



FOR PROVIDERS.  
BY PROVIDERS.™

# THE SURVEYOR

## ACCREDITATION UNIVERSITY IS EXPANDING

Accreditation Commission for Health Care (ACHC) is proud to announce the launch of Accreditation University as a division of ACHC. Accreditation University creates a foundation for additional educational offerings aimed at helping providers achieve ACHC Accreditation. ACHC has more than 29 years of experience collaborating with healthcare providers to deliver educational accreditation services. ACHC recognizes the need for healthcare organizations to have access to comprehensive educational resources that facilitate quality patient care, efficient business operations, and compliant practices.

As a nationally recognized accreditation organization, ACHC places great value on continuing education as a means of achieving and maintaining accreditation. The formalization of Accreditation University as a division of ACHC focuses resources within the accreditation organization to provide a full range of educational offerings that meet the individual needs of providers.



"Our entire organization is committed to partnering with organizations and healthcare professionals to facilitate the highest-quality healthcare," said José Domingos, CEO. "The expansion of our educational products and services is a natural extension of our accreditation foundation, allowing us to leverage our expertise to better prepare providers to achieve success."

Accreditation University will continue to offer existing educational products in the form of expanded workbook and workshop opportunities. Additional products and services will support providers where they may experience a gap in expertise, resources, or time. These customized educational solutions will be available in a wide array of policy manuals, audit tools, and other resources to be introduced in 2016.

*(Continued on page 2)*



### INSIDE THIS ISSUE



2 | ACCREDITATION UNIVERSITY IS EXPANDING (CONTINUED)

3 | LOOKING AHEAD

4 | SPOTLIGHT ON THE PROVIDER  
→ GREAT LAKES CARING



5 | CUSTOMER SATISFACTION

6 | ACHC IS INTERNATIONAL

7 | PARTNER WITH ACHC

8 | VALUE OF ACCREDITATION

9 | COMPOUNDING PHARMACY: DEVELOPMENTS FROM USP

10 | PROGRAM UPDATES

12 | TRANSITION TO ACHC

13 | PCAB ACCREDITATION FOR HOSPITAL PHARMACIES

 ACHC ACCREDITATION UNIVERSITY & ACHC ACCREDITATION GUIDE TO SUCCESS

SEE PAGE 14 FOR MORE INFO

15 | 2016 WORKSHOP SCHEDULE

## BOARD OF COMMISSIONERS

Chris E. Clasen, BS, RRT, RCP | Chairperson  
DIRECTOR OF THE VENTILATOR UNIT AT BLUE RIDGE HEALTH CARE CENTER

John Barrett | Vice Chair  
SENIOR CONSULTANT, QUALITY SYSTEMS ENGINEERING

Denise Leard, Esq | Secretary  
ATTORNEY AT BROWN & FORTUNATO

Rick Ferris, PharmD, ND, MPH, MBA, BCNSP, CMT,  
Diplomate of Holistic Iridology | Treasurer  
CONSULTANT, DENTON PRESCRIPTION CENTER

Gregory Bentley, Esq  
PRINCIPAL, THE BENTLEY WASHINGTON LAW FIRM

Floyd Boyer, BS, RRT, RCP, FAARC  
PRESIDENT, AFFORDABLE HEALTH CARE CONSULTANTS, LLC

Regina Schaaf Dickens, EdD, LCSW  
RSD CONSULTING

Barbara Stover Gingerich, RN, MS, FACHE(R)  
PRESIDENT, ADVANTAGE CONSULTANTS, INC.

Leonard S. Holman, Jr., RPh, CHC  
DIRECTOR - HOME INFUSION THERAPY SERVICES - ALLINA HEALTH HOME CARE SERVICES

William R. Letendre, Sr., MS, MBA  
VP PROFESSIONAL COMPOUNDING CENTERS OF AMERICA, INC.

Marshelle Thobaben, RN, MS, PHN, APNP, FNP  
PROFESSOR, HUMBOLDT STATE UNIVERSITY

Tom Tucker  
VP SALES AND MARKETING, ATTENTUS MEDICAL SALES, INC.

Richard M. Wetherell  
VP - QUALITY, TELEFLEX MEDICAL, INC.

Matthew Whittington  
BRIGADIER GENERAL, US ARMY (RETIRED)

Geri Hempel, RN, BA  
COMPLIANCE OFFICER AND VP ADMINISTRATION,  
AREOCARE HOLDINGS, INC



FOR PROVIDERS.  
BY PROVIDERS.™



## ACCREDITATION UNIVERSITY IS EXPANDING

*(Continued from front cover)*

Additionally, Pharmacy, DMEPOS, and Sleep providers will have access to a full line of customized consulting services delivered by ACHC's highly qualified network of Certified Consultants. By offering a personalized line of consulting solutions for providers, Accreditation University will enhance healthcare organizations by helping to implement sound policies, procedures, and practices.

For more information about Accreditation University products and services, please visit our website at [accreditationuniversity.com](http://accreditationuniversity.com).



For more information on Accreditation University, contact ACHC's Marketing Department—[info@achc.org](mailto:info@achc.org).

## LEARN MORE ABOUT CONSULTING SERVICES

Call (919) 228-6559 or visit [accreditationuniversity.com/consulting](http://accreditationuniversity.com/consulting) to learn more or get a quote!



Look for this symbol regarding time sensitive items.



## LOOKING AHEAD

José Domingos, CEO

Over the past year ACHC's business has evolved: we have strengthened our programs from a standard relevancy standpoint, we have bolstered our market presence, and we have engaged in more partnerships than ever before in the company's history. As a result, we have achieved record results and unprecedented customer satisfaction scores. We have demonstrated that exceptional customer service is a worthy differentiator, and that customers are willing to reward us for it. Our educational, collaborative approach to helping customers achieve accreditation without compromising our standards contributes to a return on the investment that every organization makes when they choose ACHC Accreditation. We have changed the image of accreditation to be a positive experience that ultimately enhances an organization.

The coming year brings its own challenges. All of our major programs have significant market developments that will have an impact on ACHC and the providers we serve. Our DMEPOS customers continue to be challenged by the effects of competitive bidding that has caused a large number of businesses to close their doors. Those that have been able to succeed are challenged with lower reimbursement rates, and will look for organizations that offer value. This is the reason ACHC has continued to take market share despite these dynamics.

Our home health and hospice providers are confronted with potentially devastating sanctions that are prompting many to take proactive steps to ensure compliance with Medicare Conditions of Participation (COPs). Our consistently low disparity rates make ACHC the best choice to help home health and hospice providers avoid these sanctions.

Our Pharmacy programs are well-positioned to meet challenges in the market, especially our PCAB Pharmacy Compounding program. Other certification and inspection services being marketed to compounders are not equivalent to PCAB Accreditation. It is important to understand the distinction between a certification and PCAB Accreditation. In an effort to improve patient safety, boards of pharmacy are beginning to establish requirements for pharmacies to demonstrate safe compounding practices. We therefore need to educate those boards of pharmacy on the differences between PCAB Accreditation and the other inspection programs, as the other programs will not produce the comprehensive improvements that PCAB Accreditation offers and that boards are seeking.

Because our business philosophy transcends all of these market dynamics, ACHC is perfectly positioned to continue on our growth path. When customers have a choice, they choose ACHC. We take that responsibility very seriously and we thank those of you who are currently or are soon to be part of the ACHC family.

## SPOTLIGHT ON THE PROVIDER

Great Lakes Caring Home Health and Hospice is one of the nation's leading providers of a coordinated continuum of health care that consists of home health, palliative, and hospice care. Our value-based health care services are delivered with an unparalleled level of quality by our dedicated team of healthcare professionals. Great Lakes Caring's primary focus is to provide superior quality health care to those we are honored to serve, utilizing state-of-the-art technology and innovative processes. This drives extraordinary patient outcomes and reduces unnecessary re-hospitalization rates, resulting in higher patient satisfaction at a lower cost. Our commitment to excellence is illustrated by our investment in people, products, and programs that facilitate our industry-leading clinical outcomes.

Our focus on excellence extends to the accreditation of our entire company through ACHC. ACHC Accreditation reinforces our commitment to complying with the Centers for Medicare & Medicaid Services (CMS) Conditions of Participation (CoPs) and exceeding expectations through

industry standards aimed at ensuring a quality patient experience. ACHC provides a consistent, organized, methodical approach to the survey experience. The ACHC survey experience is complemented by an investment in each agency's success through ongoing regulatory updates, educational workshops, phone consultations, and the guidance from personal Account Advisors. ACHC reinforces the positive patient experience that we strive to provide each day.

Great Lakes Caring is resolute in our commitment to exceeding the expectations of the physicians, facilities and hospitals that entrust their patients to us. Most importantly, we strive to exceed the needs of the patients who are our utmost priority.

[www.greatlakescaring.com](http://www.greatlakescaring.com)



### Accreditation through ACHC reinforces our commitment

to complying with the CMS Conditions of Participation, but also to exceed expectations through industry standards aimed at ensuring a quality experience for the patient."

GREAT LAKES CARING



## 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.

# CUSTOMER SATISFACTION

Josh Boatright, CUSTOMER SERVICE QUALITY SPECIALIST

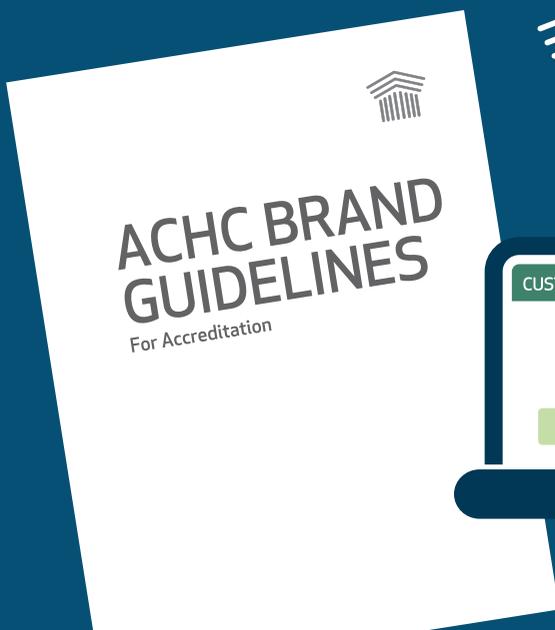
As ACHC continues to grow, we understand that both the needs of our customers and regulatory requirements will shift over time. In response to evolving industry demands and regulatory requirements, we have developed improvements that enhance our relationships with ACHC-accredited companies. Customers consistently speak to the responsiveness and efficiency of our Account Advisors, as well as to the knowledge and approachability of our Surveyors. Internally we are constantly looking for ways to make our website and accounting system more efficient in order to improve the customer experience.

Overall, our customers report a 98% customer satisfaction rating with ACHC, which supports our goal of delivering the best possible customer experience. Every customer interaction is an opportunity for ACHC to obtain valuable feedback, which we use to continuously improve our processes. We have been listening to providers for years and we value your input. If you would like to share your ACHC experience with us or if you have ideas on how we might better serve you as a provider, please contact us at (855) 937-2242.



“Without change there is no innovation, creativity, or incentive for improvement. Those who initiate change will have a better opportunity to manage the change that is inevitable.”

— William Pollard



ACHC ACCREDITED



Hospice Care®

[hospicecareinc.org](http://hospicecareinc.org)

John Doe  
Program Coordinator  
[jdoe@hospicecareinc.org](mailto:jdoe@hospicecareinc.org)  
(919) 888-0000  
123 Sunny Point Rd.,  
Raleigh, NC 27777



ACHC ACCREDITED

P  
C  
A  
B

ACCREDITED®

Compounding Pharmacy

A SERVICE OF ACHC



## ACHC IS INTERNATIONAL

ACHC International was launched in 2015 as a division of ACHC focused on providing customized compliance solutions for healthcare providers outside of the United States. ACHC's first international offering brought its pharmacy program into Canada with the PCAB Certification Program for Canadian Compounding. The program, based on PCAB Accreditation, is the first of its kind in Canada to assess the compounding process. It offers a specific set of standards that concentrate on the quality and consistency of compounded medications.

Pharmacies showed considerable support of the program with a strong turnout at the first Certification workshop that was held in conjunction with the Association of Compounding Pharmacists of Canada (ACPC) Annual meeting in Toronto. Participants received an in-depth review of the preliminary Certification standards, as well as key tactics for achieving and maintaining compliance.

Since the workshop, ACHC conducted a Beta Survey at a compounding pharmacy in Canada. The Beta Survey serves as a key milestone in the release of the Certification program, ensuring that the standards are relevant and realistic for compounding pharmacies. Following the completion of the Beta process, ACHC will formally release the service to Canadian pharmacies.

The entire team at ACHC looks forward to taking key PCAB components such as safety, quality, and training to the international community! Stay tuned for more developments to come soon!

**Pharmacies interested in the Certification program may visit [www.achcinternational.ca](http://www.achcinternational.ca) to learn more!**

## ACHC CERTIFIED CONSULTANT PROGRAM

Certified Consultant Training provides industry professionals with a comprehensive overview of the ACHC Accreditation process. Part of ACHC's Accreditation University (AU), Certified Consultant Training provides participants with insight to the ACHC Accreditation Standards, survey approach, and processes.

### 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 tradeshow and events

Contact the ACHC Marketing Department for additional information about the ACHC Certified Consultant Program and upcoming trainings.



### UPCOMING CERTIFIED CONSULTANT WORKSHOPS

Home Health, Hospice & Private Duty

June 1, 2016

Cary, NC

DMEPOS & Pharmacy

June 2, 2016

Cary, NC

# PARTNERSHIPS THAT MAKE A DIFFERENCE

Lindsey Holder, BUSINESS DEVELOPMENT REPRESENTATIVE

Because healthcare businesses and providers must constantly adapt to new regulations, growth opportunities, and required education, partnering with other organizations is essential to staying current with industry updates.

ACHC continues to grow our Partnership program and to pursue new relationships with other esteemed organizations. We focus on providing the best state-of-the-art resources and education available to providers and industry professionals. Our affordable and useful program-specific tools help providers achieve successful patient care outcomes and business practices. With the combined expertise of ACHC, our partners, and providers we are able to offer the best healthcare services available in the industry.

The organizations we work with are proud to collaborate with ACHC and to benefit mutually through the committed relationships established with each provider. "One of the most enjoyable parts of working in the healthcare industry is developing relationships with other industry representatives and

organizations that share a similar vested interest and goal," said Matt Hughes, Business Management and Customer Service Director. "ACHC's mission is to work in conjunction with both our providers and organizations to consistently offer the best services the industry has to offer."

## THANK YOU TO ALL OF OUR VALUED PARTNERS!

21st Century Health Care Consultants  
 Always Best Care  
 Association for Home & Hospice of NC  
 Beth Carpenter and Associates  
 BlackTree Healthcare Consulting  
 California Association for Health Services at Home  
 Certified Homecare Consulting  
 ComForcare  
 Community Oncology Pharmacy Association  
 Condor Healthcare Consultants  
 Essentially Women  
 Florida Association of Medical Equipment Services  
 HealthCare ConsultLink  
 Home Care Association of Massachusetts  
 Rhode Island Partnership for Home Care  
 GHP Network  
 Grove Medical, Inc.  
 IMCO Home Care  
 International Academy of Compounding Pharmacists  
 Juanda's Healthcare Consulting  
 Managed Health Care Associates, Inc.  
 Indiana Association for Home and Hospice Care, Inc  
 Michigan Association for Home Care  
 NC Association of Medical Equipment Supply  
 Ohio Council for Home Care and Hospice  
 PersonalMed  
 Professional Compounding Centers of America  
 QIRT  
 South Carolina Medical Equipment Services Association  
 Texas Association for Home Care and Hospice  
 Virginia Association for Home Care & Hospice  
 Vital Care

## “ We could not be any happier with our new partnership with ACHC.

Together we will develop specific Oncology Accreditation Standards to combine with the ACHC Specialty Pharmacy Accreditation Standards. The ACHC-accredited pharmacies will lead the way to providing the highest-quality patient care and compliance, as well as keeping overall health system costs to a minimum. Such integrated care is the future of cancer care.”

Ricky Newton, CPA, Director of Financial Services & Operations  
 Treasurer  
 COMMUNITY ONCOLOGY ALLIANCE

## “ As we embarked on our expansion into the Accreditation

and Skilled Care marketplace, we were fortunate to acquire ACHC as an accreditation partner. Their dedicated resource team, ongoing training and support has been second to none!”

Dana Rambow, Vice President  
 ALWAYS BEST CARE



For more information on ACHC's Partnership Program, please contact **Lindsey Holder**—[lholder@achc.org](mailto:lholder@achc.org).



# THE VALUE OF ACCREDITATION

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



Today, healthcare agencies are under more scrutiny than ever with the proposed changes to the Medicare Conditions of Participation (CoPs) for home health, the implementation of the home health financial sanctions, and the IMPACT Act requiring Medicare-certified hospices to undergo a recertification survey every three years. The common thread running through recent and pending industry changes is the tightening of federal regulations.

The increasing regulatory requirements are leaving many home health and hospice providers feeling overwhelmed. Administrators often mutter the phrase “always be survey-ready” to their staff, their board, and to their CEO. However, the reality is that the day-to-day complexities of running a business and providing quality patient care often takes priority over auditing patient records to ensure compliance. Achieving accreditation is one way home health and hospice providers can protect themselves from sanctions and ensure ongoing compliance with federal and state regulations.

The value of accreditation is inherent in the partnership established with an accreditation organization like ACHC.

Collaborating with ACHC allows an agency to communicate directly with industry experts who are knowledgeable about the evolving regulatory climate and who are directly involved in the survey process. ACHC also offers access to educational resources including Achieving ACHC Accreditation workshops, *ACHC Accreditation Guide to Success* workbooks, and Readiness Packet Audit Tools to help agencies prepare for a successful survey and ongoing compliance.

The true value of accreditation is not measured in the monetary obligation but in the objective evaluation of an organization by industry peers who validate compliance with the Medicare Conditions of Participation (CoPs) and quality patient outcomes. The opportunity ACHC offers providers to attend trainings, network with others in the industry, seek clarification on the established standards, and better prepare for accreditation is invaluable.

Let ACHC help you achieve your compliance and quality goals today!

 For more information, please contact **Lisa Meadows** — [lmeadows@achc.org](mailto:lmeadows@achc.org).

## WHY ACHC ACCREDITATION

ACHC has been listening to providers for years and we want you to know that we understand the challenges you face with accreditation. We take an innovative approach to accreditation, and we invite you to experience the ACHC difference:

- ➔ Dedicated Account Advisors committed to delivering quality customer service
- ➔ Service-specific standards that are relevant, realistic, and easy to understand
- ➔ Surveyors who take an educational approach and offer guidance on industry best practices
- ➔ CMS Deeming Authority for Home Health and Hospice and national recognition by third-party payors



Demonstrate your commitment to **quality**.



Create **distinction** among competition.



Drive continuous **improvement**.

# PHARMACY COMPOUNDING: DEVELOPMENTS FROM USP



Jon Pritchett, ACHC ASSOCIATE DIRECTOR OF PHARMACY

Any pharmacies involved with compounding need to be paying close attention to the development of two chapters from the U.S. Pharmacopoeial Convention (USP): proposed General Chapter <800> Hazardous Drugs – Handling in Healthcare Settings, and the revision of General Chapter <797> Pharmaceutical Compounding – Sterile Preparations. It is important to note that neither of these chapters is yet finalized; stay tuned to USP's website ([www.usp.org](http://www.usp.org)) to follow their progression.

During the last installment of The Surveyor we discussed the timeline for USP <800> and the comment process, which has now closed. USP <797> is undergoing a similar process, with a stakeholder comment period open until January 31, 2016. The following table highlights key differences between the current USP <797> standards and the proposed revisions. Please note that this is neither an exhaustive nor detailed list, but a brief overview of where the chapter may be headed.

## CURRENT USP <797>:

- Compounded Sterile Preparation (CSP) Risk Levels are classified as Low, Medium, and High.
- The default Beyond-Use Date (BUD) is assigned by risk level.
- The chapter defines parameters for handling Hazardous Drugs.
- Viable air sampling occurs every 6 months.
- Surface sampling time frame is not defined.
- Media fill tests are conducted annually or semi-annually based on risk-level. Examples of media fill tests are provided in the chapter.
- Temperature should *typically* be below 20°C. Humidity requirements are not defined.
- CAI/CACI have exemptions from being in a buffer area when certain criteria are met.

## PROPOSED REVISION:

- The current risk levels are replaced with Categories 1 and 2.
- A flowchart takes into account the method of achieving sterility, whether a sterility test was performed, the presence of a preservative, and storage temperature.
- The chapter refers to USP <800> for guidelines on handling Hazardous Drugs.
- Viable air sampling occurs quarterly.
- Surface sampling is conducted monthly.
- Media fill tests are to be conducted quarterly. Example media fill procedures are removed.
- Temperature in cleanroom must be 20°C or cooler. Humidity must be below 60%.
- CAI/CACI (referred to as RABS in this revision) are required to be in a Class 7 buffer area in order to compound Category 2 CSPs.

As highlighted by the table, these updates will significantly impact the current practices in many pharmacies. Stakeholders are encouraged to review and comment on the revision utilizing the form and method described at [www.usp.org](http://www.usp.org).



For more information, please contact **Jon Pritchett**—[jpritchett@achc.org](mailto:jpritchett@achc.org).

# PROGRAM UPDATES



**HOSPICE** — Centers for Medicare & Medicaid Services (CMS) released the FY2016 Final Hospice Wage Index on August 6, 2015. Some changes include but are not limited to the following:

- 1 For service dates on or after October 1, 2015, all diagnosis must be entered on the hospice claim form, regardless of whether the diagnosis is related to the terminal diagnosis. Entering an unrelated diagnosis on the claim form does not necessarily mean the hospice is responsible for care associated with the unrelated diagnosis. If the hospice medical director determines that a diagnosis does not medically contribute to the terminal prognosis, he/she should document why it does not medically contribute to the terminal prognosis in the patient's clinical record.
- 2 Two different routine home care (RHC) per diem rates have been created. A hospice provider will be reimbursed at a "high" rate for days 1-60 and a "low" rate for days 61 and beyond.
- 3 A Service Intensity Add-On (SIA) payment has also been created that will increase the reimbursement to a hospice provider when a Registered Nurse (RN) and/or a Social Worker provide care during the last 7 days of life. The length of care provided per day must be at least 15 minutes per discipline and cannot exceed 4 hours a day while the patient is at the RHC level of care. Because of this change, additional G-Codes differentiating the care provided by RNs and Licensed Practical Nurses (LPNs) have been added and will be effective January 1, 2016. MLN Matters MM9369 outlines the new codes.

To learn more about the FY2016 Final Hospice Wage Index visit [cms.gov/Center/Provider-Type/Hospice-Center.html](http://cms.gov/Center/Provider-Type/Hospice-Center.html)



## CMS UPDATE: Effective January 1, 2016

Centers for Medicare & Medicaid Services (CMS) Change Request 9369 establishes new G-codes to differentiate levels of nursing services provided during a hospice stay and a home health episode of care.

- 1 Service provided by a Registered Nurse (RN) will be coded as G0299 (direct skilled nursing services of an RN in the home health or hospice setting); and
- 2 Service provided by a Licensed Practical Nurse (LPN) will be coded as G0300 (Direct skilled nursing of an LPN in the home health or hospice setting).

To learn more about the change in G-Codes visit [cms.gov/Regulations-and-Guidance/Guidance/Transmittals/Downloads/R3378CP.pdf](http://cms.gov/Regulations-and-Guidance/Guidance/Transmittals/Downloads/R3378CP.pdf)



**HOME HEALTH** — Beginning January 1, 2016, Centers for Medicare & Medicaid Services (CMS) will implement the Home Health Value Based Purchasing (HHVPB) model in nine states including Massachusetts, Maryland, North Carolina, Florida, Washington, Arizona, Iowa, Nebraska, and Tennessee. This model is designed to support quality care by shifting payments based on volume towards payments based on quality outcomes. Providing quality home care that is evidenced by outcome measures will be more important than ever in a value-based purchasing model.

Currently, home health providers have abundant data available to them through the submission of OASIS data and the distribution of the Home Health Care Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) survey. The challenge for most agencies is analyzing and converting the data into a framework that is focused on improved outcomes.

The ACHC Home Health Accreditation Standards, Section 6: Quality Outcomes/Performance Improvement provides agencies with a systematic methodology to gather, prioritize, and organize data that is relevant to and addresses an agency's specific issues. The section describes how planning and implementing a Performance Improvement (PI) Program based on this data will lead to improved patient outcomes that will in turn impact the agency's reimbursement.

The final rule can be viewed at: [www.federalregister.gov/public-inspection](http://www.federalregister.gov/public-inspection)



**SLEEP** — During the past year, sleep providers have continued to experience a rapidly changing environment in regard to home sleep testing and its impact on payor reimbursement and Specialty Benefit Management (SBM) oversight. The trend for payors to shift to SBMs has facilitated the development of guidelines for appropriate testing applications and weighing the cost benefits of home sleep testing against the accuracy of sleep lab testing.

Although there were initial concerns that this trend would result in more testing being done in the home setting, the industry has experienced steady growth in part due to the growing awareness of sleep disorders and associated health risks. Similarly, ACHC has recorded a growth in the number of its accredited sleep facilities along with home sleep testing services.

ACHC offers a nationally recognized Sleep Accreditation program, and is one of the few accreditation organizations that also has a nationally recognized DMEPOS Accreditation program. Its accreditation standards were developed with a patient-centric approach, focusing on the delivery of quality care and patient education. Surveys are conducted with a consultative approach designed to help providers achieve compliance and produce the results that identify the best treatment for remedying sleep disorders.

As the sleep industry continues to evolve, ACHC will continue to focus on those requirements that improve patient testing and outcomes.



**DMEPOS** — In 2015, many Home/Durable Medical Equipment (HME) providers underwent their triennial accreditation renewal, which would have been the third accreditation survey since accreditation was mandated for HME providers in 2009.

As providers continue to enhance their practice through continuous compliance and Performance Improvement (PI) following the initial accreditation survey, renewal surveys often result in fewer survey deficiencies. However, certain key areas of compliance remain challenging for providers to maintain throughout the three-year accreditation cycle. Over the past year, ACHC monitored the most common survey deficiencies for HME providers, and identified personnel files as an area that is particularly challenging for renewal organizations.

ACHC provides a supplemental standard (DRX4-1C) for HME providers to reference in order to easily identify the required items for personnel files. This standard provides a list of items that must be found in personnel files, and references the relevant ACHC standard.

To simplify personnel file review and avoid this common survey deficiency, providers should use standard DRX4-1C as a checklist to determine if all required items are present. Providers can also benefit by adding the personnel file review to their PI Program as an annual PI activity.



For more information on ACHC Programs & Services, please contact ACHC's Account Services Team—[customerservice@achc.org](mailto:customerservice@achc.org).



## AIS — WHAT IS IT?

As the compounding industry continues to evolve, it is increasingly important for pharmacies to implement compounding practices that ensure patient and employee safety. In many cases pharmacies must demonstrate compliance with United States Pharmacopeia (USP) standards in order to meet network and licensure requirements. While PCAB Accreditation remains the industry's premier compliance solution, certain requirements mandate that compounding pharmacies undergo an Inspection by an approved organization. In order to address this need for pharmacies, ACHC Inspection Services (AIS) provides a quick and efficient process to determine if pharmacies are complying with inspection requirements.

Highly qualified, licensed Pharmacists conduct the inspection and review the compounding process for compliance with USP standards and state requirements. The program is currently accepted by Texas and Florida, and we are working with state boards of pharmacy to extend its recognition.

Pharmacies seeking to fulfill an Inspection requirement can get started by visiting [www.aisinspections.org](http://www.aisinspections.org) and selecting the appropriate state. Once the pharmacy completes the initial requirements, an on-site inspection will typically occur within 60 days. The unannounced inspection will take place during a two-week time frame as defined by AIS. The inspection provides an inspection report to the applicable regulatory body within 10 business days, allowing the board of pharmacy to make the licensure decision. In most cases, the inspection is required to occur within two years of the licensure application.

# TRANSITION TO ACHC

 HOME HEALTH,  HOSPICE &  PRIVATE DUTY

ACHC has been listening to providers for years and we understand the challenges that many home health, hospice, and private duty providers face with their current accreditation organization. ACHC recognizes that providers looking for a better accreditation alternative may experience some reservations when switching accreditors, which is why we created the ACHC Transition Program. The Home Health, Hospice, and Private Duty Transition Program is designed to help providers overcome these uncertainties by offering resources and guidance throughout the entire transition process.

This program offers a variety of tools and educational resources to help providers achieve ACHC Accreditation including access to ACHC Accreditation Standards, the *ACHC Accreditation Guide to Success* workbook, a desk review of policies and procedures,

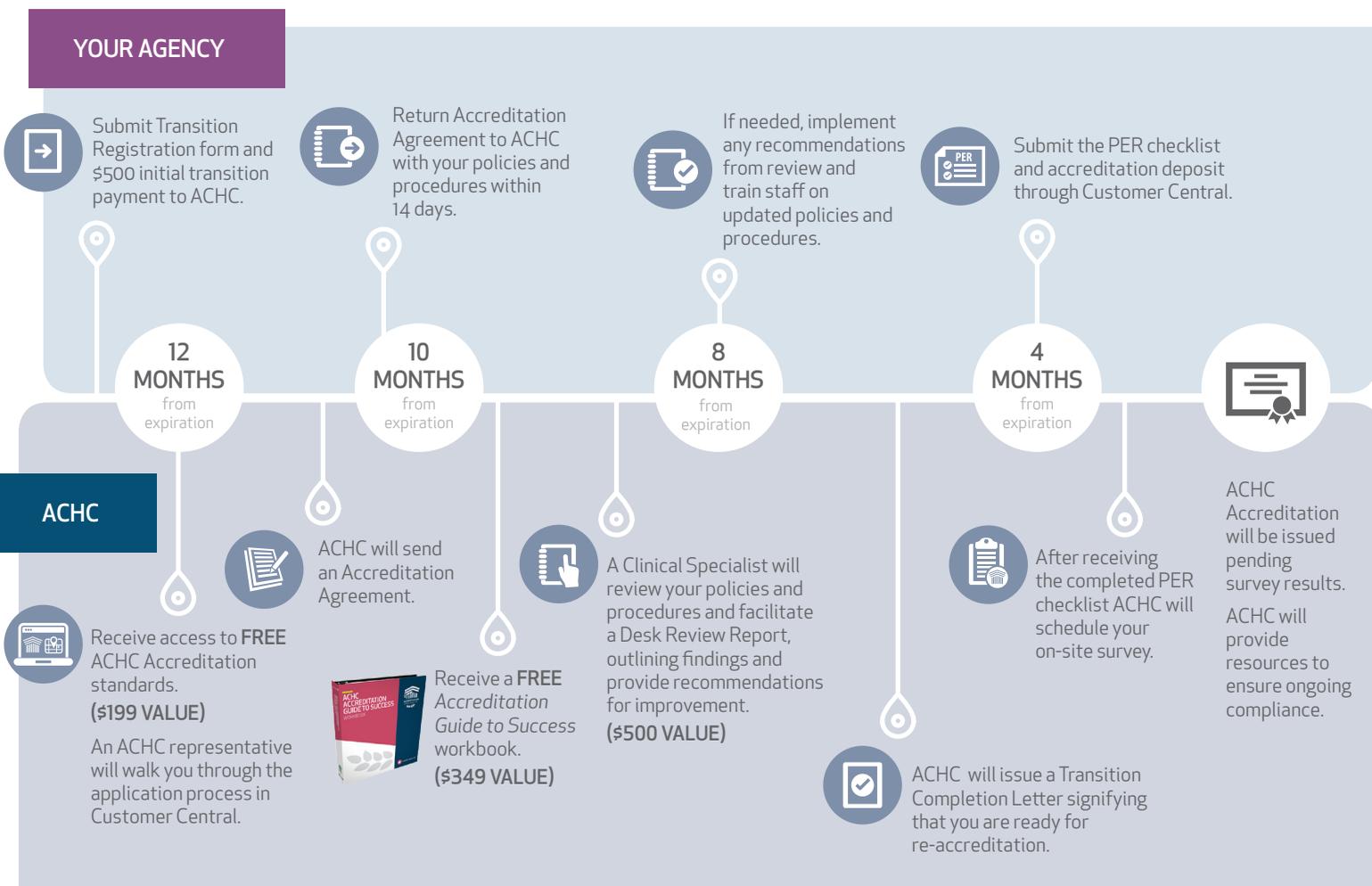
and an ACHC Survey Preparation webinar. Providers are also supported by a personal Account Advisor who walks them through each step of the transition process.

Numerous healthcare providers have switched to ACHC Accreditation because of our educational survey approach and our commitment to delivering the best customer service in the industry before, during, and after accreditation.

## WE INVITE YOU TO EXPERIENCE THE ACHC DIFFERENCE!

To learn more about the Home Health, Hospice, and Private Duty ACHC Transition Program visit [achc.org/getting-started/transition-to-achc-hh](http://achc.org/getting-started/transition-to-achc-hh).

## ACHC WILL PROVIDE YOUR AGENCY WITH THE BEST POSSIBLE EXPERIENCE TO TRANSITION WITH EASE.





# PCAB ACCREDITATION FOR HOSPITAL PHARMACIES

Jon Pritchett, ASSOCIATE DIRECTOR OF PHARMACY

Compounding pharmacies were thrust into the public spotlight in 2012 with the tragic outcomes from contaminated sterile preparations made at New England Compounding Center (NECC). This has led to increased scrutiny by compounded preparation users including patients, as well as prescribers and institutions. Many hospitals require PCAB Accreditation for community pharmacies that provide medication for in-patient use; however, there is minimal oversight on the compounding practices that occur within their own facility.

A fact that is often overlooked is that PCAB Accreditation is available for hospital pharmacies to verify that their compounding process meets the highest-quality standards while ensuring patient and employee safety. The PCAB Accreditation survey can be conducted in addition to the hospital's traditional accreditation survey, which often does not include a comprehensive review of the compounding process by a licensed pharmacist. The additional measure of incorporating PCAB Accreditation into the hospital's clean room processes reduces the hospital's risk of administering contaminated compounded medications to patients.

Michigan is one of the first states to recognize this deficiency and is currently working to implement legislation that acknowledges PCAB Accreditation as the standard of practice for sterile compounding, which includes common hospital practices such as the preparation of medication for intravenous infusion.

 For more information on PCAB Accreditation for Hospital Pharmacies, please contact **Jon Pritchett—jpritchett@achc.org**.



## CHARITIES

Net proceeds will benefit two local organizations that serve multiple counties in Central North Carolina. Join us in supporting:



# Chipping in for Charity

ACHC's inaugural charity golf tournament will provide a fun and challenging environment for golfers of all skill levels to give back to the local community.

[achcgolf.com](http://achcgolf.com)

MAY 16, 2016  
BRIER CREEK COUNTRY CLUB  
RALEIGH, NC



# 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 (AU) offers a full educational curriculum that includes service-specific workshops, *ACHC Accreditation Guide to Success* workbooks, audit tools, Survey Readiness Packets, and 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 copy of the *ACHC Accreditation Guide to Success* workbook 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. For more information about all Accreditation University has to offer, visit [accreditationuniversity.com](http://accreditationuniversity.com).

## 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





# 2016 WORKSHOP SCHEDULE

visit [accreditationuniversity.com](http://accreditationuniversity.com)

## ACHC Workshop benefits include:

- Educating your staff on their roles and responsibilities while 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

-  March 16
-  June 21
-  September 14
-  December 7

### PRIVATE DUTY

-  March 17
-  September 15
-  December 8

### HOSPICE

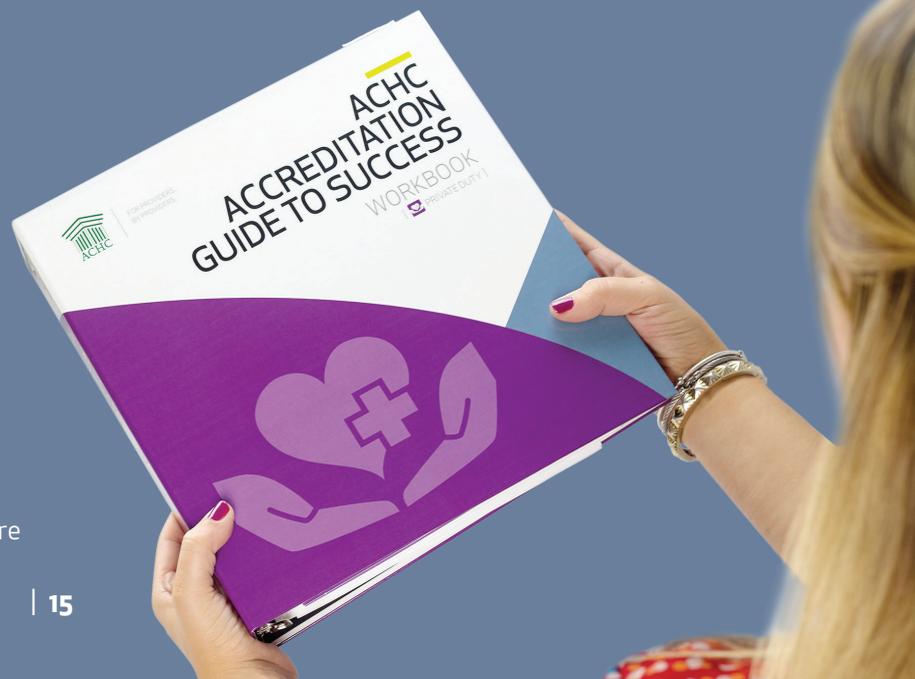
-  March 15
-  June 22
-  December 6

### PHARMACY

- |  |  |
|--|--|
| <b>Compounding</b>   | <b>Specialty &amp; Infusion</b>  |
|  February 9 & 10  |  March 29 & 30  |
|  May 18 & 19      |  June 15 & 16   |
|  August 17 & 18   |  August 30 & 31 |
|  November 15 & 16 |  November 8 & 9 |

### DMEPOS

-  March 23
-  August 16



All workshops are held in Cary, NC unless otherwise noted. Contact ACHC's Marketing Department for more information.—[info@achc.org](mailto:info@achc.org).



ISO 9001:2008 Certified  
CMS Approved

FOR PROVIDERS.  
BY PROVIDERS.  
139 Weston Oaks Ct.  
Cary, NC 27513  
[achc.org](http://achc.org)

# EDUCATIONAL RESOURCES

[ AT YOUR FINGERTIPS ]

ACCREDITATION  
GUIDE TO SUCCESS

ACHC  
WORKSHOPS

CUSTOMER  
CENTRAL

[achc.org](http://achc.org)

ACCREDITATION COMMISSION *for* HEALTH CARE