



For more information on ACHC's Partnership Program, please contact **Lindsey Holder**—lholder@achc.org.

ACHC is strongly committed to aligning with organizations that have similar ambitions and goals. We look forward to mutual growth and improvement through partnerships with such organizations. Through ACHC's partnership program we continuously strive to offer improved, valuable benefits to our partner organizations and their members.

ACHC has worked hard to offer state-of-the-art resources and educational opportunities to our partner members. These include cohosted webinars and workshops, as well as discounts on accreditation fees and educational resources. ACHC is also excited about collaborating with others to advance the healthcare industry. Matt Hughes, Director, Business Development & Customer Service said, "ACHC will remain focused on ensuring our providers are given the best available resources to help promote quality care. ACHC's goal is that, through these partnerships, we can increase the quality of ACHC's accreditation experience!"

We thank all of our valued partners and look forward to growing and working with others in the future!

The Texas Association for Home Care & Hospice



is excited to co-market with ACHC. Our members are ready to sign on and move their agencies forward with this highly respected organization that is dedicated to delivering the best possible experience during the accreditation process!"

Becky Allcorn, Director, Membership & Public Relations
TEXAS ASSOCIATION FOR HOME CARE & HOSPICE

We are delighted to continue our partnership



and friendship with ACHC. The partnership between Association for Home & Hospice Care of North Carolina and ACHC is one that makes a lot of sense. ACHC and ACHC have had a long-standing relationship, and we are pleased to share the same quality- and patient-focused values. The partnership has benefited our members, and our number one goal is to offer quality resources to providers of home care, home health, and hospice services. In fact, ACHC members receive discounts on accreditation services through ACHC. Not only are our agency members pursuing higher quality through accreditation with ACHC, but they are saving money thanks to our partnership."

Tim Rogers, President and CEO
ASSOCIATION FOR HOME & HOSPICE CARE OF NC

COMMON MISCONCEPTIONS ABOUT ACCREDITATION

Patricia Foster, ACCOUNT SERVICES REPRESENTATIVE

Misconceptions about ACHC Accreditation are common. They vary from the belief that there is only a “pass/fail” decision to the belief that ACHC accredits only home health and hospice agencies.

Let’s start with the most common misconception, the pass/fail decision. Many businesses think that they only have one chance to pass their survey, and if they are not granted accreditation after their initial survey, they are denied and have to start from the beginning. ACHC has four possible outcomes for your survey. Your business can either be accredited, have accreditation pending, be dependent, or be denied. Depending on your specific outcome, your dedicated Account Advisor will work with you to become compliant with our standards, thereby helping you to obtain the accreditation that you are seeking.

The second biggest misconception pertains to the programs and services that ACHC offers. ACHC currently accredits seven programs with 51 services, including home health, hospice, and DMEPOS providers, as well as PCAB Compounding Pharmacies. As an Account Services Representative, I am happy to speak with customers about our streamlined accreditation process, the cost of accreditation, and payment options.

Finally, some think that they have to go through the accreditation process alone. Nothing could be further from the truth. When a customer creates a new application, they are assigned a dedicated Account Advisor who will be their point of contact the entire time they are accredited. Each time you call ACHC, you are not given to the next available person; you are put in contact with your Account Advisor. Your Account Advisor will work with you not only during the initial accreditation process, but at any time during your accreditation cycle.

 For more information on Common Misconceptions of ACHC Accreditation, please contact **Patricia Foster**—pfoster@achc.org.

ACCOUNT ADVISOR TIPS



Become familiar with the ACHC Accreditation process to ensure that you successfully complete your application and schedule your survey.



Complete a Preliminary Evidence Report (PER) that outlines your company standards and licensing information, along with a signed contract; a Surveyor will then be scheduled to arrive on site.



For an initial survey, provide your Account Advisor with a readiness date that indicates the earliest date you will be ready for your Surveyor to arrive on site.



If you feel your organization needs additional time to prepare for the survey, keep one step ahead of the survey process by referring to the *ACHC Accreditation Guide to Success* workbooks that cover a wide array of compliance hints, sample audit tools, sample Surveyor questions, and suggestions for best practices.

Your Account Advisor is always available for questions before, during, and after your accreditation.



Benjamin Gerson,
ACCOUNT ADVISOR

SAVE *the* DATE

 **MAY 9, 2016**

 **BRIER CREEK COUNTRY CLUB**
RALEIGH, NC

 **NOW ACCEPTING PREREGISTRATIONS**
EMAIL: GOLF@ACHC.ORG



ACCREDITATION UNIVERSITY



ACHC is dedicated to providing customers with a rich and varied suite of educational resources to meet their accreditation and quality improvement needs. ACHC's Accreditation University offers a full educational curriculum that includes service-specific workshops, *ACHC Accreditation Guide to Success* workbooks, audit tools, Survey Readiness Packets, and Continued Compliance checklists to assist providers in the initial and renewal accreditation process. These resources are written by Clinical Compliance Educators and Surveyors who have extensive experience in their respective fields.

ACHC workshops are specifically designed to prepare healthcare organizations for the accreditation process. Each workshop is instructed by ACHC Clinical Compliance Educators and Surveyors to ensure that participants receive the most relevant industry information and guidance on ACHC Accreditation. Participants also are provided with their own take-home version of the *ACHC Accreditation Guide to Success* workbook (\$349 value) that discusses preparing preliminary documentation, preparing for the on-site survey, and audit tools. Upon completion, all attendees will receive a certificate of completion and \$250 off the cost of accreditation.

YOUR "USER'S MANUAL" FOR ACCREDITATION

Let ACHC help you through the accreditation process with an *ACHC Accreditation Guide to Success* workbook. Each workbook is a program-specific, comprehensive tool that offers guidance for the ACHC Accreditation Standards by providing an explanatory interpretation and a list of requirements for each standard. The workbooks have been developed by program experts and Surveyors to assist organizations in preparing for a successful survey experience. Specifically designed to help providers develop more efficient policies and procedures, the workbooks include compliance hints, sample audit tools, sample Surveyor questions, and suggestions for best practices to help ensure a successful on-site survey.

The *ACHC Accreditation Guide to Success* workbooks are available for Home Health, Private Duty, Hospice, DMEPOS, Pharmacy, and Sleep.

// I was so pleased to meet your staff

and attend the Home Health and Private Duty workshops. Your staff is warm, engaging, and so very willing to be of assistance. Lisa Meadows, ACHC Clinical Compliance Educator, is so knowledgeable and a fantastic trainer!"

Dana Rambow, RN,
VICE PRESIDENT, HOME HEALTH, ALWAYS BEST CARE

ACCREDITATION UNIVERSITY IS EXPANDING!

New offerings will be announced on October 1, 2015.





2015 WORKSHOP SCHEDULE

visit achc.org/events

ACHC Workshop benefits include:

- Educating your staff on their roles and responsibilities and establishing survey day expectations
- Understanding how to develop policies and procedures along with a Preliminary Evidence Report (PER) and Plan of Correction (POC)
- Learning about the most common ACHC survey deficiencies and how to avoid them
- Gaining confidence in your preparation for the on-site survey
- Discussing compliance topics with Clinical Compliance Educators and other industry professionals
- Collecting templates that can be customized for your organization
- Receiving \$250 off accreditation fees and a complimentary *ACHC Accreditation Guide to Success* workbook

ACHC Customers: Contact your Account Advisor to receive your customer discount!

HOME HEALTH

Jun 16, 2015

Cary, NC

Dec 9, 2015

Cary, NC

PRIVATE DUTY

Aug 11, 2015

Cary, NC

Dec 10, 2015

Cary, NC

HOSPICE

Jun 17, 2015

Cary, NC

Dec 8, 2015

Cary, NC

PHARMACY

Compounding

Aug 19 & 20, 2015

Cary, NC

Specialty & Infusion

Sep 23 & 24, 2015

Cary, NC

DMEPOS

Aug 18, 2015

Cary, NC

Nov 12, 2015

Cary, NC

CONFIDENCE

to strengthen your approach

THE CORRIDOR GROUP
Your Trusted Business Partner

corridorgroup.com | 866-263-3795

For more information on Accreditation Workshops, contact ACHC's Marketing Department—info@achc.org.



FOR PROVIDERS.
BY PROVIDERS.
139 Weston Oaks Ct.
Cary, NC 27513

achc.org

EDUCATIONAL RESOURCES

[AT YOUR FINGERTIPS]

ACCREDITATION
GUIDE TO SUCCESS

ACHC
WORKSHOPS

CUSTOMER
CENTRAL

achc.org

ACCREDITATION COMMISSION *for* HEALTH CARE