



EDUCATIONAL RESOURCES

# ACHC Certified Consultant Training

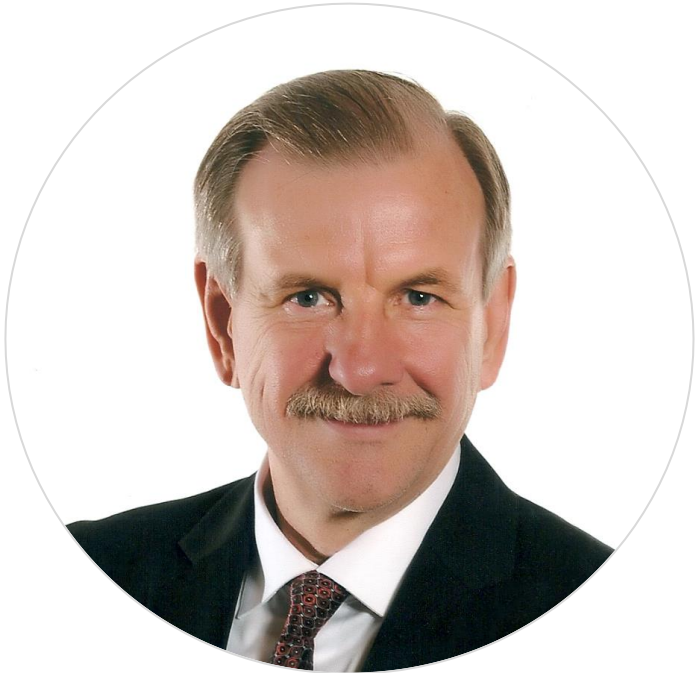
## Pharmacy & DMEPOS

 PHARMACY  DMEPOS



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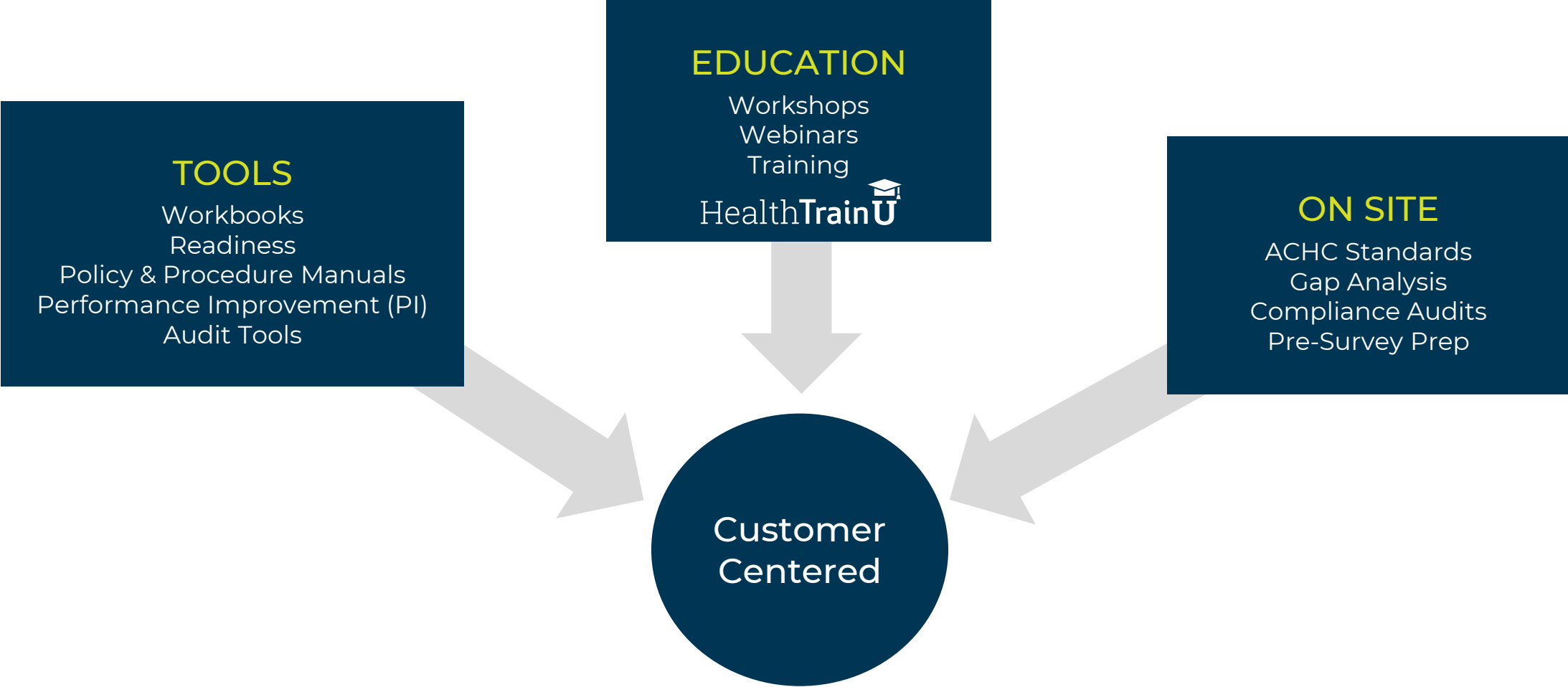




# Greg Stowell

Associate Director, Education & Training

# ACHCU



# Also Joining Our Training Today

- Lindsey Holder – Manager, Education & Training
- Suzie Steger - Education & Training Coordinator
- Steve Clark – Education Services Specialist
- Jeff Reses, R.Ph. - Corporate Surveyor
- Jon Pritchett – Pharmacy Program Director
- Rachael Herring - Business Development Representative

# Business Development Representative

- In addition to your Sales Specialist or your Account Advisor, another point of contact for you as a Certified Consultant is Rachael Herring.
- Contact information:
  - [Rherring@achc.org](mailto:Rherring@achc.org)
  - (855) 937-2242

# Welcome

- Today's Virtual Presentation



Breaks Every  
50 Minutes



Chance to win  
every hour!



Ask questions  
during the  
presentation



Q&A every 60  
minutes



Evaluations

# Optimize Your Workshop Experience

- During our presentation
  - Use the Questions feature in the GoToWebinar navigation pane to ask your questions throughout the presentation
  - Type in your question in the “questions” box
  - Our team will attempt to answer your question as we go
  - Some questions will be saved for our live Q&A time each hour
  - Help us make this information personal to you and your organization
- Since this is a live event, connection issues can happen
  - If on your end, just use the same GoToMeeting link and reconnect
  - If on our end, look for instructions in your email on how we can reconnect

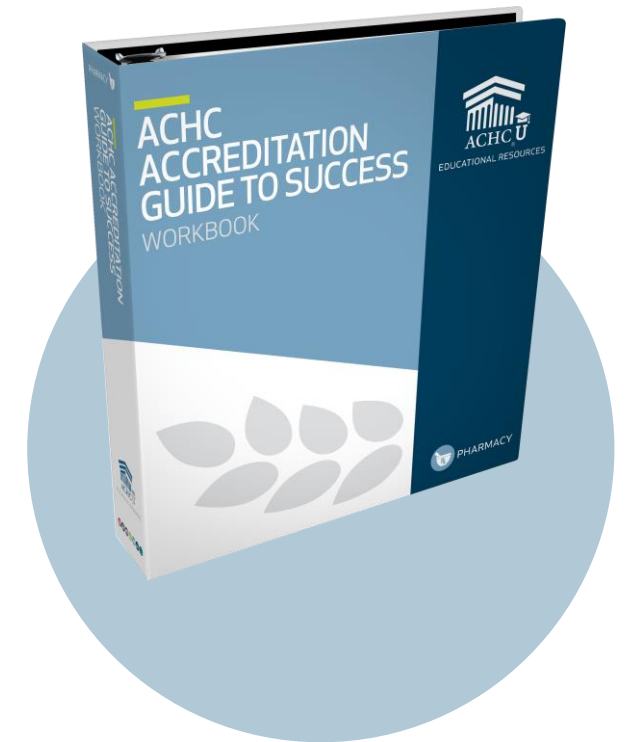
# Learning Objectives

- In our pre-workshop webinar we covered the application process and survey day
  - If you have not reviewed the webinar, it answers most of your questions around the process
- Today's workshop will focus on ACHC standards for DMEPOS and Specialty Pharmacy accreditation
- We will not cover all ACHC standards today, but will focus on the ones that create the most questions or can be confusing on how they apply to your organizations
- Review the “Top” standard deficiencies
- Learn how to utilize the *ACHC Accreditation Guide to Success* to ensure ongoing compliance



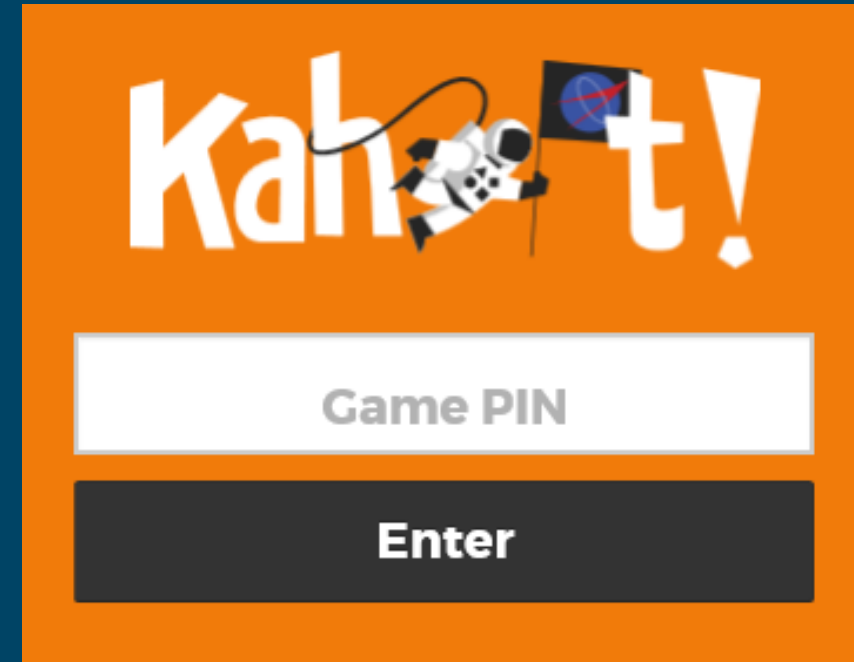
# Today's Learning Guide

- *ACHC Accreditation Guide to Success* for Pharmacy
- Workbook contains all standards (DMEPOS, IRX/SRX/Mail Order/AIC)
- Workbook also references Centers for Medicare & Medicaid Services (CMS)/Medicare
- If you have specific questions, ask!
- Workbook was updated 6/2020

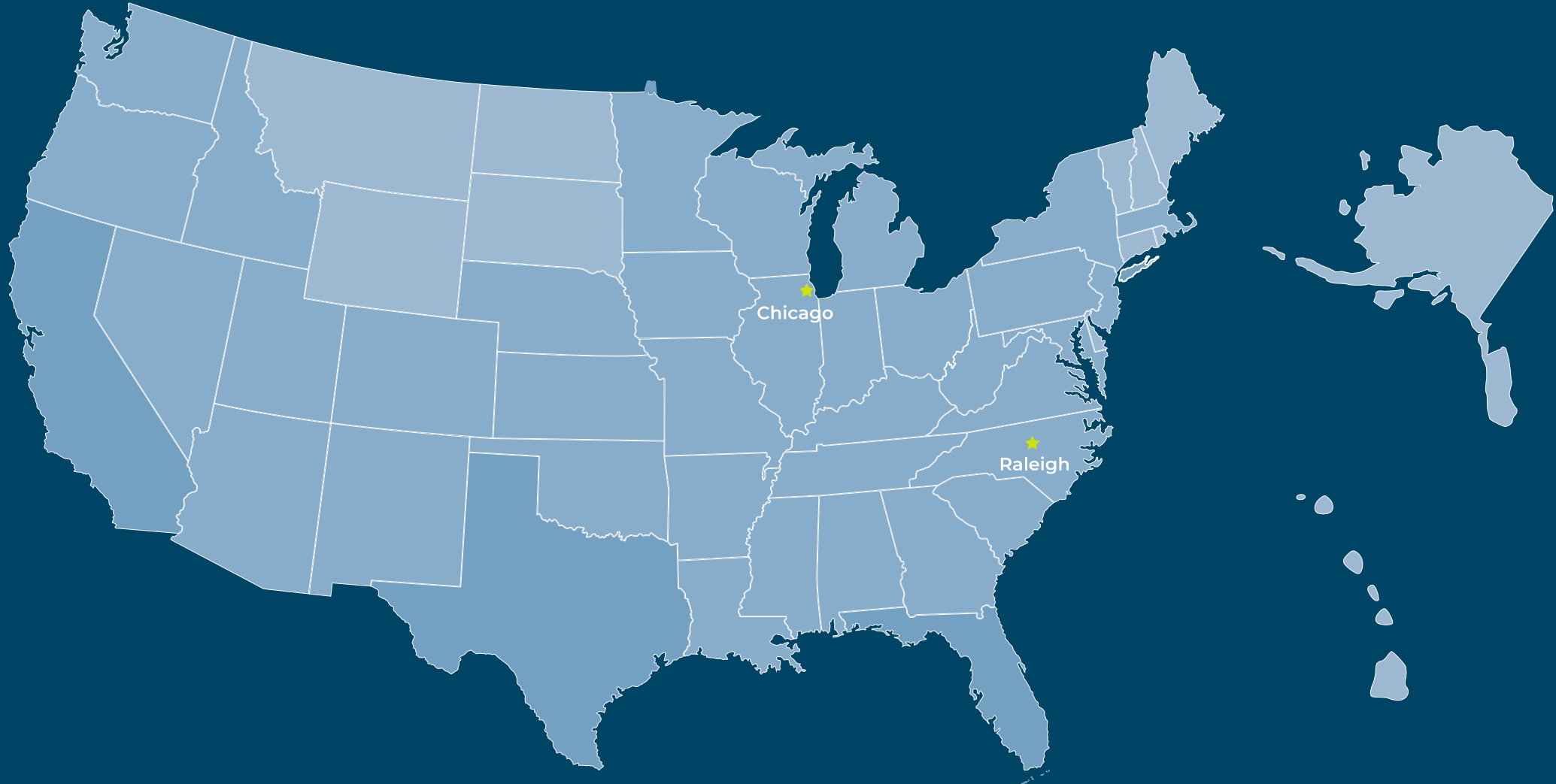


# Teaching Tool: Kahoot!

- Cellphone or laptop
- Go to Kahoot.it
- Enter Game PIN
- Enter your nickname  
See “You’re in”
- You’re ready!



ACHC currently accredits **19,159** locations nationwide.



# Better Together: ACHC & HFAP

- HFAP has been validating healthcare quality for 75 years. We are proud to combine our resources with those of ACHC to bring providers solutions that address the full continuum of care. HFAP's approach is:
  - Comprehensive
  - Accessible
  - Clear
  - Sensible
  - Friendly



# ACHC Offerings

## Available Programs

 ACUTE CARE HOSPITAL (HFAP)

 AMBULATORY CARE

 AMBULATORY SURGERY CENTER (HFAP)

 ASSISTED LIVING

 BEHAVIORAL HEALTH

 CRITICAL ACCESS HOSPITAL (HFAP)

 CLINICAL LABORATORY

 DENTISTRY

 DMEPOS

 HOME HEALTH

 HOME INFUSION THERAPY

 HOSPICE

 NON-STERILE COMPOUNDING (PCAB)

 OFFICE-BASED SURGERY (HFAP)

 PALLIATIVE CARE

 PHARMACY

 PRIVATE DUTY

 RENAL DIALYSIS

 SLEEP

 STERILE COMPOUNDING (PCAB)

# ACHC Offerings

## Distinctions

- 🏆 TELEHEALTH
- 🏆 HAZARDOUS DRUG HANDLING
- 🏆 CUSTOM MOBILITY
- 🏆 CLINICAL RESPIRATORY PATIENT MANAGEMENT
- 🏆 INFECTIOUS DISEASES SPECIFIC TO HIV
- 🏆 RARE DISEASES & ORPHAN DRUGS
- 🏆 NUTRITION SUPPORT
- 🏆 ONCOLOGY
- 🏆 PALLIATIVE CARE

## Certifications (HFAP)

- 🏆 JOINT REPLACEMENT
- 🏆 LITHOTRIPSY
- 🏆 STROKE
- 🏆 WOUND CARE

# ACHC Pharmacy Accreditation

## Pharmacy Services

- Ambulatory Infusion Center
- Infusion Nursing
- Infusion Pharmacy
- Long-Term Care Pharmacy
- Mail Order Pharmacy
- Specialty Pharmacy
  - With DMEPOS
  - Without DMEPOS
- PCAB Accreditation
  - Non-Sterile Compounding (Ref. USP<795>)
  - Sterile Compounding (Ref. USP<797>)

## Pharmacy Distinctions\*

- Distinction in Hazardous Drug Handling
- Distinction in Infectious Disease Specific to HIV
- Distinction in Nutrition Support
- Distinction in Oncology
- Distinction in Rare Diseases and Orphan Drugs

\* The provider must be accredited with ACHC to be eligible for a distinction service

# ACHC DMEPOS Accreditation

## DMEPOS Services

- Home/Durable Medical Equipment
- Clinical Respiratory Care Services
- Medical Supply Provider
- Complex Rehabilitation and Assistive Technology Supplier
- Fitter
- Community Retail
- Community Retail with Diabetic Shoes

## DMEPOS Distinctions\*

- Distinction in Clinical Respiratory Care Services
- Complex Rehabilitation and Assistive Technology Supplier
- Distinction in Telehealth

\* The provider must be accredited with ACHC to be eligible for a distinction service



# Account Advisors

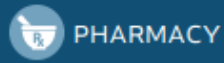
- Key resource in navigating the accreditation process.
- Experts on the process, but not Pharmacists.
- If asking a regulatory or pharmacy practice question, your Account Advisor (AA) will direct your question to the appropriate clinical or regulatory department.
- Phone calls are good, but a well-worded email can help get you the most accurate answers.
- Customer Central and your workbook answer many of the most common process questions.

# ACHC Standards

- ACHC Standards are developed and customized specifically for the services that you provide and are based on applicable regulations from CMS and other federal and state regulators.
- There are “core” standards that apply to all programs.
- Your workbooks reference all programs to which a standard applies.
- You can download Specialty Pharmacy (SRX) or program specific standards only.
- ACHC standards are NOT intended to tell customers how to “run your business.”

# ACHC Standards





## STANDARDS UPDATE REFERENCE GUIDE



### UPDATE OVERVIEW

Listed below is a summary of the updates that have been made for 2020.

Please review these changes and compare them with the standards you have utilized in the past that are applicable to the services you provide.

All Standards	 The word "Interpretation" was removed to clarify that the bolded and non-bolded components combined constitute our standard.
Multiple Standards	 <b>Added:</b> Clarification to applicable standards that reference "physician orders," to add that orders can be from any licensed practitioner with prescribing authority.
Standard DRX2-1A	 <b>Removed:</b> Requirement to obtain proof of receipt of a description of company services in the client/patient record.   <b>Added:</b> Clarification that this information can be provided to the client/patient via the organization's website if the client/patient has access to the website, the organization provides written instructions on where to locate it on the website, and provides paper copies to clients/patients without access to the website or who request a paper copy. The word "written" was removed from standard language to accommodate this.



EDUCATIONAL RESOURCES

# Review of Specialty Pharmacy & DMEPOS Standards

 PHARMACY  DMEPOS



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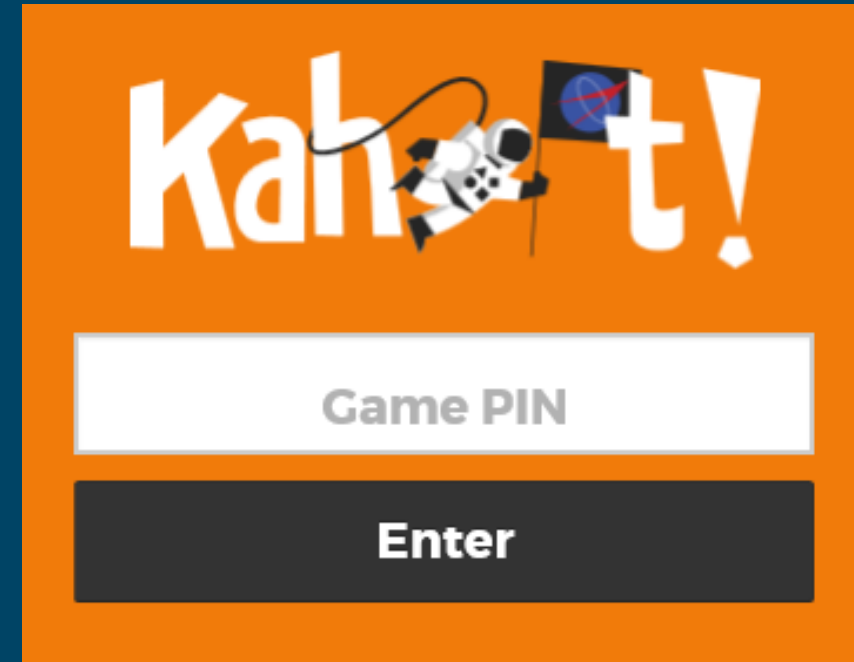
# ACHC Standard Review

- For this section of our presentation, I would suggest you:
  - Have both your presentation folder and your workbook open
  - Follow along with the standards we review in the workbook
  - Ask questions if you are unsure how the requirement applies to your organization
  - Ask questions you may have about a standard we did not cover before we leave that section

(Display Standards PDF)

# Teaching Tool: Kahoot!

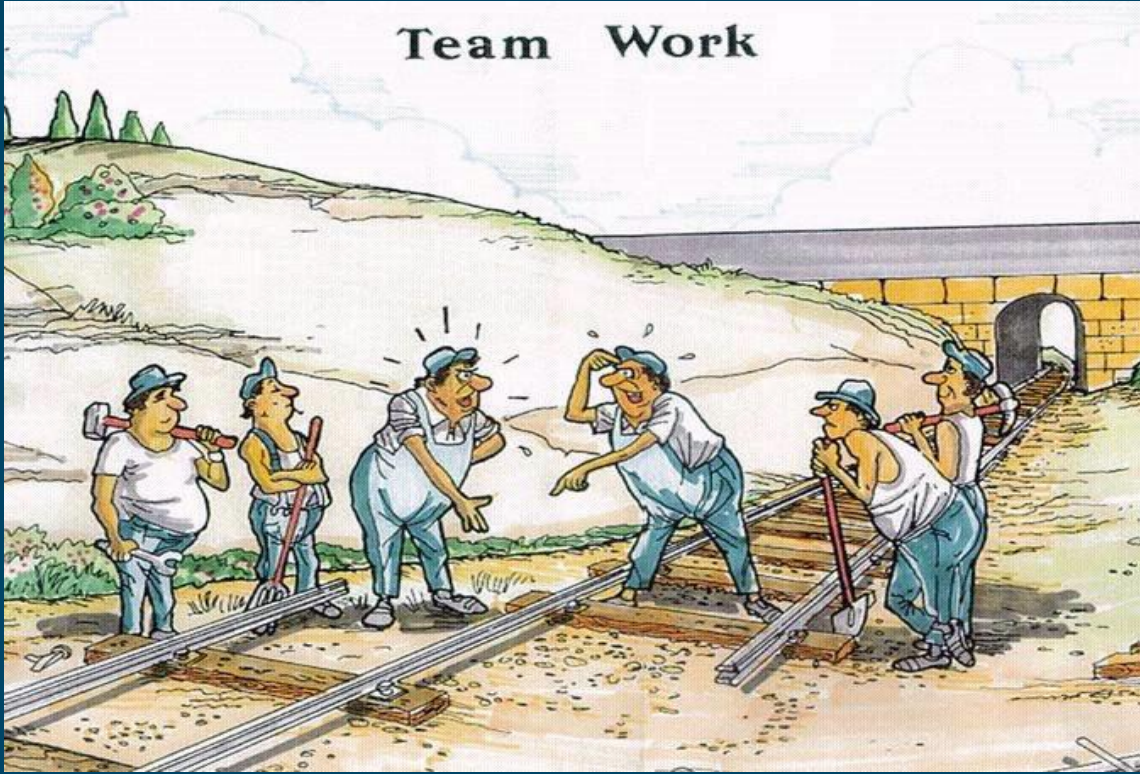
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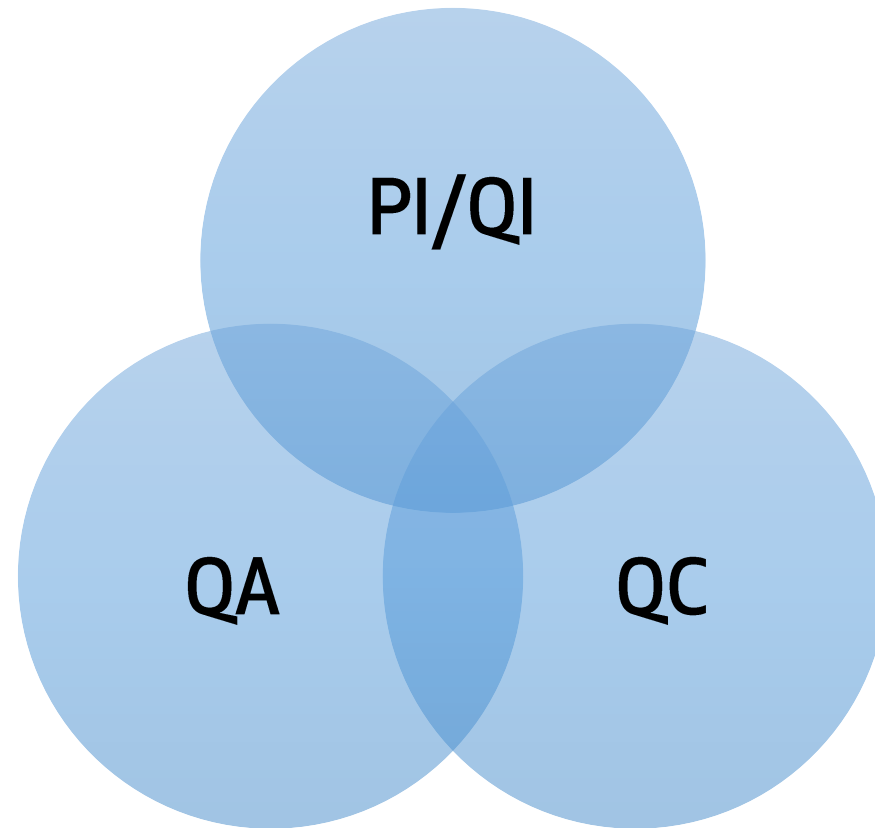
Questions?

# Quality Outcomes Performance Improvement (PI)





# What is PI?



**PI:** Performance Improvement  
**QA:** Quality Assurance  
**QC:** Quality Control  
**QI:** Quality Improvement

# American Society For Quality Definitions

- Quality Improvement is "an ongoing effort to improve products, services or processes; these efforts can seek 'incremental' improvement over time or 'breakthrough' improvement all at once"

# Key Points

- Only you know what your organization needs to improve
- Your PI is effective when you can answer this question

*“As a result of your Performance Improvement activities,  
what did you improve?”*

# PI Standards

- DRX6-1A: Requires a written PI plan that uses your QA and QC data to identify opportunities for improvement and when necessary, act upon them
- DRX6-1B: Who leads your PI program?
- DRX6-1C: PI involves everyone, and they get training in it:
  - Your PI meeting notes document who participates
- DRX6-1D: *“As a result of your Performance Improvement activities, what did you improve?”*

# PI Standard Requirements

- Standard DRX6-3B: Monitoring of at least one important aspect related to the care provided
- Standard DRX6-3C: Satisfaction surveys (patient's) \*updated standard
- Standard DRX6-3D: Review of the client/patient records
- Standard DRX6-3E: Monitoring of patient complaints
- Standard DRX6-3F: Adverse events, incidents, accidents, variances, or unusual occurrences
- Standard DRX6-3G: Billing and coding errors
- Standard DRX6-3I-J: Care/service provided under contract

# Additional PI Standards For SRX

- Standard DRX6-1E: Organizations compile Performance Improvement (PI) data on a regular basis and summaries in a written report quarterly
- Standard DRX6-1F: For Specialty Pharmacy (SRX) services, the Performance Improvement (PI) committee will meet quarterly to review audits and activities
- Standard DRX6-1G: For Specialty Pharmacy (SRX) services, there is an annual Performance Improvement (PI) report
- Standard DRX 6-3J: Added PDC (Proportion Days Covered) to adherence requirements (Mail Order and Service provided under contract)

# PI Standards For SRX Mail Order

- Standard DRX6-1A.01: The organization measures, analyzes, and tracks quality indicators
- Standard DRX6-1H: For Mail-Order Pharmacy services, the organization will annually review educational materials provided to patients.
- Standard DRX6-1I: For Mail-Order Pharmacy services, the performance improvement committee meets on a quarterly basis to review performance improvement activities.
- Standard DRX 6-3K: For Mail-Order Pharmacy services, Performance Improvement (PI) activities include ongoing monitoring of prescription activities.

# Standard DRX6-2A

 Each PI activity/study includes the following items:

- A description of indicator(s) to be monitored/activities to be conducted
- Frequency of activities
- Designation of who is responsible for conducting the activities
- Methods of data collection
- Acceptable limits for findings or thresholds
- Who will receive the reports
- Written plan of correction when thresholds are not met
- Plans to re-evaluate if findings fail to meet acceptable limits
- Any other activities required under state or federal laws or regulations



# Sample PI Audit

## Threshold/Goal:

- 95% of all incidents will be properly documented. 100% of all incidents resulting in hospitalization, change of drug or a need for treatment as the result of the event will be documented and reported per policy 123 to the ISMP Patient Safety Organization.

## Plan for re-evaluation if threshold/goal is not met:

- The initial step will be to retrain affected personnel and continue to monitor performance. Trends in findings will be used to improve organizational performance. Threshold to initiate action incident that involved the same individual or service failure two times in one month.

# Sample PI Audit (Cont.)

All PI reports will be presented to the PI committee and the Governing Body/owner.

- In the event an audit fails to meet a threshold/goal, a written Plan of Correction will be created that indicates plans to re-evaluate.

# Initial Survey And PI/QI

- You are only held accountable for PI/QI activities back to your date of “readiness”
- On the Initial survey, the Surveyor usually is looking at your PI/QI plan, your selected study indicators, staff awareness of that plan, and the beginning stages of data collection
- On the Renewal survey, the Surveyor will go back three years to the last survey

# Section 7 – Risk Management: Infection And Safety Control

The standards in this section apply to the surveillance, identification, prevention, control, and investigation of infections and safety risks. The standards also address environmental issues such as fire safety, hazardous materials, and disaster and crisis preparation.

# Workshop Evaluation

- What can we do better?
- What additional education or resources would be helpful?
- Would additional workshops be helpful?
- Would on-site, pre-survey audits be helpful?
- How would you like us to communicate updates or changes?



EDUCATIONAL RESOURCES

# Thank you

Accreditation Commission for Health Care  
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