Dear Provider,

Thank you for your interest in ACHC Accreditation. The ACHC Accreditation Guide to Success workbook is only one of the many resources we offer to help your organization improve efficiencies, as well as prepare your team for a successful on-site accreditation survey.

Our interest is to deliver an experience that you won’t get with any other accrediting organization. Every one of our employees shares this commitment. From our Receptionist to our Surveyors, you will find that delivering the best possible experience is our top priority.

We provide knowledgeable, experienced Surveyors that can offer “best practices” guidance based on their experience. I believe you will find our Surveyors to be highly qualified in their respective areas of expertise, with a sincere interest in helping you attain your objective without compromising standards.

Our Account Advisors can be easily reached and are committed to returning all calls and emails within four hours of receipt. They are here to walk you through the entire accreditation process, and are available to answer any questions. We also have a strong marketing team that is constantly developing new products that can assist our customers with their growing businesses.

If at any time you feel we do not deliver on these commitments, please do not hesitate to reach out to me directly. Again, thank you for your interest in ACHC Accreditation as well as your dedication to providing high quality healthcare services.

Sincerely,

José Domingos
BECOME AN INDUSTRY LEADER
Accreditation is regarded as one of the key benchmarks for measuring the quality of an organization. Preparing for accreditation will give your organization an opportunity to identify strengths as well as opportunities for improvement. The accreditation process provides essential information needed to make decisions regarding operations that will improve the effectiveness and efficiency of your organization.

BECOME A PROVIDER OF CHOICE
- Differentiate your organization from other healthcare providers.
- Illustrate your commitment to quality and ensure that your patients are receiving the best care possible.
- Gain patient recognition and trust.
- Strengthen consumer confidence in your organization and the quality of services you provide.
- Illustrate your organization’s ability to maintain compliance with national industry standards and changes.

THE ACHC DIFFERENCE
ACHC has gained respect and recognition as an accrediting organization uniquely committed to healthcare providers. Since 1986, ACHC has become synonymous with providing excellent customer service, integrity, and value. Our Surveyors and Account Advisors are friendly and helpful, ensuring that you obtain the highest quality of accreditation and ultimately helping you improve your business and provide excellent patient care.

ACHC is dedicated to listening to providers, and we want you to know that we understand your challenges and concerns. We have taken an innovative approach to accreditation, and we invite you to experience the ACHC difference.
- Standards that are relevant and realistic, easy to understand, and customized to your organization
- Personal Account Advisors to assist you with any questions and provide guidance throughout the accreditation process
- All-inclusive pricing with no annual or added fees
- Friendly, experienced, and consultative Surveyors who offer evidence-based practices to improve your business
- Accreditation services for a variety of programs
- Recognition by all major third-party payors
- Accreditation by the first and only accreditation organization to achieve the international distinction of certification and continued compliance with ISO 9001:2008
# TABLE OF CONTENTS

## INTRODUCTION

ACHC Disclaimer .......................................................... 9
How to Use This Workbook ........................................... 11
Programs for Accreditation .......................................... 11

## QUICK STANDARD REFERENCE

Section 1 ........................................................................ 13
Section 2 ........................................................................ 13
Section 3 ........................................................................ 14
Section 4 ........................................................................ 14
Section 5 ........................................................................ 16
Section 6 ........................................................................ 16
Section 7 ........................................................................ 17

## SURVEY PROCESS

### PRE-SURVEY PREP

Federal, State and Local Regulations .............................. 19
Download Standards ...................................................... 21
Standard Format ............................................................ 22
Writing Policies & Procedures ....................................... 23
Submitting Required Documents ................................. 25
  Online Application .................................................. 25
  Extended Policy Review ............................................ 26
Preparing Your Organization ........................................ 26
  Education of Staff .................................................... 26
  Field Visits ............................................................... 26
Auditing ....................................................................... 27
  Practice Run ........................................................... 27

### ON-SITE SURVEY PROCESS

Survey Etiquette ......................................................... 27
Opening Conference .................................................... 27
Tour of Organization .................................................... 28
Record Selection .......................................................... 28
  Personnel Records .................................................... 28
  Medical/Patient Records .......................................... 28
Home Visit .................................................................. 28
Staff Interviews ............................................................ 28
Observations ................................................................ 29
Exit Conference ........................................................... 29

### POST-SURVEY PROCESS

Accreditation Decisions ............................................... 29
Summary of Findings ...................................................... 29
Plan of Correction .......................................................... 29
Deficiencies ................................................................. 30
Evidence ..................................................................... 31

## STANDARDS

Format: Standard/Interpretation/Evidence

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.1</td>
</tr>
<tr>
<td>2</td>
<td>2.1</td>
</tr>
<tr>
<td>3</td>
<td>3.1</td>
</tr>
<tr>
<td>4</td>
<td>4.1</td>
</tr>
<tr>
<td>5</td>
<td>5.1</td>
</tr>
<tr>
<td>6</td>
<td>6.1</td>
</tr>
<tr>
<td>7</td>
<td>7.1</td>
</tr>
</tbody>
</table>

## RESOURCES

ACHC Resources .......................................................... R.1
ACHC Glossary for Hospice Agencies .............................. R.1
ACHC Glossary of Personnel .......................................... R.4
Manuals of Interest ....................................................... R.12
Additional Resources ..................................................... R.12
ACHC ACCREDITATION GUIDE TO SUCCESS DISCLAIMER

All sample policies and procedures provided in the ACHC Accreditation Guide to Success workbooks are for example and illustration purposes only. Each organization is unique in its organizational structure and product offerings and must develop and implement specific policies and procedures that ensure compliance with all ACHC standards. Their policies and procedures must also meet or exceed state and/or federal regulatory requirements.

All materials included herein were current at the time they were published. This information was created as an educational resource and does not provide any rights, privileges, or benefits for any individual or organization. Although every reasonable effort has been made to ensure the accuracy of the information contained in this guide, it is the responsibility of every service provider or organization seeking accreditation to ensure compliance with federal, state and local laws and regulations. ACHC standards are updated every year by February 1. Service providers and organizations can refer to Customer Central at www.achc.org to ensure they have the current version of the standards. ACHC employees, agents, representatives, and staff make no representation, warranty, or guarantee that the information provided is error free and will bear no responsibility or liability for the results or consequences of its use.

Copyright © 2016 by Accreditation Commission for Health Care, Inc

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, write to the publisher, addressed “Attention: Permissions Coordinator,” at the address below.

Marketing Department-Workbooks
Accreditation Commission for Health Care
139 Weston Oaks Ct.
Cary, NC 27513

855-937-2242 | www.achc.org

Ordering Information:

Quantity sales. Special discounts are available on quantity purchases by corporations, associations, and others. For details, contact ACHC at the address above. Printed in the United States of America.