

Accreditation 101 – A beginners guide



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Why seek accreditation?

- ❖ Mandated for Medicare suppliers
- ❖ Commercial insurance payers are increasingly requiring it
- ❖ Improvement in business practices (yes, really!)
- ❖ Prestige / marketing
- ❖ Quality drives revenue!



Hot Spots

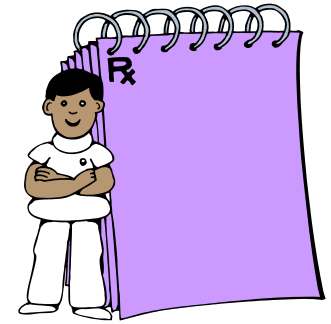
What are most common areas of focus during an accreditation survey and how can your organization manage the challenges?



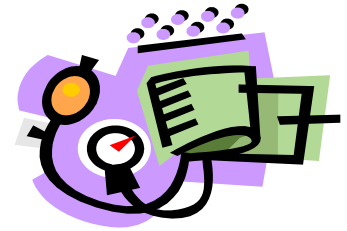
Policies and Procedures

- ◉ Matched to standards of chosen accrediting body
- ◉ Comprehensive and complete – tight enough to meet the standards, loose enough not to box you into a corner
- ◉ Policy: The commitment and intent of the company to meet the standard
- ◉ Procedure: The process for meeting that commitment / instructional for staff members
- ◉ Consider purchasing proven P&P, then learn and follow them

Accurate / Complete Prescriptions



- ❖ Make sure staff have easy access to record of the most current prescription before making home visit
- ❖ Update plan of care - check with most current order and identify those with a discrepancy
- ❖ Document discrepancy and action to resolve discrepancy, including notification of the physician and reeducation of patient regarding compliance with orders
- ❖ Include route, dosage, frequency, and LON as appropriate for oxygen



Preventative Maintenance

- ⦿ Define a policy for testing and maintenance of all equipment
- ⦿ Policy must follow manufacturer's recommendation / specifications
- ⦿ If there is no testing or maintenance recommended by the manufacturer you must define a procedure
 - ⦿ Pulse oximeters, scales, pressure manometers
- ⦿ Applies equally to equipment used to calibrate other equipment unless "self calibrating."
- ⦿ Use computer system to print reports that look ahead for due dates – incorporate into regular delivery schedule
- ⦿ Use computer system to document completed PM – date, tech initials – be able to verbalize equipment specifications

Assess Staff Competency

- ⦿ Define orientation competencies according to accred standards
- ⦿ Define ongoing and recurring competencies
- ⦿ Choose competencies related to high volume, and/or high risk care and services
- ⦿ Design an effective measuring system – always include some form of objective assessment in your competency program
- ⦿ Plan training and education activities in response to low scores
- ⦿ Document assessment / document training
- ⦿ Confine training and competency to scope of education for that category of employee



Equipment Management

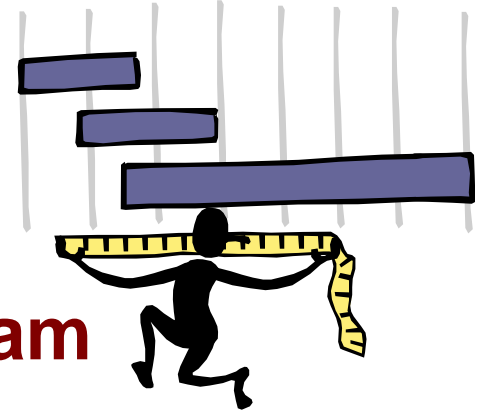
- ❖ Establish clear segregation of clean and dirty equipment areas – in warehouse, in patient home, and in staff vehicles
- ❖ Establish separate equipment cleaning area
- ❖ Establish separate equipment repair area
- ❖ Establish patient ready area – equipment bagged and tagged patient ready
- ❖ Segregate full and empty oxygen cylinders – warehouse and vehicles
- ❖ Monitor temperature of enteral storage area, check expiration dates on enterals, trach tubes, saline solutions, etcetera



Emergency Preparedness

- ❖ Define typical emergency scenarios – electrical, transportation, staffing shortage
- ❖ Define notification process – call tree, responsibilities of managers, supervisors and employees
- ❖ Define operational process – priority patient listing, off site back-up of computer data, decentralizing of equipment / supplies
- ❖ Conduct yearly drills – no tabletop simulation
- ❖ Document actual emergencies and/or simulation and assess success of process

Performance Improvement Program



- ❖ Choose performance improvement indicators that matter and are relevant to your business
- ❖ Choose some that are patient focused; Some that are organization focused
- ❖ Review complaints, CSQ data and incident reports for problem trends
- ❖ Choose indicators based on a priority ranking system
- ❖ Collect data on a regular basis, in compliance with your policy and procedure
- ❖ Respond to data – don't just collect it
- ❖ Document all steps along the way
- ❖ Leadership involvement is mandatory



Personnel Files

- Job descriptions - specific to the position, signed by the employee
- Employee performance evaluation – defined intervals
- TB testing – patient care personnel (2-step if needed)
- Hep Vaccine – patient care personnel, waiver or evidence of vaccination
- W-2 / I – 9 / DOT regs (CDL only) / Professional licenses
- Document all orientation activities and ongoing training
- Document mandatory in-service training – BBP, TB, Safety/ Haz-mat, competency testing

Mandatory Patient Documents / Information

- ⦿ Company information / mission statement
- ⦿ Patient financial responsibility / billing info contact number
- ⦿ Patient rights and responsibilities
- ⦿ Alternate contact information – different phone number
- ⦿ Plan of care / home assessment – recurring rental patients
- ⦿ Documentation of patient education
- ⦿ Medicare supplier standards – MC patients only
- ⦿ Serial number tracking
- ⦿ Oxygen and resp med lot tracking
- ⦿ Record of equipment checks per company policy in accordance with standards of care



Plan of Care / Home Assessment

- Home safety assessment – in accordance with equipment provided (electrical, alarm systems, issues specific to equipment provided)
- Patient functional assessment
- Fall risk (JCAHO)
- Document COMPLETE list of equipment and supplies provided
- Document patient education on equipment provided
- Document patient competency to use equipment provided – verbal or physical return demonstration
- Documents updates to plan of care when needs change or problems arise

Safety Requirements

- ⦿ Personal protective equipment – HEPA mask, gloves, alcohol gel, goggles, LOX safety gear
- ⦿ Eye Wash stations
- ⦿ First Aid kits
- ⦿ Fire extinguishers
- ⦿ Emergency safety triangles – vehicles carrying oxygen
- ⦿ Vehicle placards per DOT regulations
- ⦿ No smoking signs
- ⦿ Bulkhead in vehicles / No bungee cords
- ⦿ DOT approved oxygen racking

Infection Control Program



- ⦿ P&P should outline 5 point plan:
 - ⦿ Surveillance – collect data on specific population or potential problem area
 - ⦿ Identification – look for trends among data
 - ⦿ Prevention – prevention procedures / staff ed
 - ⦿ Control – control procedures / staff ed
 - ⦿ Reporting – mandated by state laws
- ⦿ Must use approved cleaning solutions
- ⦿ Assessed through review of P&P, staff interviews, and observation on home visit and in warehouse

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Services Offered

- ◉ **Accreditation Preparation**
- ◉ Accreditation ready policy and procedure manuals / patient education guides / employee training
- ◉ **HME Start-up Consulting**
- ◉ Process Assessment (Reimbursement & Operations)
- ◉ **HME reimbursement training**
- ◉ Sales and Marketing Program Development