

# Welcome

## Achieving ACHC DMEPOS Accreditation

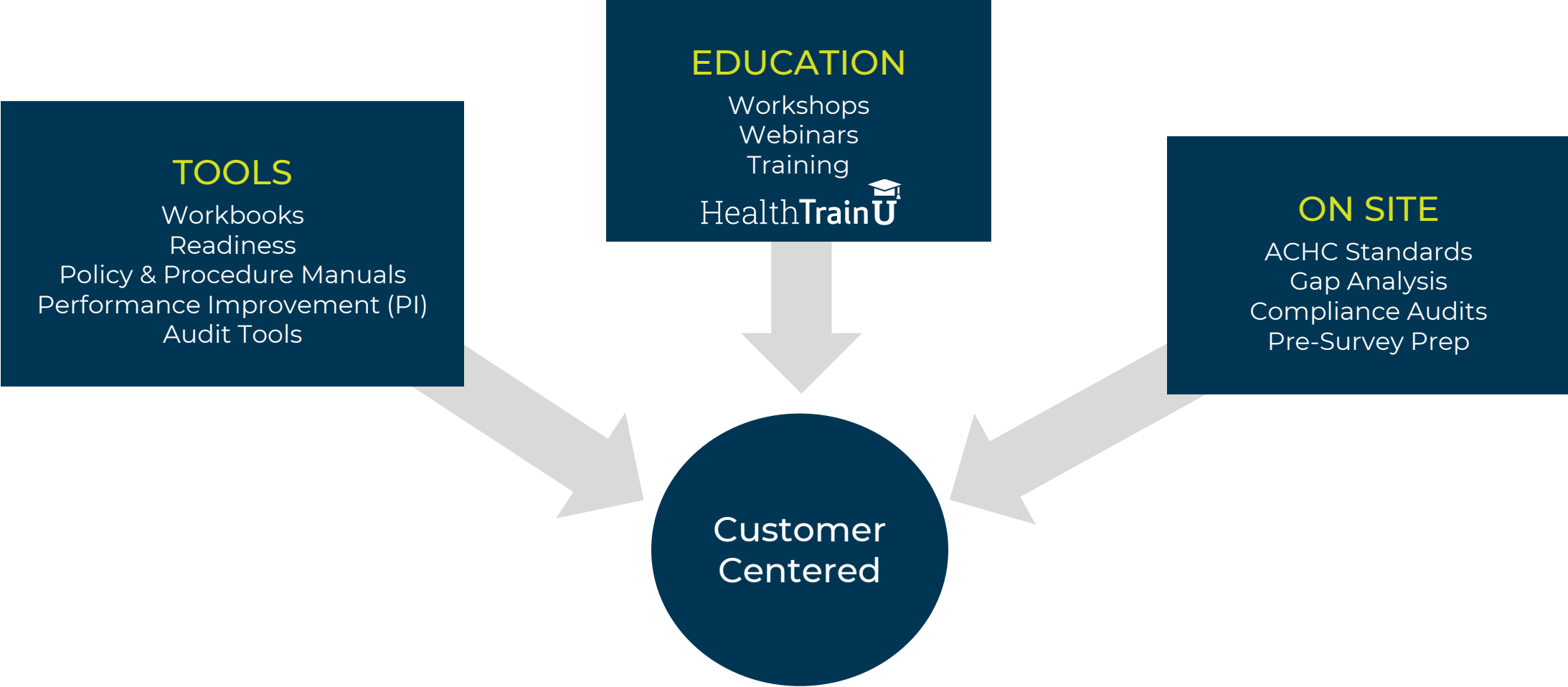




# Greg Stowell

Associate Director, Education & Training

# ACHCU



# Also Joining Our Training Today

- Lindsey Holder – Senior Manager, Education & Training
- Suzie Steger – Senior Education & Training Coordinator
- Steve Clark – Education Services Specialist
- Tim Safley – Program Director

# Welcome

- Today's Virtual Presentation



Breaks Every  
50 Minutes



Chance to win  
every hour!



Ask questions  
during the  
presentation

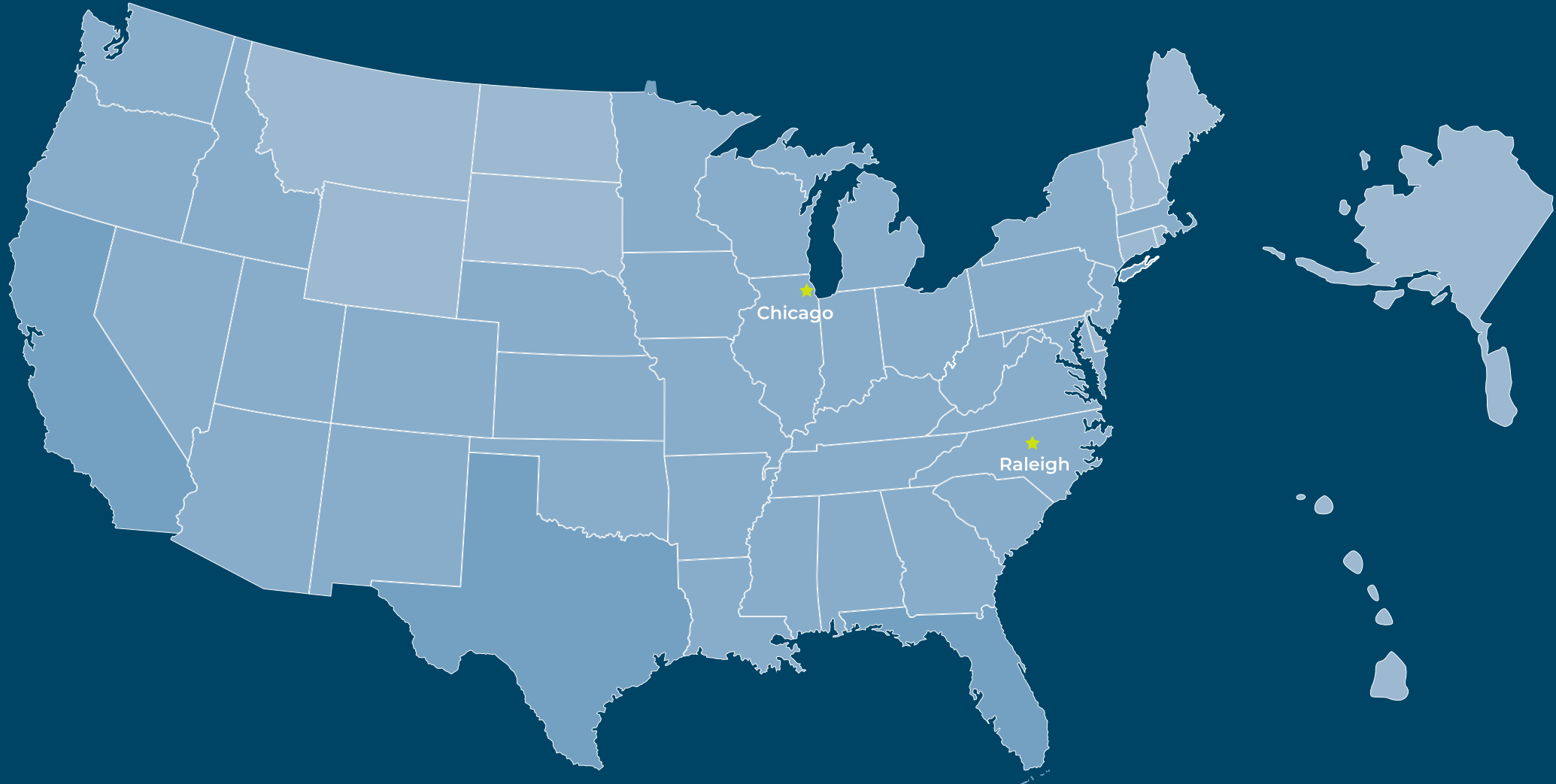


Q&A every 60  
minutes



Evaluations

ACHC currently accredits over 19,000 locations nationwide.



# Better Together: HFAP is now ACHC

- HFAP was founded in 1945 as the nation's first accrediting organization to validate healthcare quality. In 2020, the program became part of the ACHC family, bringing providers solutions that address the continuum of care.

# ACHC Offerings

## Available Programs

 ACUTE CARE HOSPITAL

 AMBULATORY CARE

 AMBULATORY SURGERY CENTER

 ASSISTED LIVING

 BEHAVIORAL HEALTH

 CRITICAL ACCESS HOSPITAL

 CLINICAL LABORATORY

 DENTISTRY

 DMEPOS

 HOME HEALTH

 HOME INFUSION THERAPY

 HOSPICE

 NON-STERILE COMPOUNDING

 OFFICE-BASED SURGERY

 PALLIATIVE CARE

 PHARMACY

 PRIVATE DUTY

 RENAL DIALYSIS

 SLEEP

 STERILE COMPOUNDING



# 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
- 🏆 BEHAVIORAL HEALTH

## Certifications

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

# ACHC DMEPOS Accreditation

## DMEPOS Services

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

## DMEPOS Distinctions\*

- Distinction in Clinical Respiratory Patient Management
- Distinction in Custom Mobility

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

# Optimize Your Workshop Experience

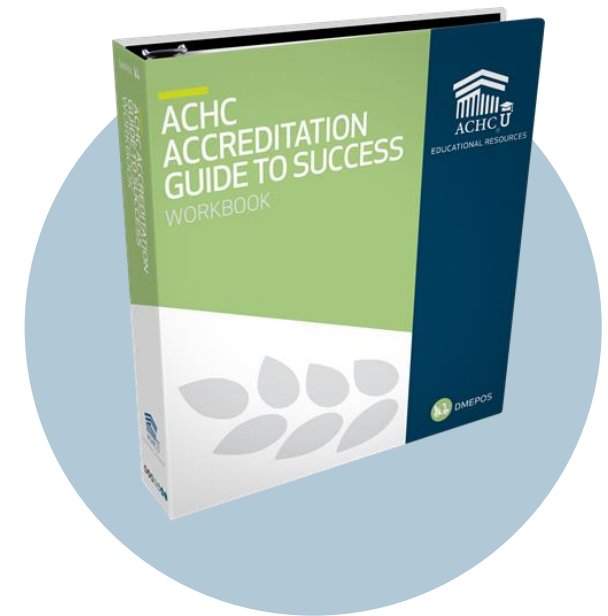
- During our presentation
  - Use the questions feature in the GoToWebinar navigation pane to ask your questions throughout the presentation
  - Type in your question in the “questions” box
  - Our team will attempt to answer your question as we go
  - Some questions will be saved for our live Q&A time 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 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 you
- Review the “top” standard deficiencies
- Learn how to utilize the *ACHC Accreditation Guide to Success* to ensure ongoing compliance

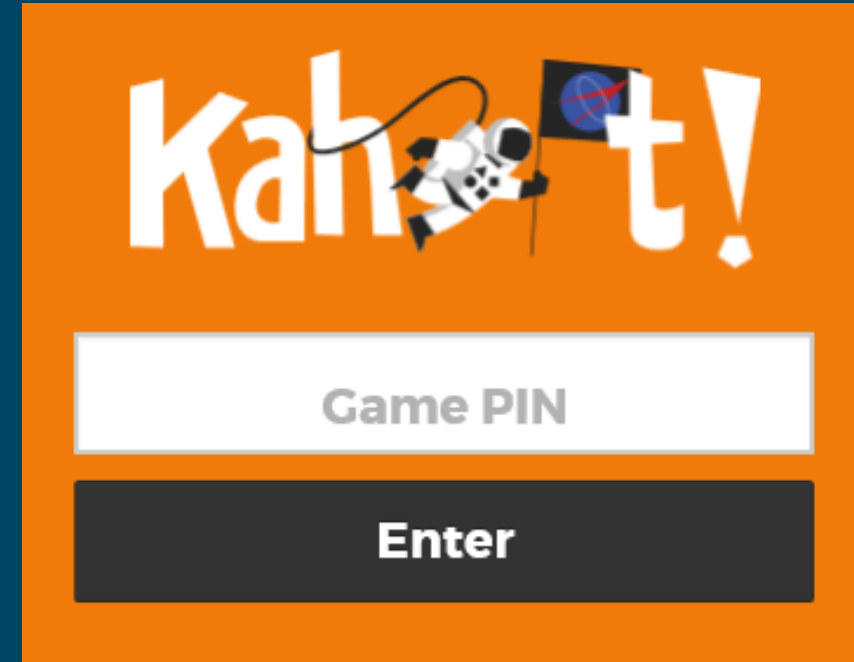
# Today's Learning Guide

- *ACHC Accreditation Guide to Success* for DMEPOS
- Workbook contains all standards for DMEPOS
- Workbook also references Centers for Medicare & Medicaid Services (CMS)/Medicare
- If you have specific questions, ask!
- Workbook was update March 2021



# Teaching Tool: Kahoot!

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



# Account Advisors

- Key resource in navigating the accreditation process
- Experts on the process
- 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 program specific standards only
- ACHC Standards are NOT intended to tell you how to “run your business”



# ACHC Standards

## Standards Update Guide


DMEPOS


**UPDATE OVERVIEW**

Listed below are summaries of ACHC DMEPOS Accreditation Standards updates for 2021. A major change across all ACHC programs in 2021 is deletion of the word “preferred” from standards, since providers cannot be held to “preferred” requirements. Standards changes that reflect lesser requirements are effective February 1, 2021, while changes that reflect more stringent requirements are effective June 1, 2021. Please review the following updates and compare them with previous standards applicable to the services you provide.

Standard	Services Applicable	Update Summary	Effective Date
DRX1-2A	HME, CRCS, MSP, RTS, Fitter	⊕ Changed review of the organization's policies and procedures from annual to once during each accreditation cycle.	February 1, 2021
DRX2-2A	HME, CRCS, MSP, RTS, Fitter	⊗ Removed the preference that the client/patient rights and responsibilities be reviewed annually with the client/patient.	February 1, 2021



EDUCATIONAL RESOURCES

# Review of DMEPOS Standards

 DMEPOS



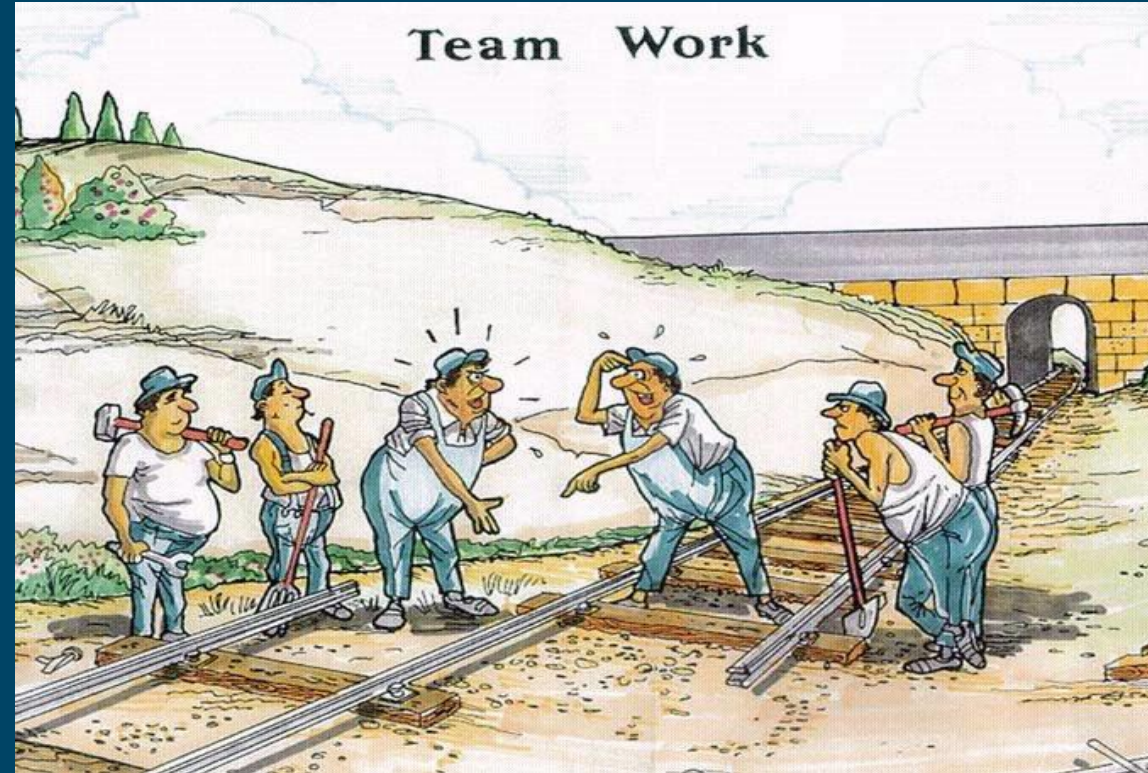
ACHCU IS A BRAND OF ACCREDITATION COMMISSION *for* HEALTH CARE



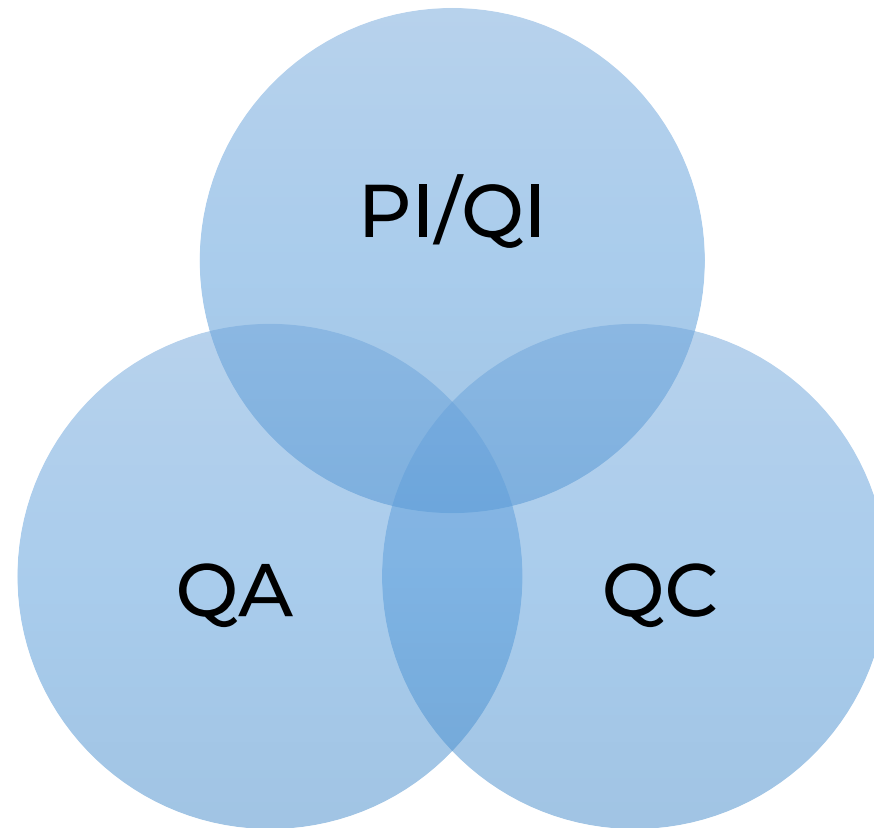
# ACHC Standard Review

- For this section of our presentation, I would suggest you:
  - 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
  - I will be presenting the standards on screen from the workbook

# 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

# 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 customers responding to a satisfaction survey will rate the organization at 4 or 5
- Plan for re-evaluation if threshold/goal is not met:
  - If satisfaction survey scores fall below the 95% threshold, an analysis of the surveys will be completed to determine corrective actions needed. Satisfaction surveys will be monitored ongoing to ensure compliance
- 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. Report will be presented to the PI committee and documented

# Initial Survey & PI/QI

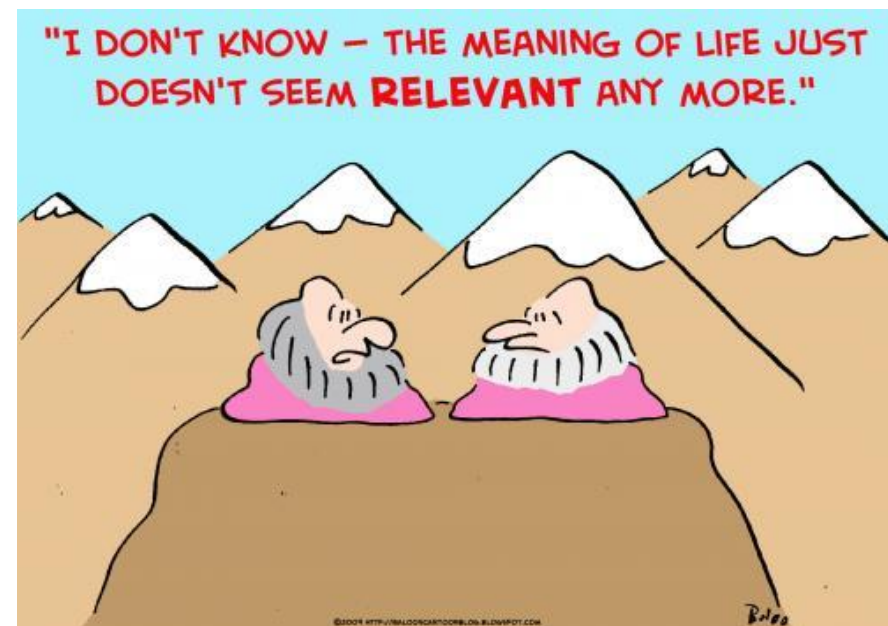
- You are only held accountable for PI/QI activities back to your date of “readiness”
- On the initial survey, the Surveyor usually is looking at your PI/QI plan, your selected study indicators, staff awareness of that plan, and the beginning stages of data collection
- On the renewal survey, the Surveyor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

# Keep It Super Simple (KISS)



# Keep It Relevant

- Within the required categories, monitor what is important to you
- Involve entire staff
- Get results that you understand and can use
- Document activities and use results to drive quality and efficiencies



# Performance Improvement

- Great ROI
- $\text{ROI (\%)} = \frac{\text{Net Monetary Benefits} \times 100}{\text{Program Costs}}$
- One of few activities that can increase customer and referral source satisfaction and employee performance, and save you money through efficiencies
- Can greatly reduce:
  - Waste, complaints, conflicts, and stress
- Can help build:
  - Teamwork, customer service, commitment, job satisfaction, and engagement



Questions?



# 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.

# A Special Offer!

HealthTrain<sup>U</sup>



# What is HealthTrainU?

HealthTrainU is a one-stop, online, educational resource for healthcare providers.

We can show you how easy it is to stay on top of mandated coursework to meet OIG, OSHA, organizational, licensing, and accreditation requirements with this intuitive LMS.

The screenshot shows the HealthTrainU website homepage. At the top is a navigation bar with the logo and links for Home, About, Education, Pricing, Survey, HR-Trak, Contact, and Login. The main content area features a headline: "Manage. Train. Comply. Learning management made simple." Below this is a sub-headline: "HealthTrainU™ allows you to manage your employees' education requirements for compliance, accreditation, and licensure." To the right of the text are several icons representing various business and educational concepts. Below the main content is a dark blue section with four buttons: "Learn About ..." (with a play button icon), "View Courses" (with a book icon), "Competitive Pricing" (with a dollar sign icon), and "Contact Us" (with a phone icon). At the bottom, there is a section titled "HealthTrainU™ for Managers" with a sub-headline: "HealthTrainU saves you time and money while providing mandatory education to your staff. The system allows you to:" followed by a blurred image of a person's hand on a wheelchair.

# Why HealthTrainU?

- Regulatory organizations and agencies have different educational criteria for you to follow.



- OIG
- OSHA Regulations
- Credential Licensing
- Accreditation Requirements
- Organizational Training

# Coursework By The Industry, For The Industry.

HealthTrainU coursework is developed by industry professionals with the adult learner in mind.

With over 200 courses in over 20 content libraries, you'll have the educational resources necessary for your employee's unique requirements for either positional or compliance learning.



The screenshot displays the HealthTrainU website interface. At the top, a dark blue navigation bar includes the HealthTrainU logo and menu items: Home, About, Education (with a dropdown arrow), Pricing (with a dropdown arrow), Survey, HR-Trak, Contact, and Login. Below the navigation bar is a hero section with a background image of an open book and stacks of books. The word "Courses" is centered in white text. Below this, a white text box contains the following content:

**HealthTrainU™ offers personalized courses for all industry professionals.**

Every HealthTrainU™ course stands alone and a certificate is awarded upon successful completion (score of 80% or better).

While HealthTrainU™ is an IACET Accredited Provider, some courses are also approved or accepted by other credentialing agencies. Look for your organization beside the course title.\*

\*Pre-ATP means RESNA will accept the course for credit prior to taking the ATP exam. RA means RESNA has accepted that course for post-ATP credit. HealthTrainU™ has been approved as an Accredited Provider (Verify our IACET Accreditation) by the International Accreditors for Continuing Education and Training (IACET). Your national or state association credentialing needs may be different. Always check to verify that IACET CEUs will fulfill those credentialing requirements.

[Click here for a printable list of HealthTrainU courses.](#)

Courses identified with a red "\*" signify the course references an ACHC Standard.

Below the text box are several expandable course category panels:

- HOME HEALTH (Approved by the Virginia Nurses Association)** (expanded):
  - ▶ **HH 162** DMEPOS Product/Supply Selection: Information for Home Health Providers \*
  - ▶ **HH 174** Concepts in Palliative Care for Home Health Aides

Suggested Time to Complete Course & Test: 1 Contact hour CEUs:
- MANAGEMENT IN THE HME INDUSTRY** (collapsed)
- ORTHOTICS** (collapsed)
- PROFESSIONAL/PERSONAL DEVELOPMENT** (collapsed)

# Customizable & Flexible

HealthTrainU allows you to customize your approach to education.

Select one of our preloaded Mastery Programs or create your own to meet your specific needs.

HealthTrainU has the flexibility you need to create your own compliance or positional educational plan.



HealthTrainU™ Mastery Programs offer in-depth, on-point training

Mastery Programs are a compilation of courses that have been developed to take the time and guesswork out of selecting appropriate courses. Each Mastery Program is tailored to your company's focus in DME/HME, rehab, respiratory, or a comprehensive program with all.

Inside each Mastery Program is a list of **Continuing Organization Required Education (CORE)** courses that provide a fundamental education of the HME/DME industry. This is the basis for all other content within the Mastery Program. The remainder of the Mastery Program is exactly that, mastery in the foundational skills needed for the staff positions that are the focus of your company. You can take advantage of the courses we have available, or you now have the ability to create your own.

This is a very abbreviated list of just some of the Mastery Programs pre-loaded in the HealthTrainU™ system.  
 (\* All Mastery Programs based on positions have a Rehab focus, Respiratory focus, or include both focuses)

# Want a closer look?

- Call (833) 875-6338 | Visit [HealthTrainU.com](https://HealthTrainU.com)



# 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?





Questions?



EDUCATIONAL RESOURCES

# Thank you!

Accreditation Commission for Health Care  
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[gstowell@achcu.com](mailto:gstowell@achcu.com)

