



EDUCATIONAL RESOURCES

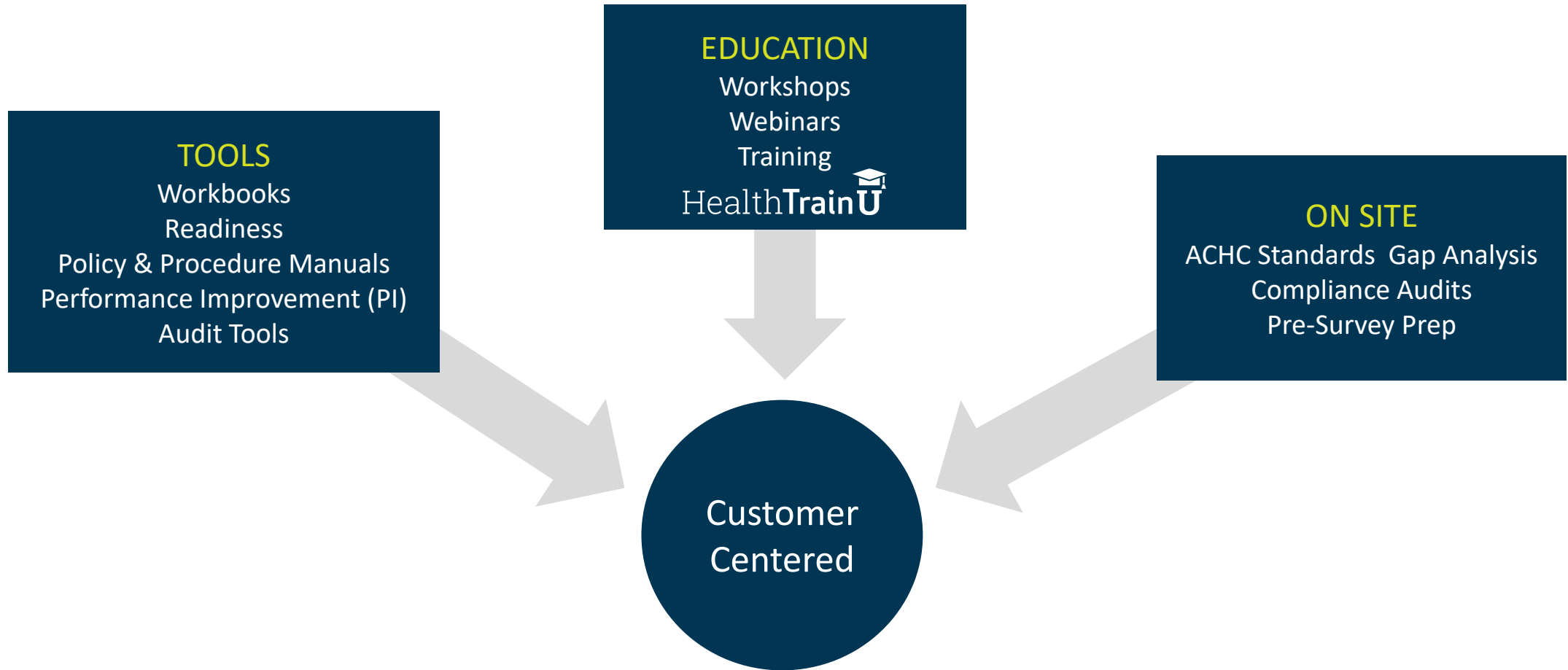
WELCOME

Achieving ACHC DMEPOS Accreditation



GREG STOWELL

Associate Director, Education & Training



ALSO JOINING OUR TRAINING TODAY

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

WELCOME

- Today's Virtual Presentation



Breaks Every
55 Minutes



Chance to win
every hour!



Ask questions
during the
presentation



Q&A every 60
minutes



Evaluations

ACHC PROGRAMS

ACHC

-  AMBULATORY CARE
-  BEHAVIORAL HEALTH
-  DMEPOS
-  HOME HEALTH
-  HOME INFUSION THERAPY
-  HOSPICE
-  PALLIATIVE CARE
-  PHARMACY
-  PRIVATE DUTY
-  RENAL DIALYSIS
-  SLEEP
-  DISTINCTIONS

HFAP

-  ACUTE CARE HOSPITAL
-  AMBULATORY SURGERY CENTER
-  CLINICAL LABORATORY
-  CRITICAL ACCESS HOSPITAL
-  OFFICE-BASED SURGERY
-  JOINT REPLACEMENT
-  LITHOTRIPSY
-  STROKE
-  WOUND CARE

ACHC DMEPOS ACCREDITATION

DMEPOS Services

- Home/Durable Medical Equipment
- Clinical Respiratory Care Services (Removing 2021)
- Medical Supply Provider
- Complex Rehabilitation and Assistive Technology Supplier
- Fitter
- Community Retail
- Community Retail with Diabetic Shoes

DMEPOS Distinctions*

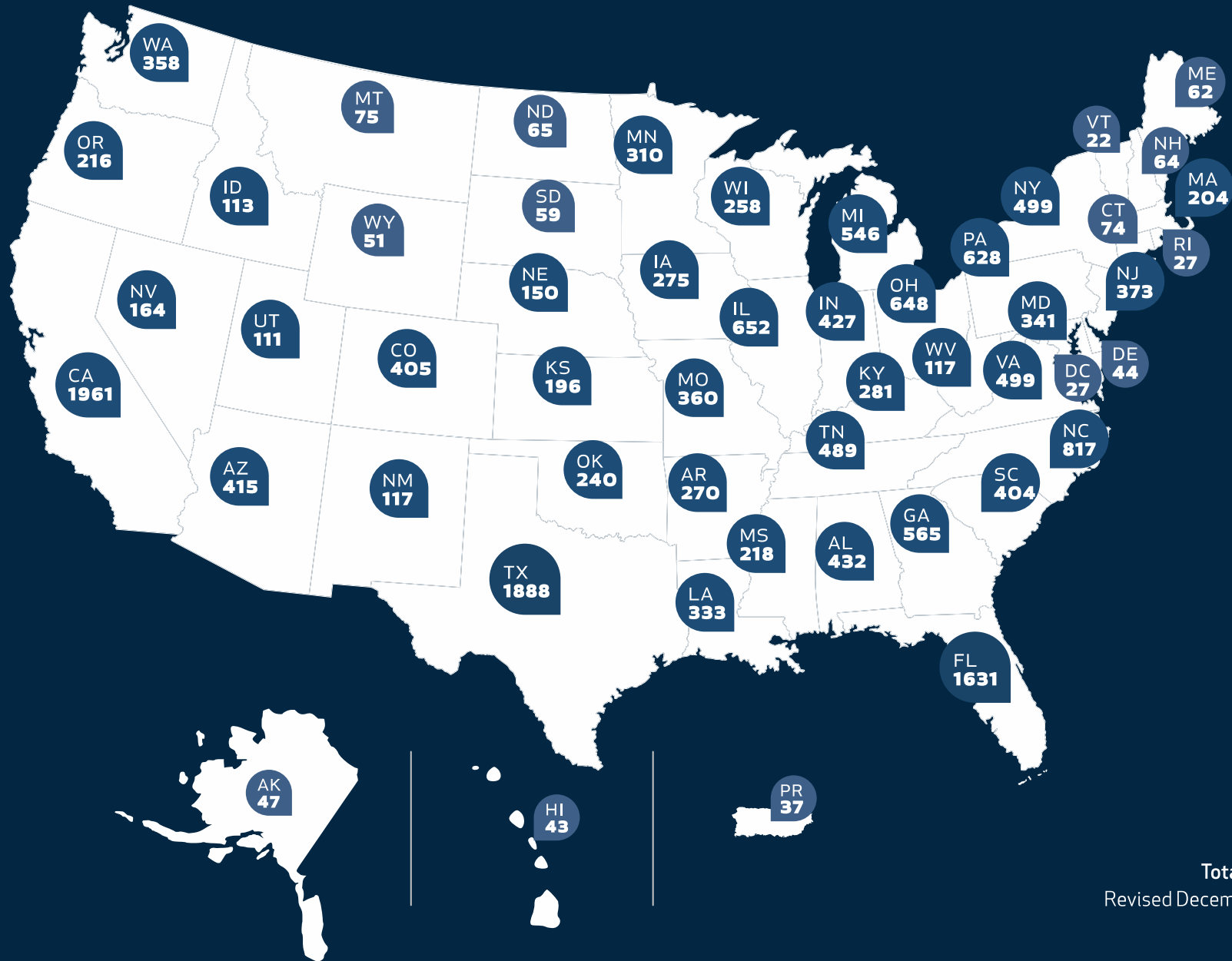
- Distinction in Clinical Respiratory Patient Management
- Distinction in Custom Mobility

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

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





Total: 18,612
 Revised December 2020

OPTIMIZE YOUR WORKSHOP EXPERIENCE

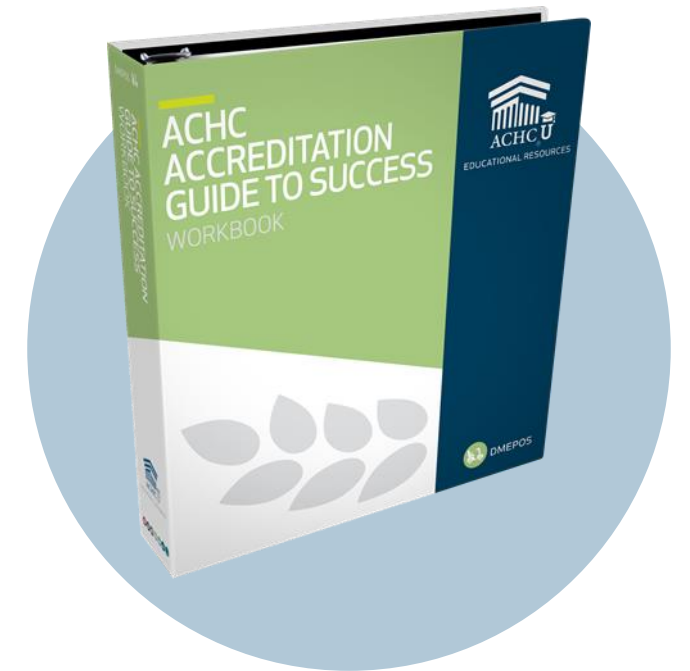
- During our presentation
 - Use the questions feature in the GoToWebinar navigation pane to ask your questions throughout the presentation
 - Type in your question in the “questions” box
 - Our team will attempt to answer your question as we go
 - Some questions will be saved for our live Q&A time each 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

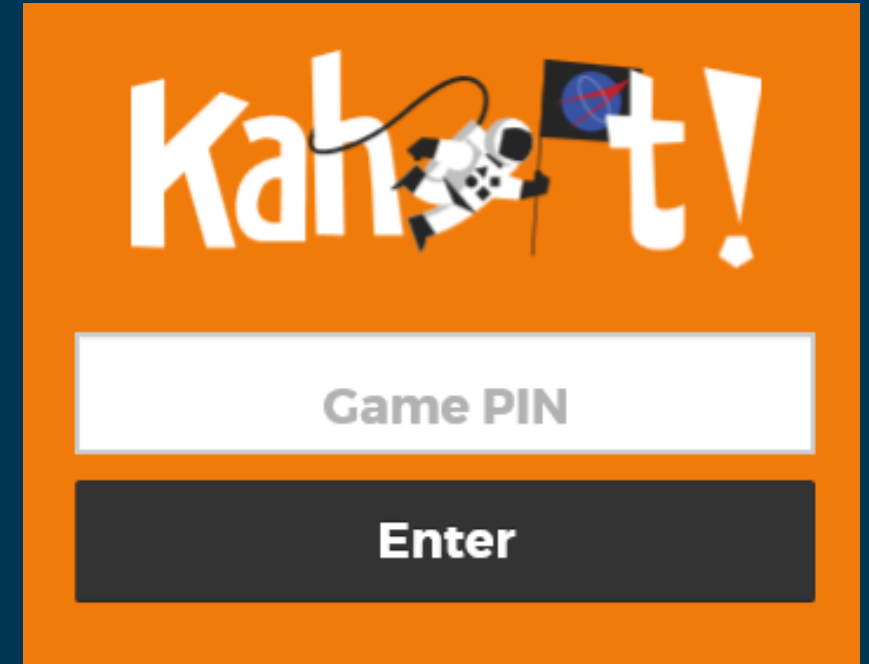
TODAY'S LEARNING GUIDE

- *ACHC Accreditation Guide to Success* workbook 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



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



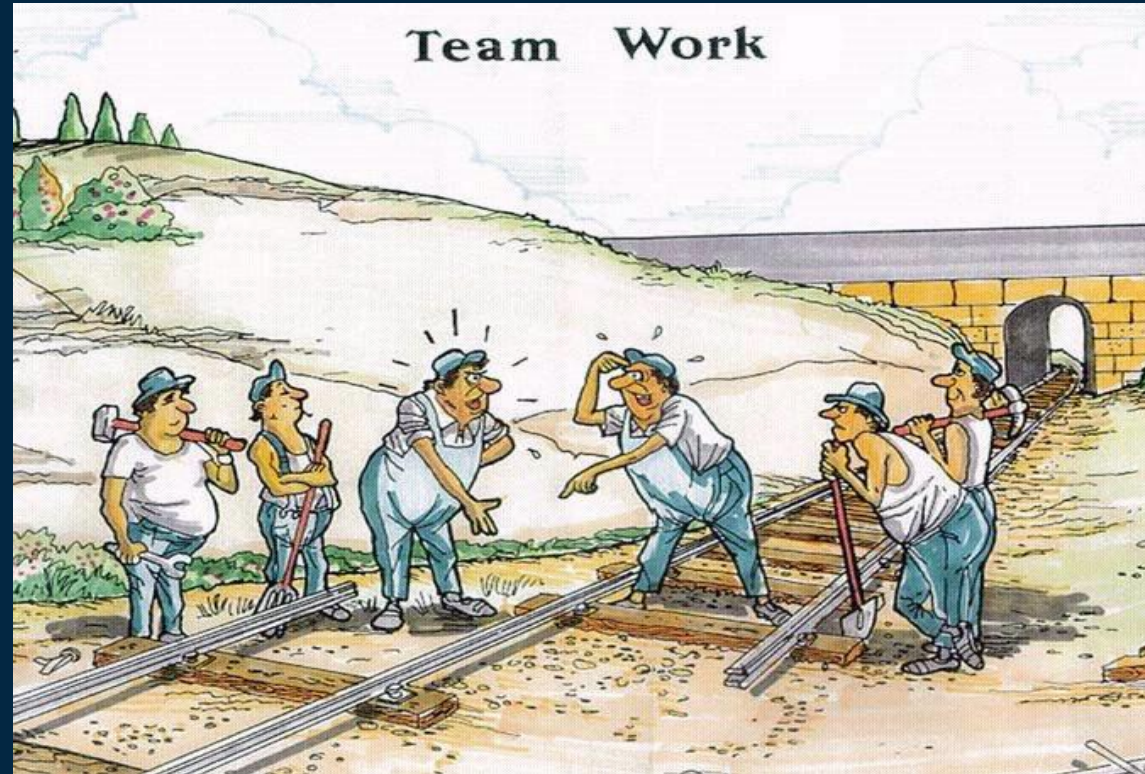
EDUCATIONAL RESOURCES

REVIEW OF DMEPOS STANDARDS

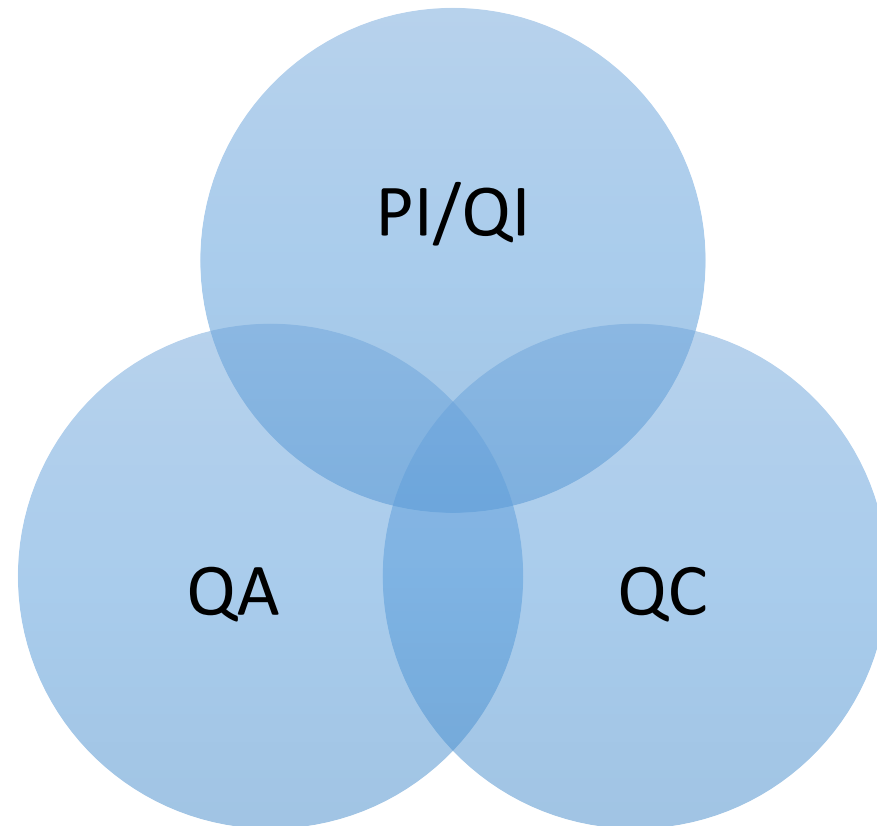
ACHC STANDARD REVIEW

- 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 AND PI/QI

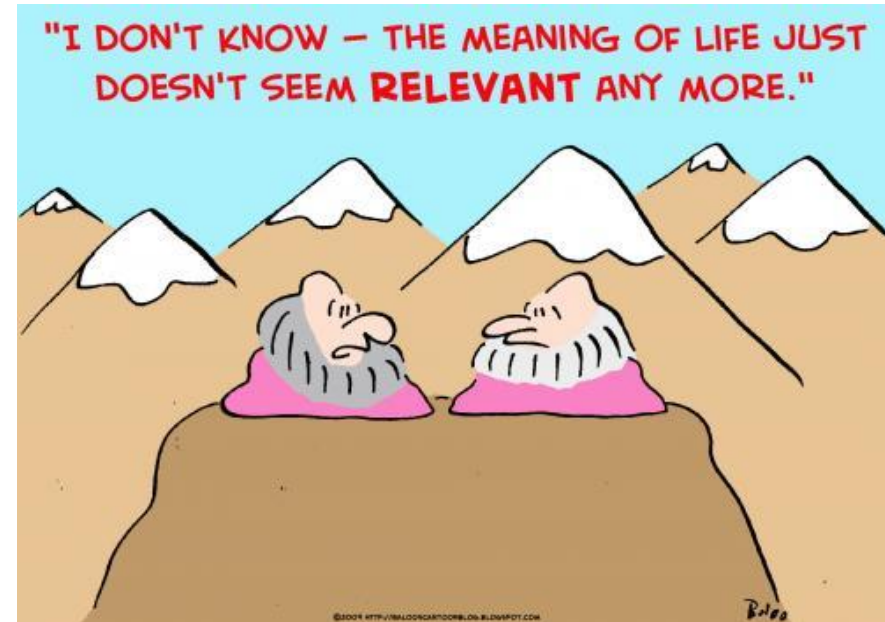
- You are only held accountable for PI/QI activities back to your date of “readiness”
- On the initial survey, the Surveyor usually is looking at your PI/QI plan, your selected study indicators, staff awareness of that plan, and the beginning stages of data collection
- On the renewal survey, the Surveyor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

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
- $\text{ROI (\%)} = \frac{\text{Net Monetary Benefits}}{\text{Program Costs}} \times 100$

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.



EDUCATIONAL RESOURCES

A SPECIAL OFFER!

HealthTrainU 

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

Let us show you how easy it is to stay on top of mandated coursework to meet OIG, OSHA, organizational, licensing, and accreditation requirements.

The screenshot shows the HealthTrainU website homepage. At the top is a dark blue navigation bar with the HealthTrainU logo and links for Home, About, Education, Pricing, Survey, HR-Trak, and Contact. A Login link is also present in the top right. The main content area features a large white section with the heading "Welcome to Your All-Inclusive Education Resource" and a sub-headline: "HealthTrainU™ gives you access to high-quality, industry relevant education and training material". To the right of this text is a cluster of icons representing various educational and business concepts like a laptop, books, a bar chart, a pie chart, a pencil, and a play button. Below this is a dark blue horizontal bar containing four white icons and their corresponding text: "View Courses" (book icon), "Competitive Pricing" (dollar sign and checkmark icon), "Take Our Survey" (clipboard icon), and the ACHC HR Trak logo. The bottom section is white and features a "Featured Course" titled "HME 402: Infection Control and Bloodborne Pathogens". The description reads: "Add the HealthTrainU™ course 'Infection Control and Bloodborne Pathogens' to your required learning list for your employees. Help them learn how to stay". To the right of the text is a photograph of a person in a lab coat using a pipette to transfer liquid into a multi-well plate.

BE COMPLIANT - STAY COMPLIANT

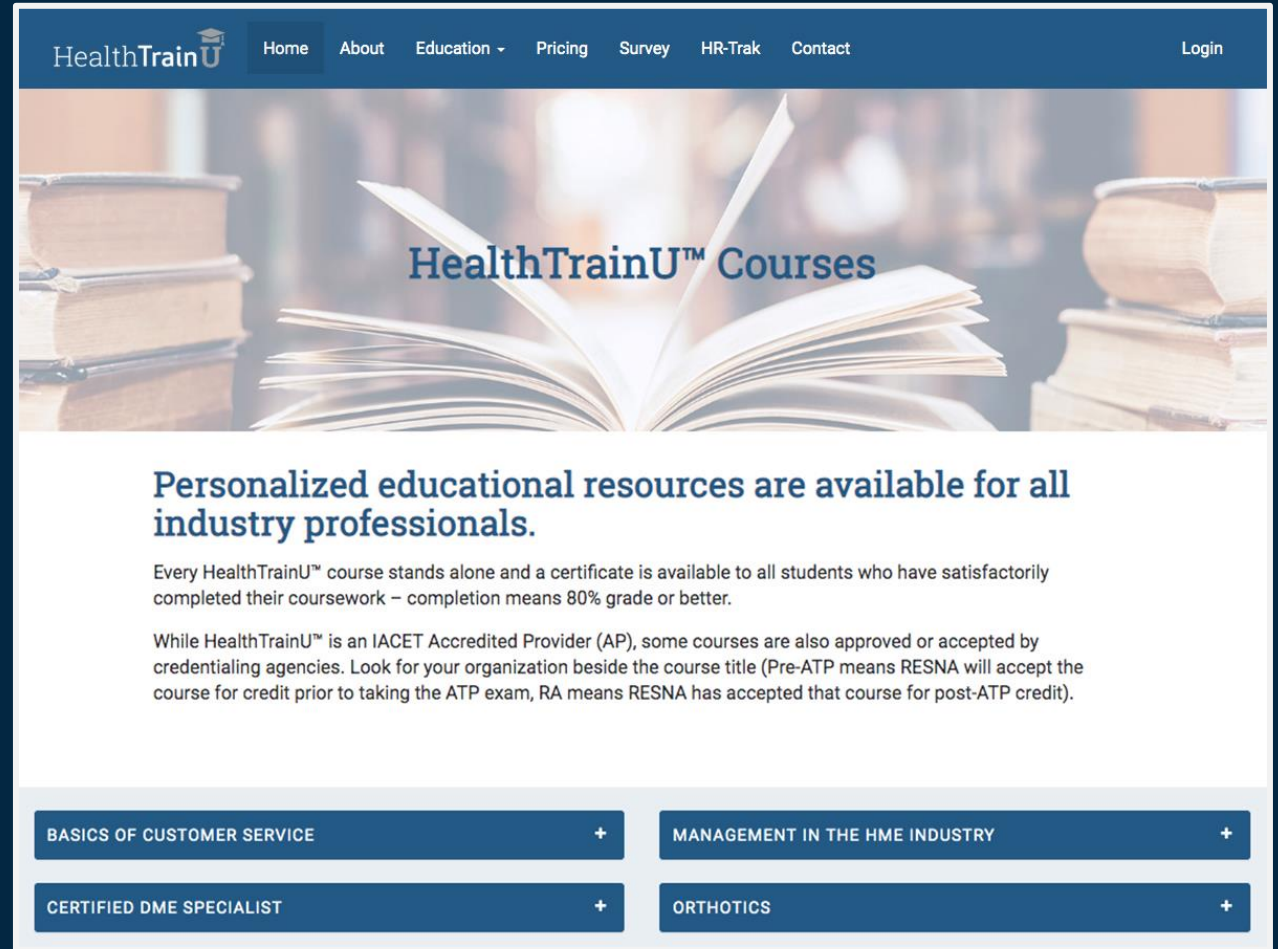
- Regulatory organizations and agencies have different educational criteria for you to follow.



COURSEWORK BY THE INDUSTRY FOR THE INDUSTRY

HealthTrainU™ coursework is developed by industry professionals for adult students.

With nearly 300 courses in 20 content libraries, you'll have the exact educational resources necessary for your employees.



The screenshot shows the HealthTrainU website. The navigation bar includes links for Home, About, Education, Pricing, Survey, HR-Trak, Contact, and Login. The main heading is "HealthTrainU™ Courses" over a background image of an open book. Below the heading, a sub-heading reads "Personalized educational resources are available for all industry professionals." Two paragraphs of text follow, explaining that every course stands alone with a certificate available for 80% or better completion, and that some courses are also approved by accrediting agencies like RESNA. At the bottom, there are four expandable course categories: "BASICS OF CUSTOMER SERVICE", "MANAGEMENT IN THE HME INDUSTRY", "CERTIFIED DME SPECIALIST", and "ORTHOTICS".

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 educational plan.



The screenshot shows the HealthTrainU website interface. At the top, there is a navigation bar with the logo and links for Home, About, Education, Pricing, Survey, HR-Trak, Contact, and Login. Below the navigation bar is a large banner image featuring a target with several arrows hitting the bullseye. The text 'HealthTrainU™ Mastery Programs' is overlaid on the banner. Below the banner, the heading reads 'HealthTrainU™ Mastery Programs offer in-depth, on-point training'. The main text explains that Mastery Programs are compilations of courses developed to save time and reduce guesswork. It notes that each program is tailored to a company's focus in DME/HME, rehab, respiratory, or a comprehensive program. A section titled 'Continuing Organization Required Education (CORE)' describes the foundational courses provided. A final note states that the list is abbreviated and that all programs have a focus on rehab, respiratory, or both.

HealthTrainU™

Home About Education Pricing Survey HR-Trak Contact Login

HealthTrainU™ Mastery Programs

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)

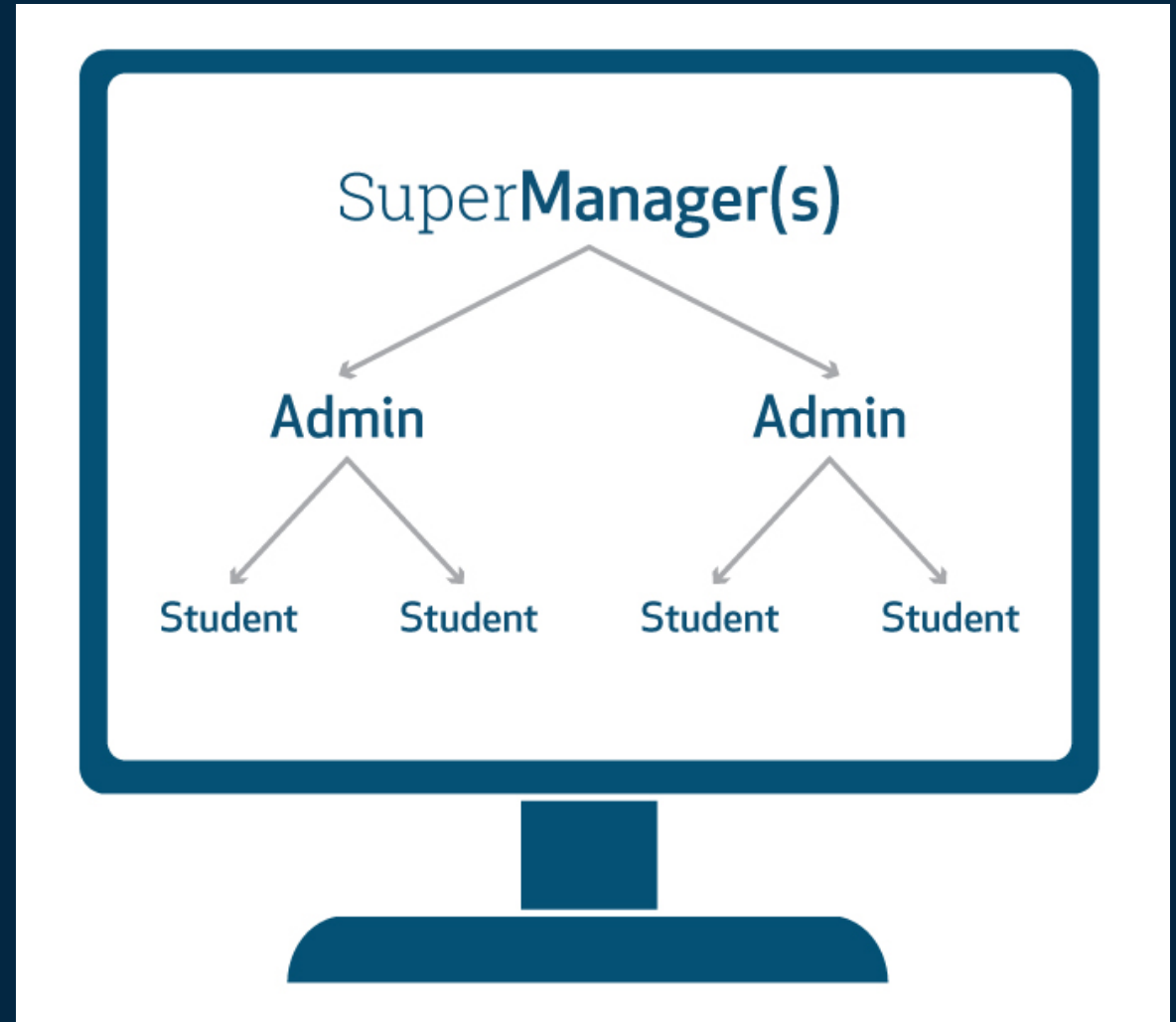
SIMPLE TO ADMINISTER

HealthTrainU™ has 3 levels of hierarchy:

- SuperManager
- Admin
- Student

SuperManager can be your:

- HR Department
- Compliance Department
- Education Department
- Any Department!



EASY TO SET UP

HealthTrainU™ can get your company set up in as little as a day*.

All we need is information, usually through your HR department, and the courses or Mastery Programs YOU select.

Let HealthTrainU™ do the rest!

* Depends on paperwork and number of students

Add User

New User

First Name	<input type="text" value="Your"/>	Send Results	<input checked="" type="checkbox"/>
Last Name	<input type="text" value="Student"/>	Notify Primary	<input checked="" type="checkbox"/>
Location	<input type="text" value="Branch Location"/>	Is Archived	<input type="checkbox"/>
PIN	<input type="text" value="1021"/>		
Job Title	<input type="text" value="Team Leader"/>		
Email	<input type="text" value="Your.Student@YourCompany.com"/>		
Is Email Owner	<input checked="" type="checkbox"/>		
User Type	<input type="text" value="Student"/>		
Admin	<input type="text" value="Your Supervisor"/>		

EASY TO USE

HealthTrainU™ was created to be intuitive for your Students and Admins.

All links and controls are clearly labeled so your staff has a quick learning curve.

The system creates a login and once your student creates a password, they are in the system and ready to start their course.

Enrollments

Mike McKillip, Accreditation Commission for Health Care, Inc. (ACHC)

ATP001 - ATP Accepted View Details Complete

Course	Test	Enrollment	Completed	Status	Grade	CEU
MST019 - Sales - Rehab View Details Incomplete						
Additional Courses						
Course	Test	Enrollment	Completed	Status	Grade	CEU
Open	Take Test	HME410 - Replaced with HME413: The HIPAA Privacy Rule Including The HITECH Act	6/7/2018	Pass	80	0.20
Open	Take Test	PPD101 - Better Communication in the Workplace	8/5/2019	Fail	60	
Open	Take Test	CS102 - Telephone Courtesy & Customer Service	7/16/2012	Pass	86	0.20
Open	Take Test	HME201 - Anatomy & Physiology Fast Facts: An Overview	2/12/2014	Pass	100	0.10
Open	Take Test	HME412 - Recognizing and Combating Healthcare Fraud, Waste and Abuse	6/12/2014	Pass	100	0.20
Open	Take Test	CS101 - Quality Customer Service	8/6/2019	Pass	91	0.20
Open	Take Test	CS106 - Customer Service Fast Facts	10/22/2015	Pass	99	0.20
Open	Take Test	HME419 - An Overview of Ethics	11/10/2015	Pass	88	0.10
Open	Take Test	HME421 - Cultural Diversity and Communication/Language Barriers				
Open	Take Test	Test062119 - Test				
Open	Take Test	PEPC3-3 - PEPC Delivery Technician Training - Building Rapport with Customers				
Other Training						

EASY TO LEARN

We suggest introducing HealthTrainU™ to your staff during a staff meeting and communicating what your expectations are.

Be creative! Learning is both rewarding and fun. Courses at HealthTrainU™ are written for the adult student who has unique learning needs.



For a closer look: Start Here



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

139 Weston Oaks Court, Cary, NC 27513

(855) 937-2242 | achc.org

gstowell@achcu.com