ACHC U®
EDUCATIONAL RESOURCES

PHARMACY

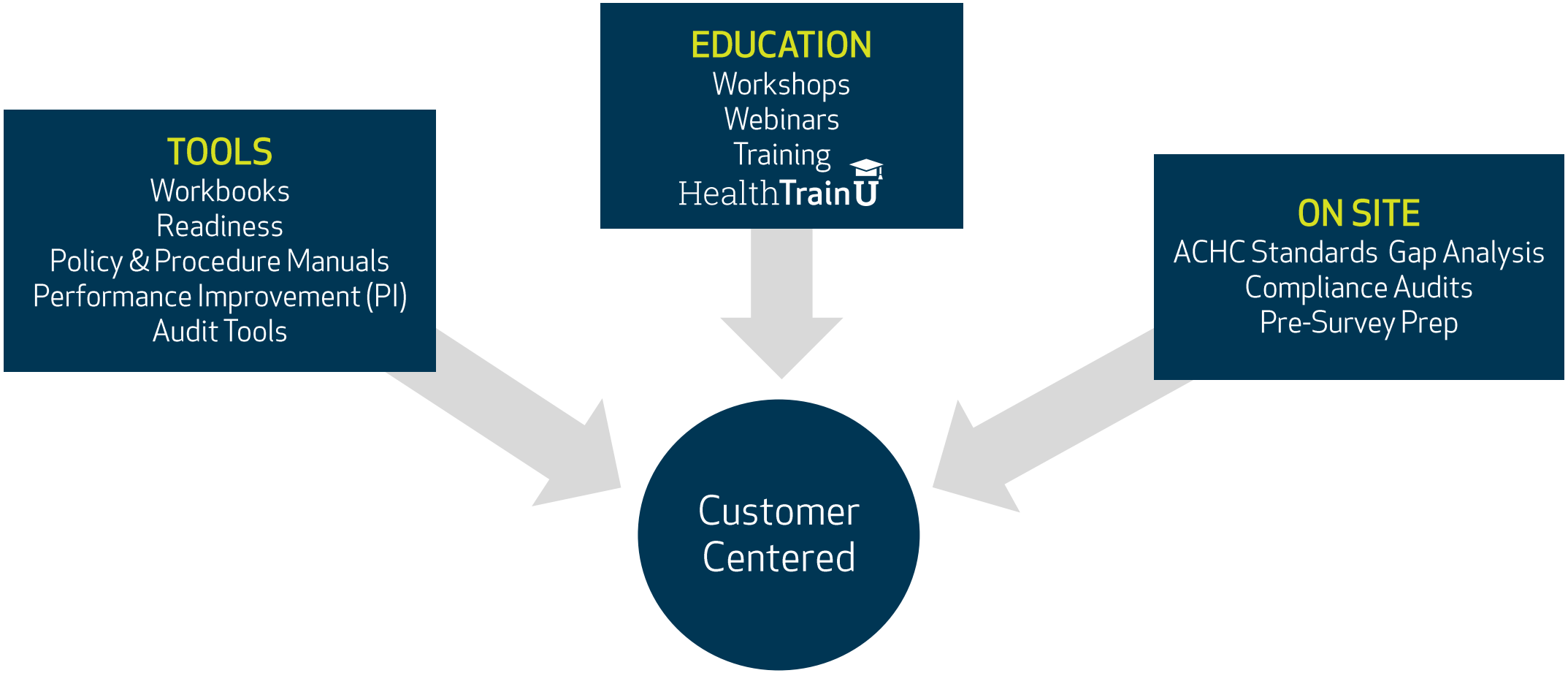
WELCOME

Achieving ACHC Pharmacy Accreditation

GREG STOWELL

Associate Director, Education & Training

ACHCU


EDUCATION
Workshops
Webinars
Training
HealthTrainU
TOOLS
Workbooks
Readiness
Policy & Procedure Manuals
Performance Improvement (PI)
Audit Tools
ON SITE
ACHC Standards Gap Analysis
Compliance Audits
Pre-Survey Prep
Customer Centered

ALSO JOINING OUR TRAINING TODAY

- Suzie Steger - Education & Training Coordinator
- Steve Clark – Education Services Specialist
- Jeff Reses, R.Ph. - Senior Pharmacy Surveyor
- Jon Pritchett Pharm.D., RPH., BCSCP – 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

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

THREE GROUPS REPRESENTED TODAY

- Pharmacies needing both Specialty and DMEPOS Accreditation (billing Medicare Part B)
- Pharmacies needing Specialty Accreditation (with no Medicare Part B DMEPOS billing)
  - Medically Integrated Dispensing Practices
  - Both will seek "Specialty Pharmacy Only" accreditation

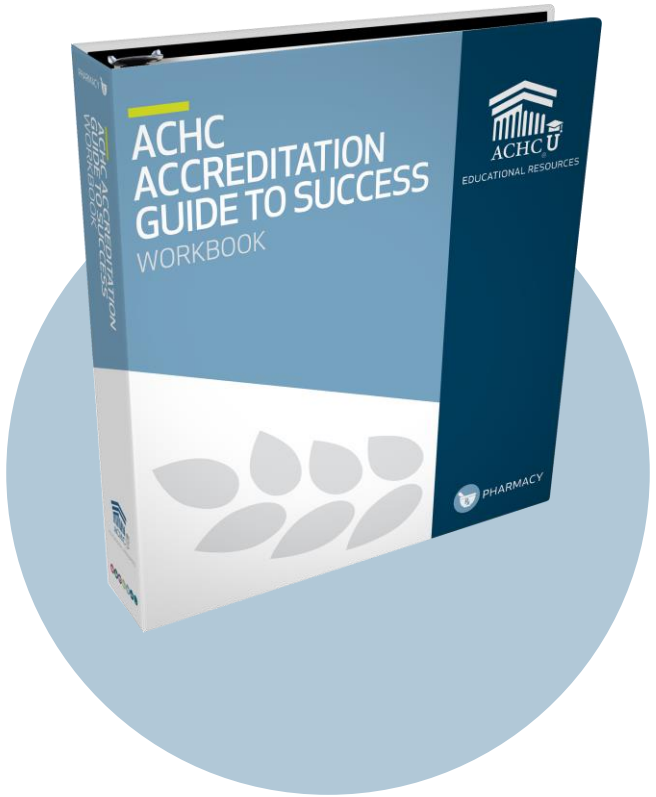
- *Based on your practice needs, you will need to filter the information we present today*
- *Not everything we discuss today will apply equally to all practice settings, however regardless of your practice setting you are expected to comply with all ACHC standards*

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 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 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 Pharmacy
- Workbook contains all standards (IRX/SRX/Mail Order/AIC)
- Workbook also references Centers for Medicare & Medicaid Services (CMS)/Medicare
- If you have specific questions, ask!
- Workbook was updated 3/2021



TEACHING TOOL: Kahoot!

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

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 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>)

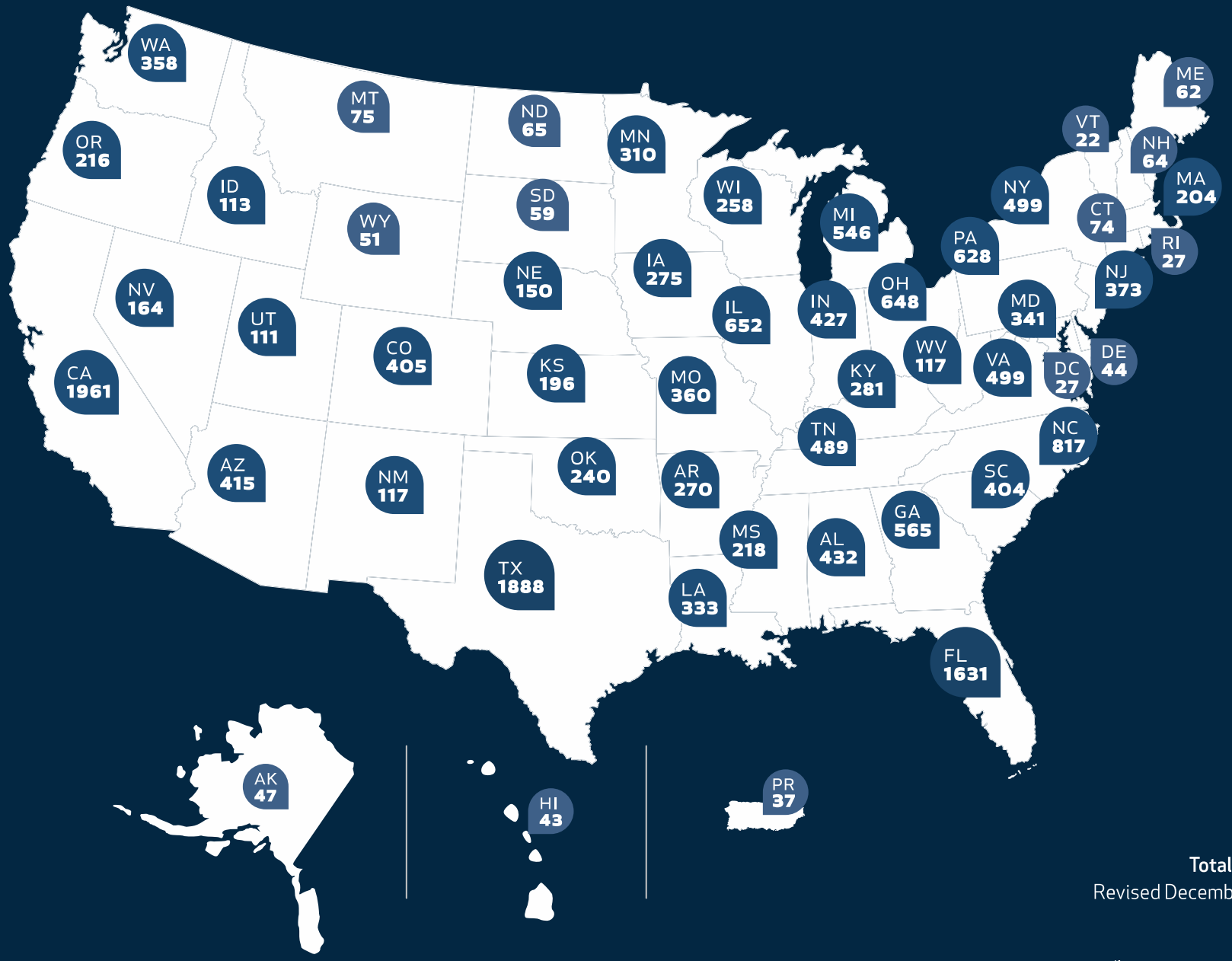
Pharmacy Distinctions*

- 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*

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

ACHC EDUCATIONAL RESOURCES

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) standards only.
- ACHC standards are NOT intended to tell you how to "run your business."

ACHC STANDARDS

Standards Update Guide

PHARMACY

ACHC

UPDATE OVERVIEW

Listed below are summaries of ACHC Pharmacy Accreditation Standards updates for 2021. Updates specific to Long-Term Care Pharmacy (LTC) services also are included. 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 a lesser requirement are effective February 1, 2021, and changes that reflect a more stringent requirement 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	AIC, IRN, IRX, SRX, SRXONLY	Changed review of policies and procedures from annual to once during each accreditation cycle.	February 1, 2021
DRX2-2A	AIC, IRN, IRX, SRX, SRXONLY	Removed the preference that the client/patient rights and responsibilities be reviewed annually with the client/patient.	February 1, 2021
DRX2-2A.01	SRX, SRXONLY	Added "if applicable" after the client/patient responsibility to maintain any equipment provided.	February 1, 2021

ACHC U®
EDUCATIONAL RESOURCES

PHARMACY

REVIEW OF SPECIALTY PHARMACY STANDARDS

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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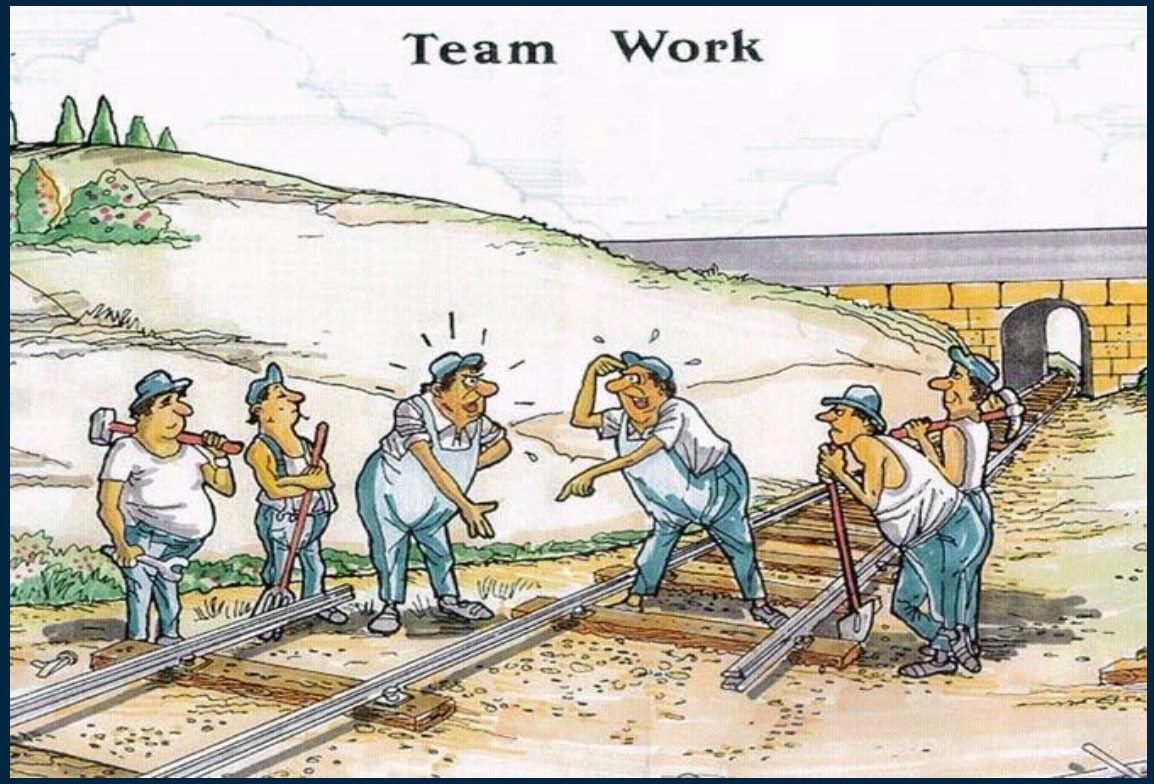
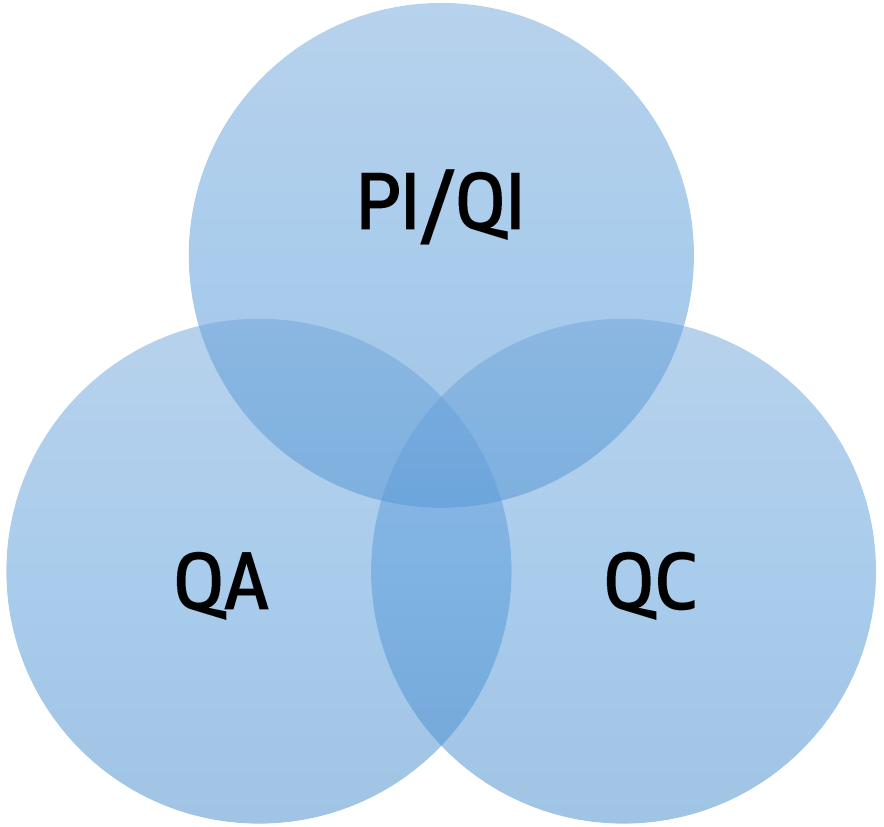
Quality Outcomes Performance Improvement (PI)



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, personnel & referral sources)
- 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 (8 metrics)
- Standard DRX 6-3J:-K Added PDC (Proportion Days Covered) and MPR to adherence requirements (Service provided under contract, Mail order Pharmacy)

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.

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.

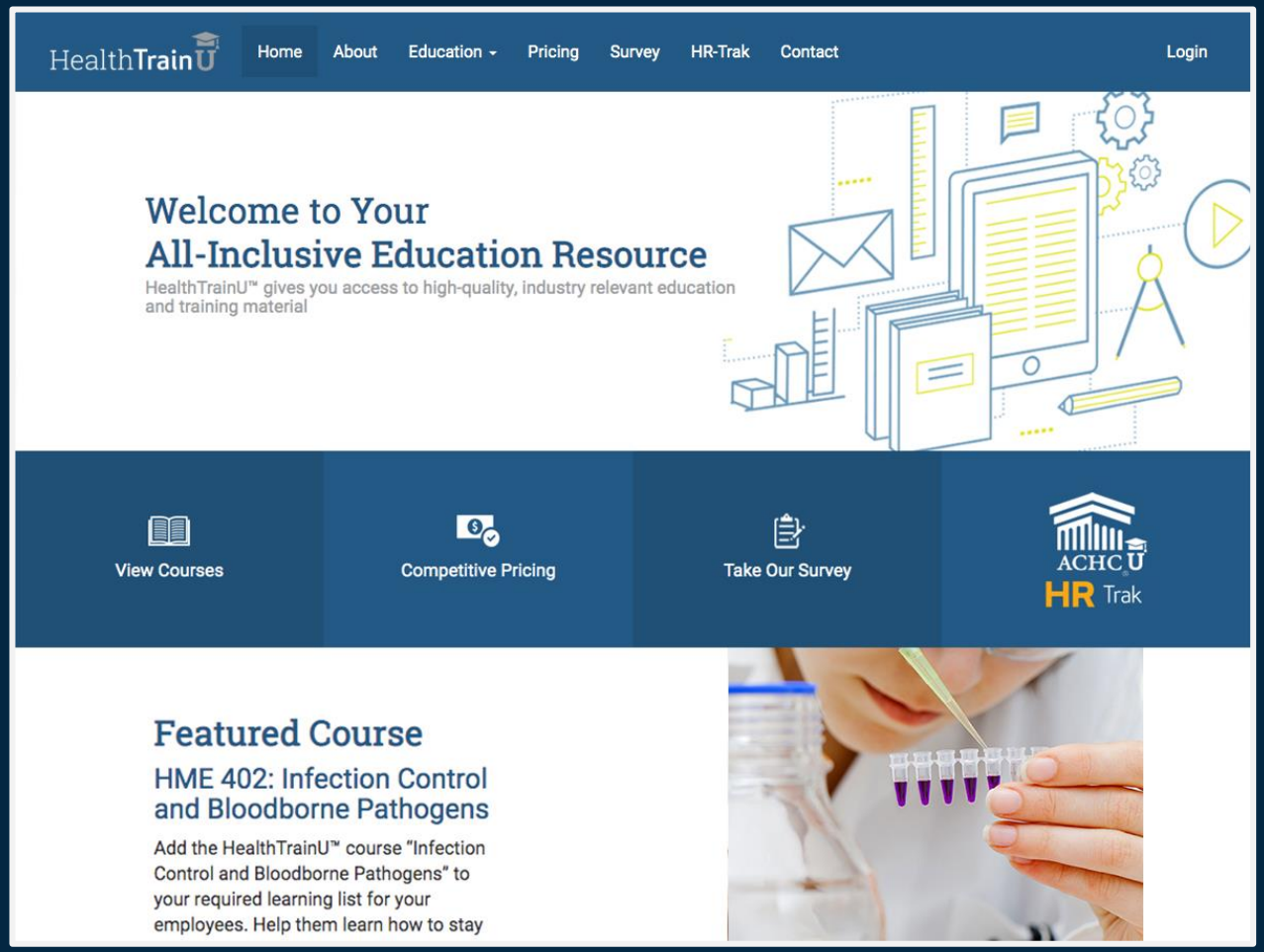
ACHC U®
EDUCATIONAL RESOURCES

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.



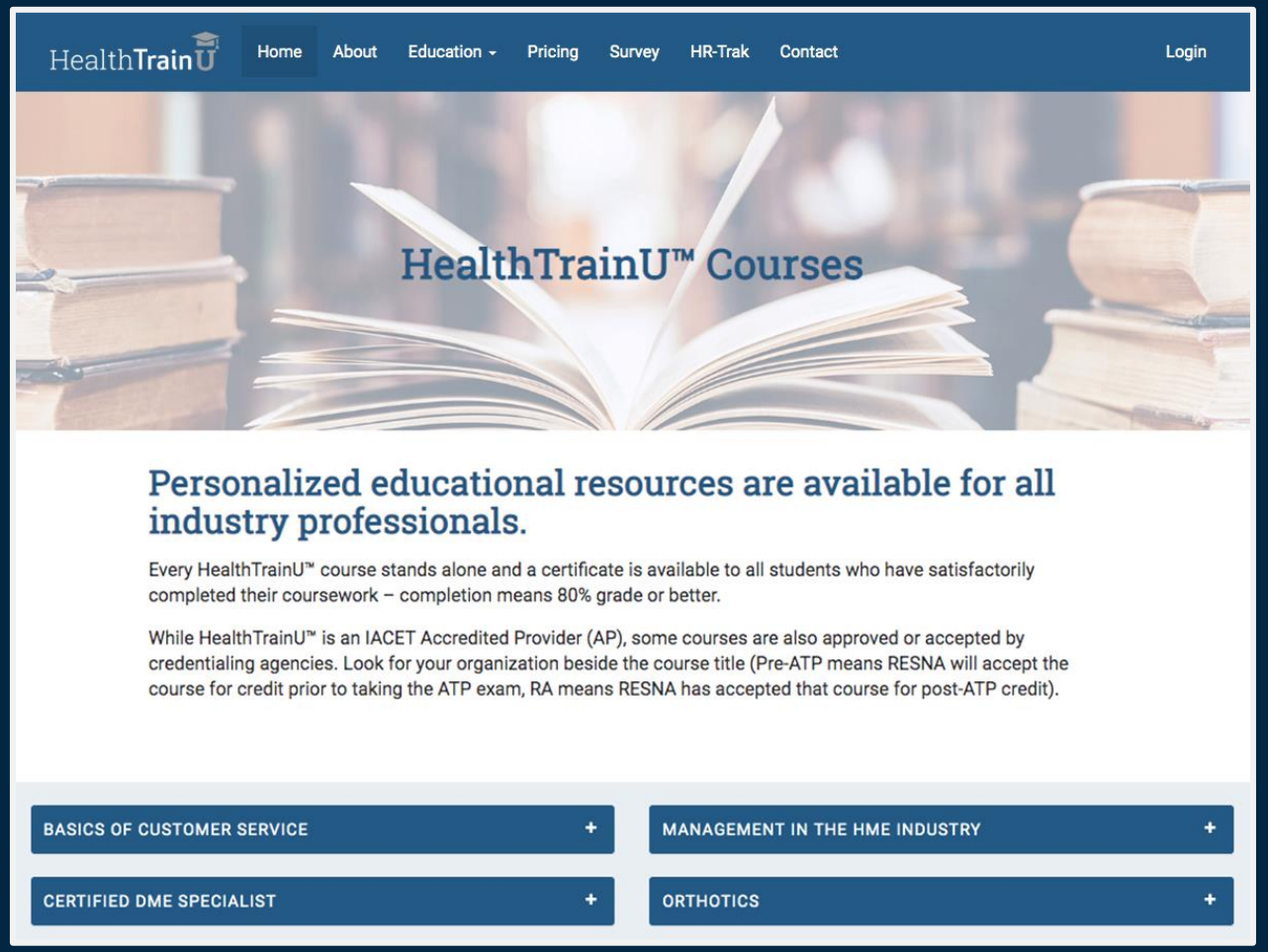
BE COMPLIANT - STAY COMPLIANT

- 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.



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.

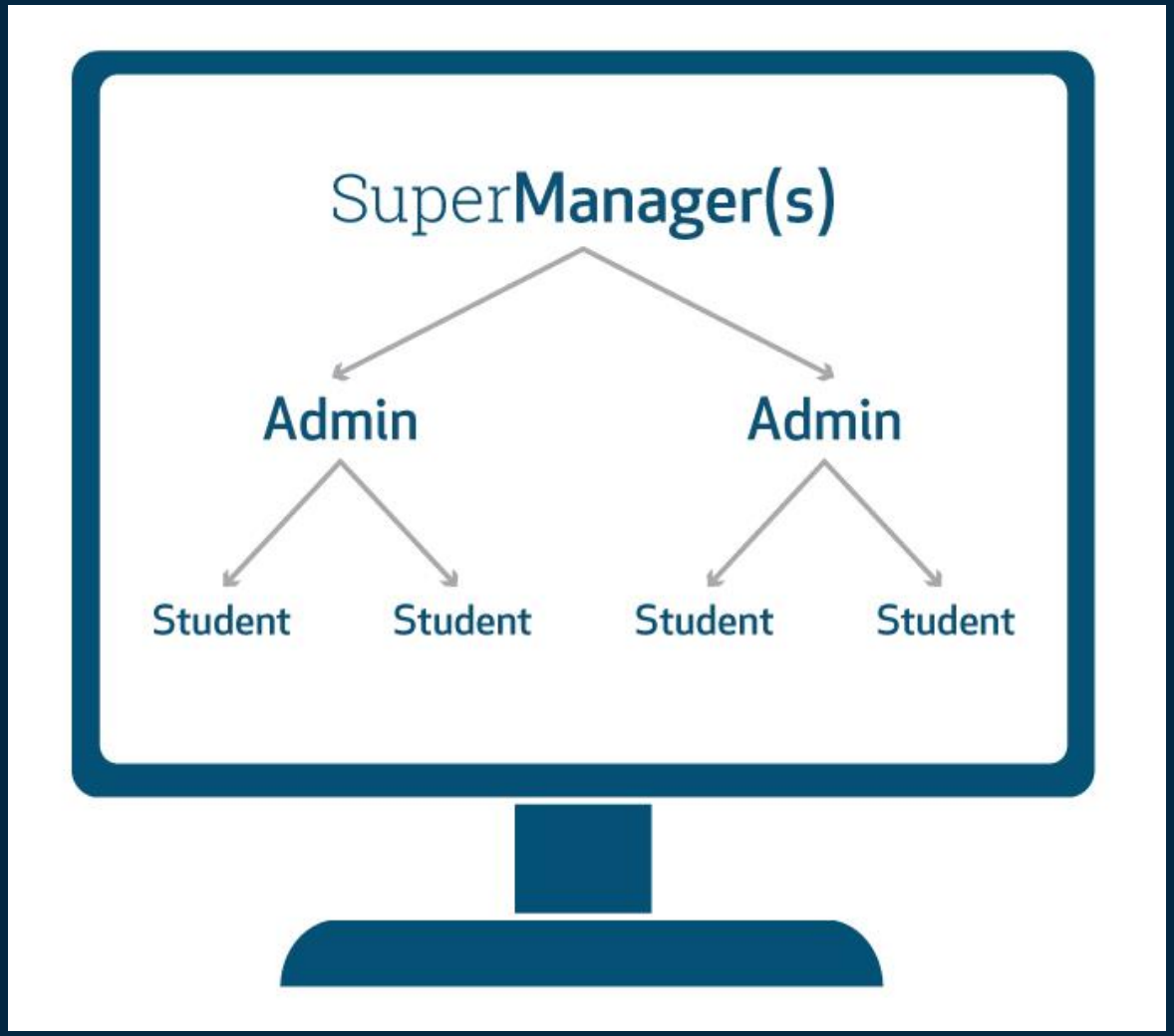
SIMPLE TO ADMINISTER

HealthTrainU™ has 3 levels of hierarchy:

- SuperManager
- Admin
- Student

SuperManager can be your:

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



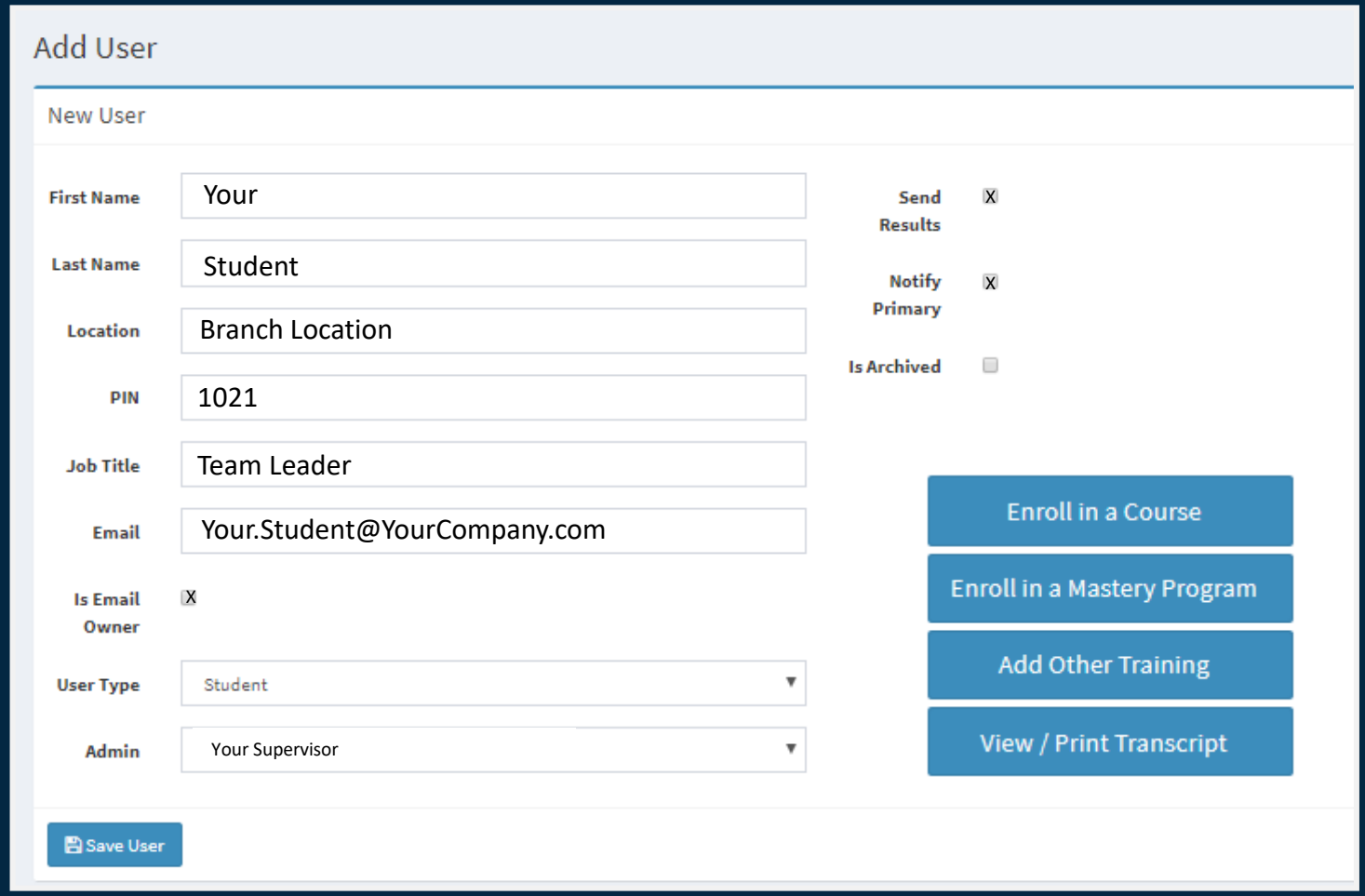
EASY TO SET UP

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

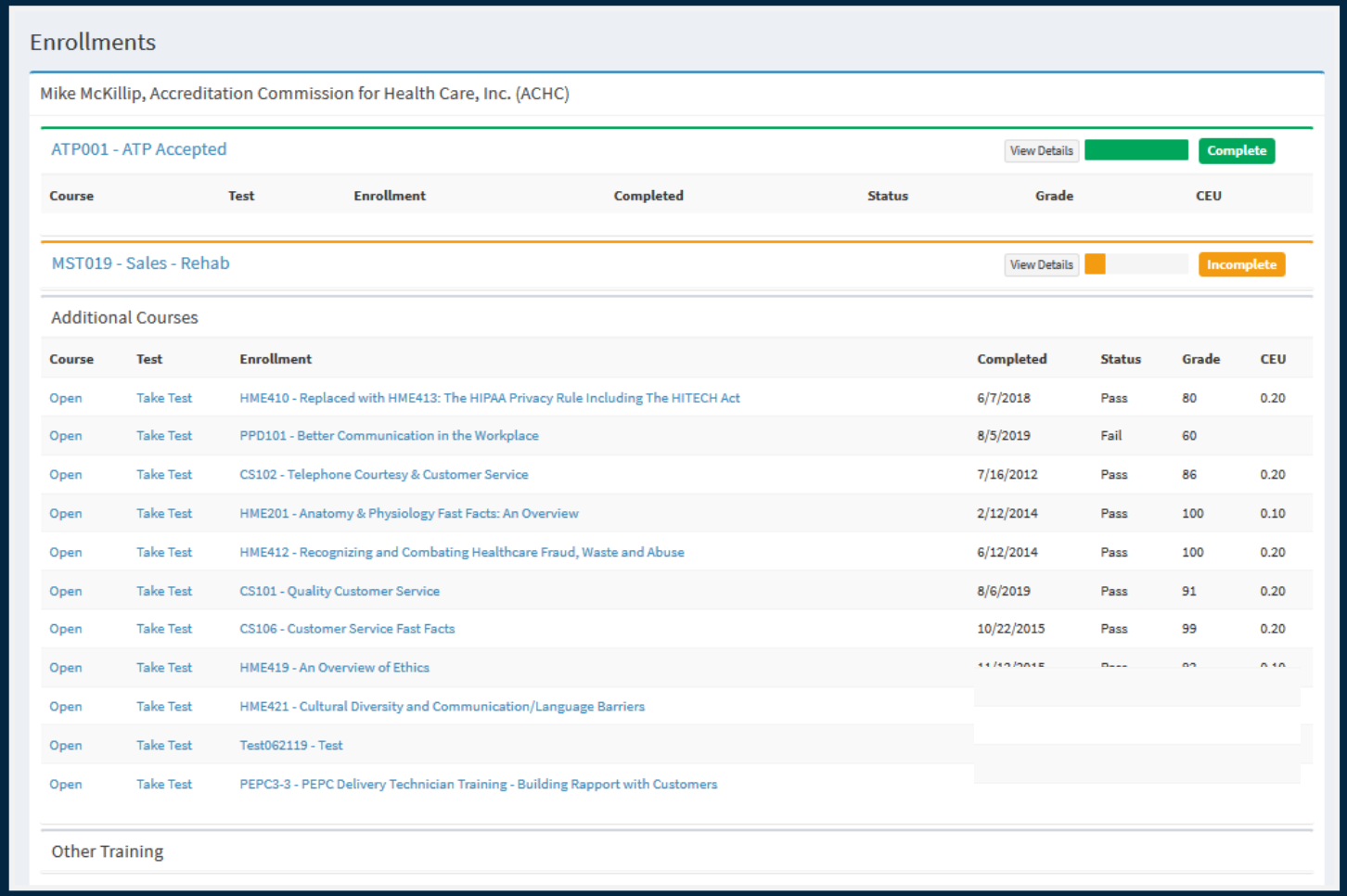


EASY TO USE

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.



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.

WANT A CLOSER LOOK?

Call (833) 875-6338 | Visit 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?

ACHC U®
EDUCATIONAL RESOURCES

THANK YOU

Accreditation Commission for Health Care
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(855) 937-2242 | achc.org
gstowell@achcu.com