



EDUCATIONAL RESOURCES

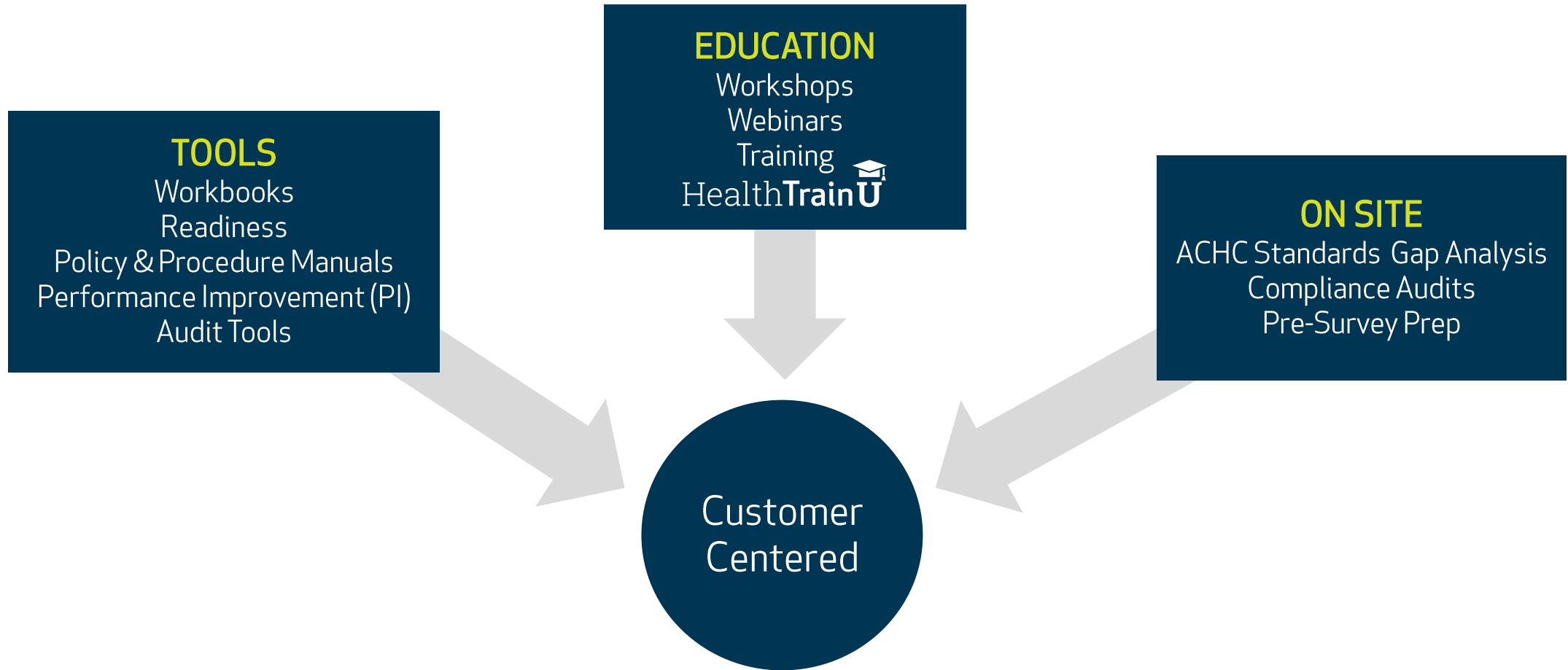
# WELCOME

## Achieving ACHC Pharmacy Accreditation



# GREG STOWELL

Associate Director, Education & Training



# ALSO JOINING OUR TRAINING TODAY

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- 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

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- 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



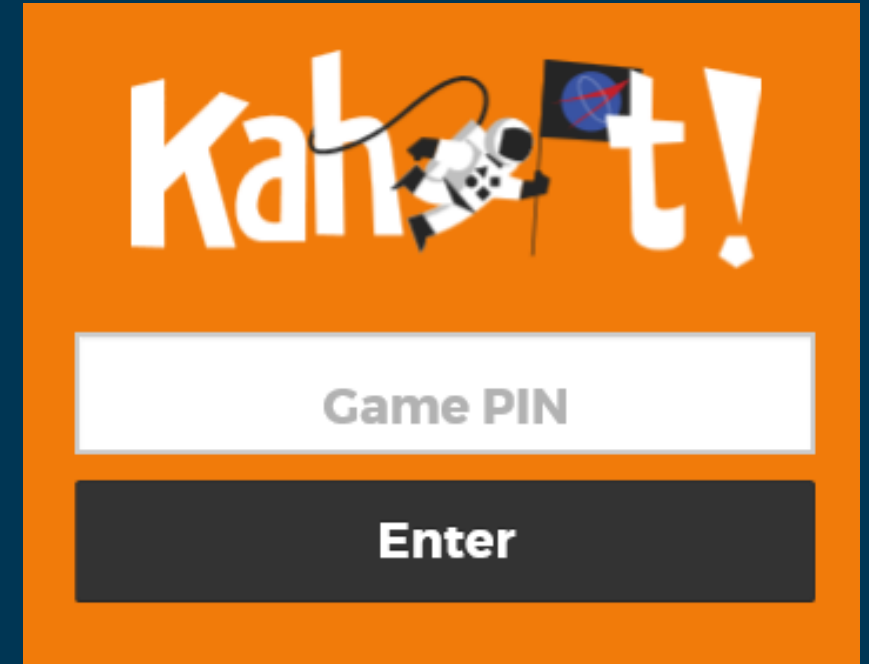
# TODAY'S LEARNING GUIDE

- *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\*

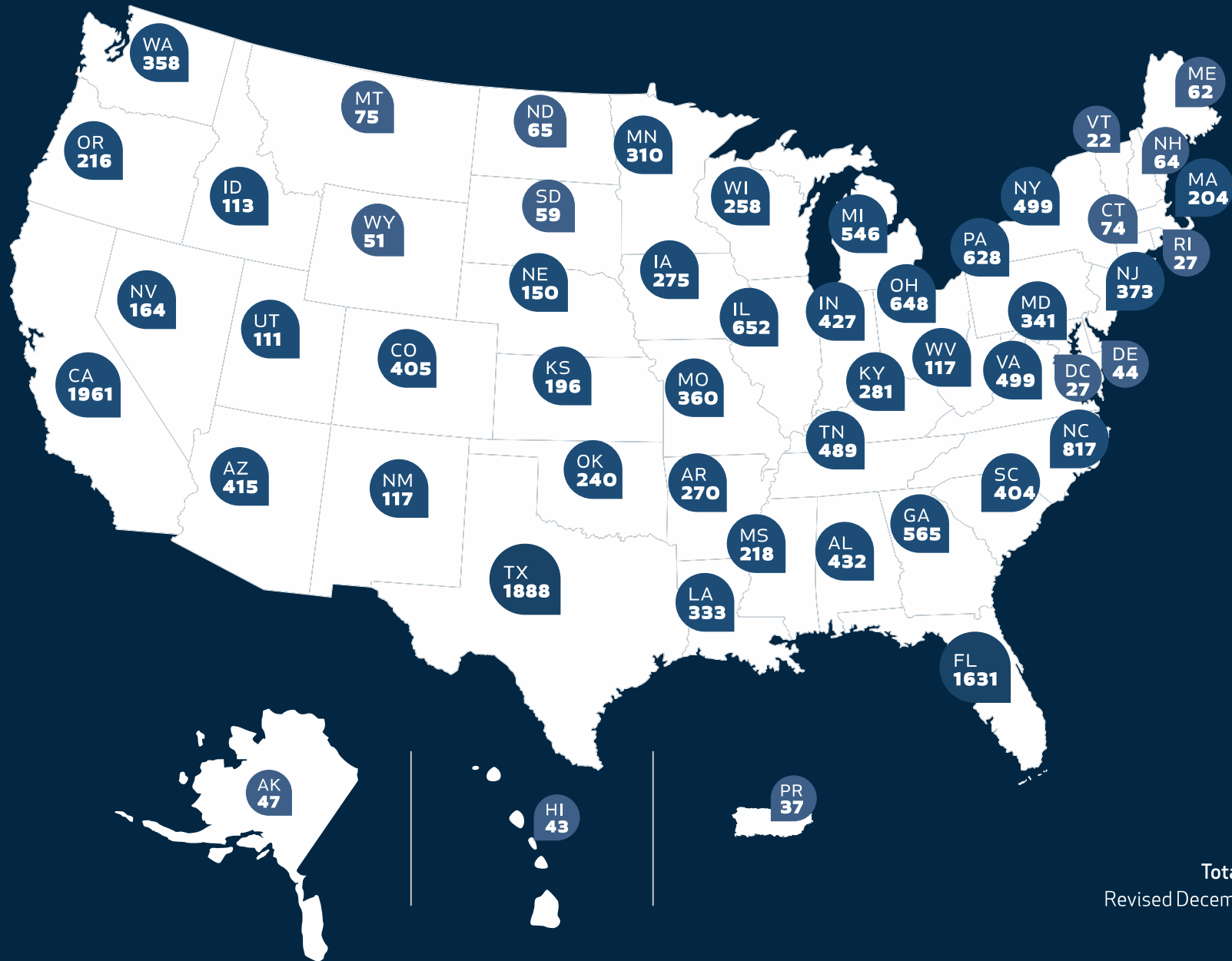
- Distinction in Hazardous Drug Handling
- Distinction in Infectious Disease Specific to HIV
- Distinction in Nutrition Support
- Distinction in Oncology
- Distinction in Rare Diseases and Orphan Drugs

*\* 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

# ACCOUNT ADVISORS

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- 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



### 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



EDUCATIONAL RESOURCES

# REVIEW OF SPECIALTY PHARMACY STANDARDS

# ACHC STANDARD REVIEW

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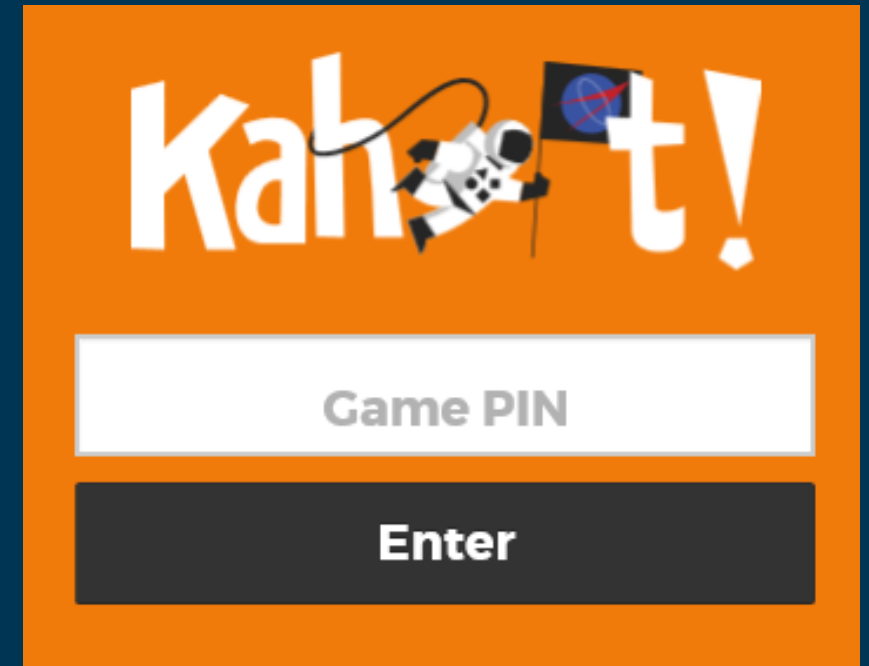
For this section of our presentation, I would suggest you:

- 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

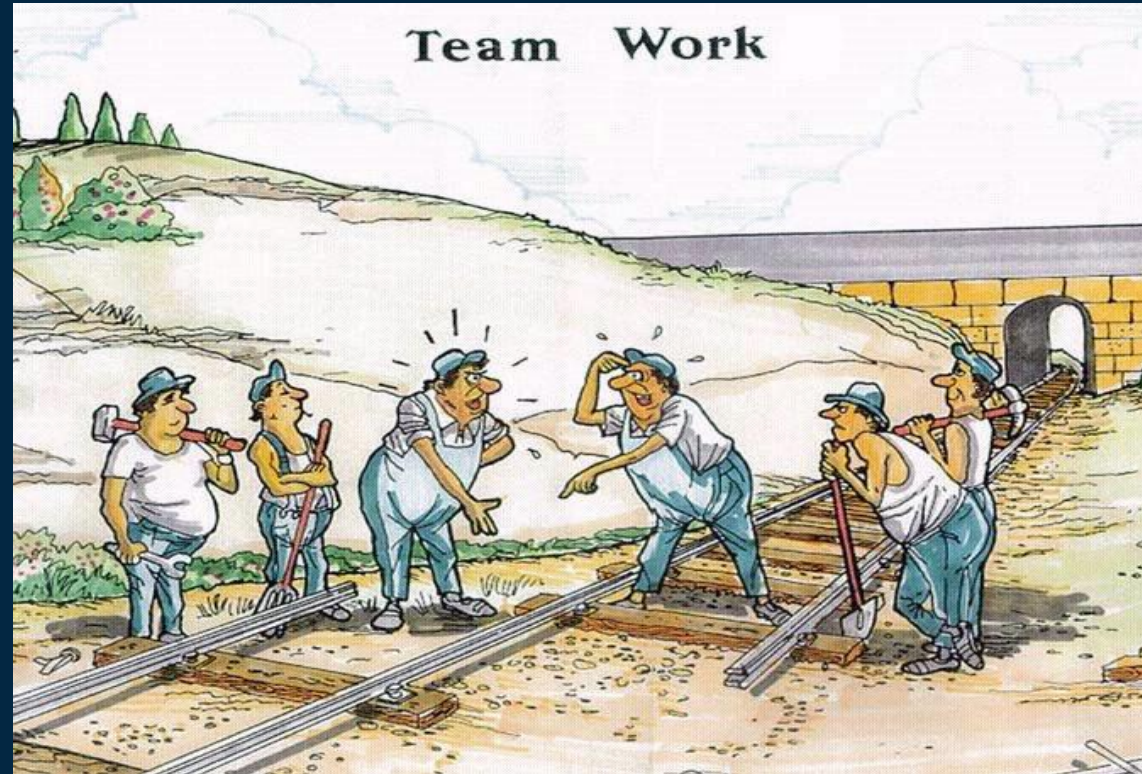
(Display Standards PDF)

# TEACHING TOOL: Kahoot!

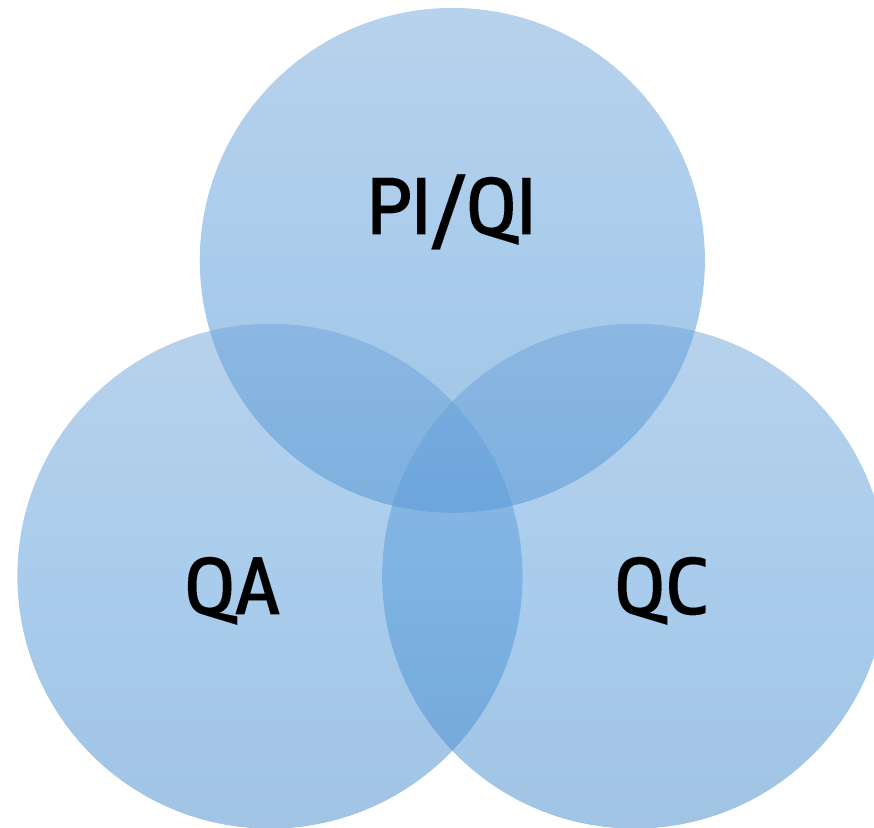
- Cellphone or laptop
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See "You're in"
- You're ready!



# 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

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- 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

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- 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

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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!

HealthTrain<sup>U</sup>

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 white background with a large heading: "Welcome to Your All-Inclusive Education Resource". Below this heading is a sub-headline: "HealthTrainU™ gives you access to high-quality, industry relevant education and training material". To the right of the text is a cluster of white line-art icons representing various educational and professional concepts, including a laptop, a bar chart, a pie chart, a gear, a play button, a pencil, and a stack of books. Below the main content area 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 of the page has a white background and features a "Featured Course" section. The course title is "HME 402: Infection Control and Bloodborne Pathogens". Below the title is a short description: "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

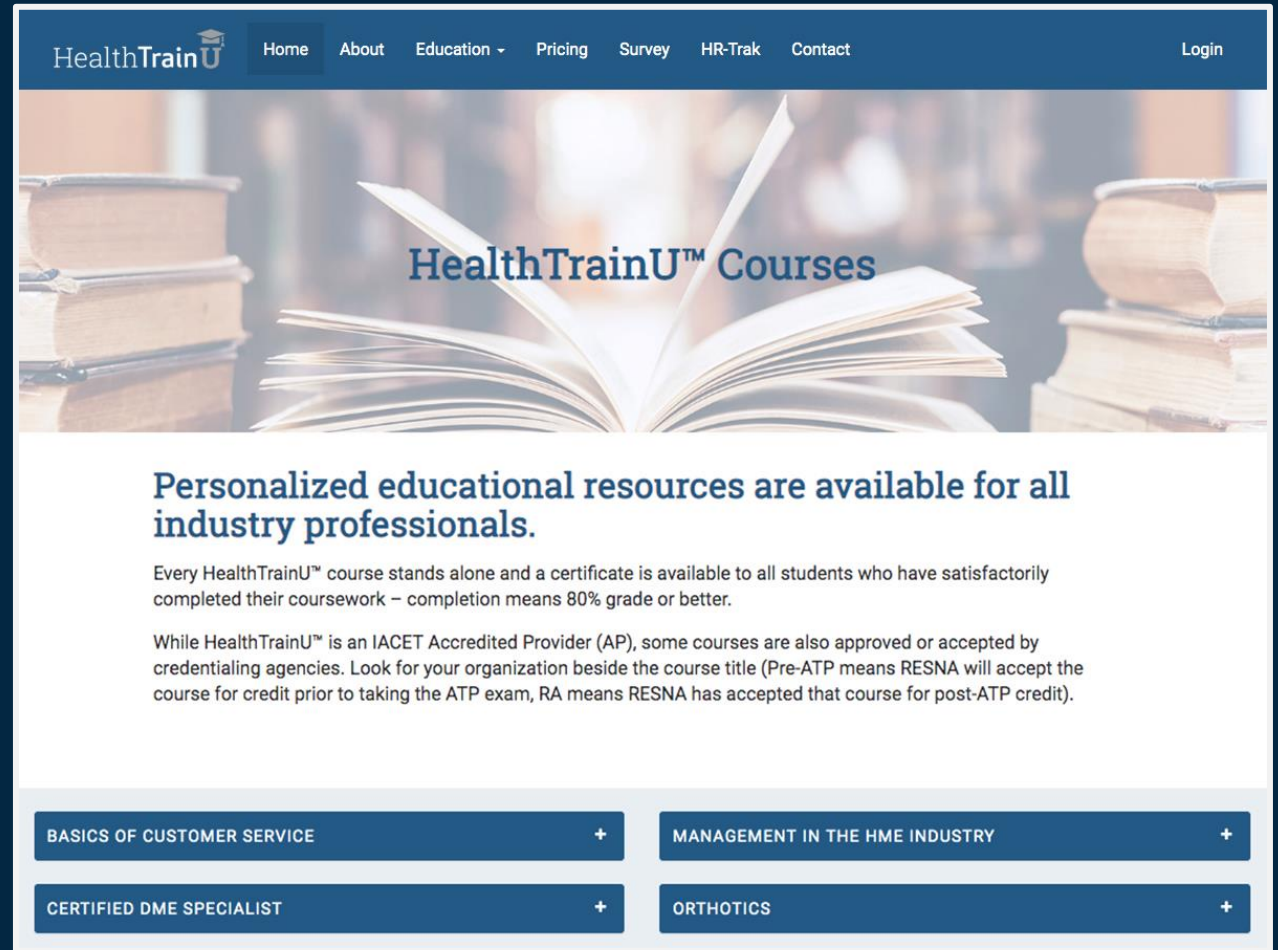
- Regulatory organizations and agencies have different educational criteria for you to follow.



# 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.



HealthTrainU™

Home About Education - Pricing Survey HR-Trak Contact Login

## HealthTrainU™ Courses

**Personalized educational resources are available for all industry professionals.**

Every HealthTrainU™ course stands alone and a certificate is available to all students who have satisfactorily completed their coursework – completion means 80% grade or better.

While HealthTrainU™ is an IACET Accredited Provider (AP), some courses are also approved or accepted by 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).

- BASICS OF CUSTOMER SERVICE +
- MANAGEMENT IN THE HME INDUSTRY +
- CERTIFIED DME SPECIALIST +
- 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, and Contact. A 'Login' link is also present. The main header features a graphic of arrows hitting a target, with the text 'HealthTrainU™ Mastery Programs'. Below this, a sub-header reads 'HealthTrainU™ Mastery Programs offer in-depth, on-point training'. The main content area contains two paragraphs: the first explains that Mastery Programs are compilations of courses tailored to a company's focus, and the second details the inclusion of CORE courses for foundational education. A footer 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)

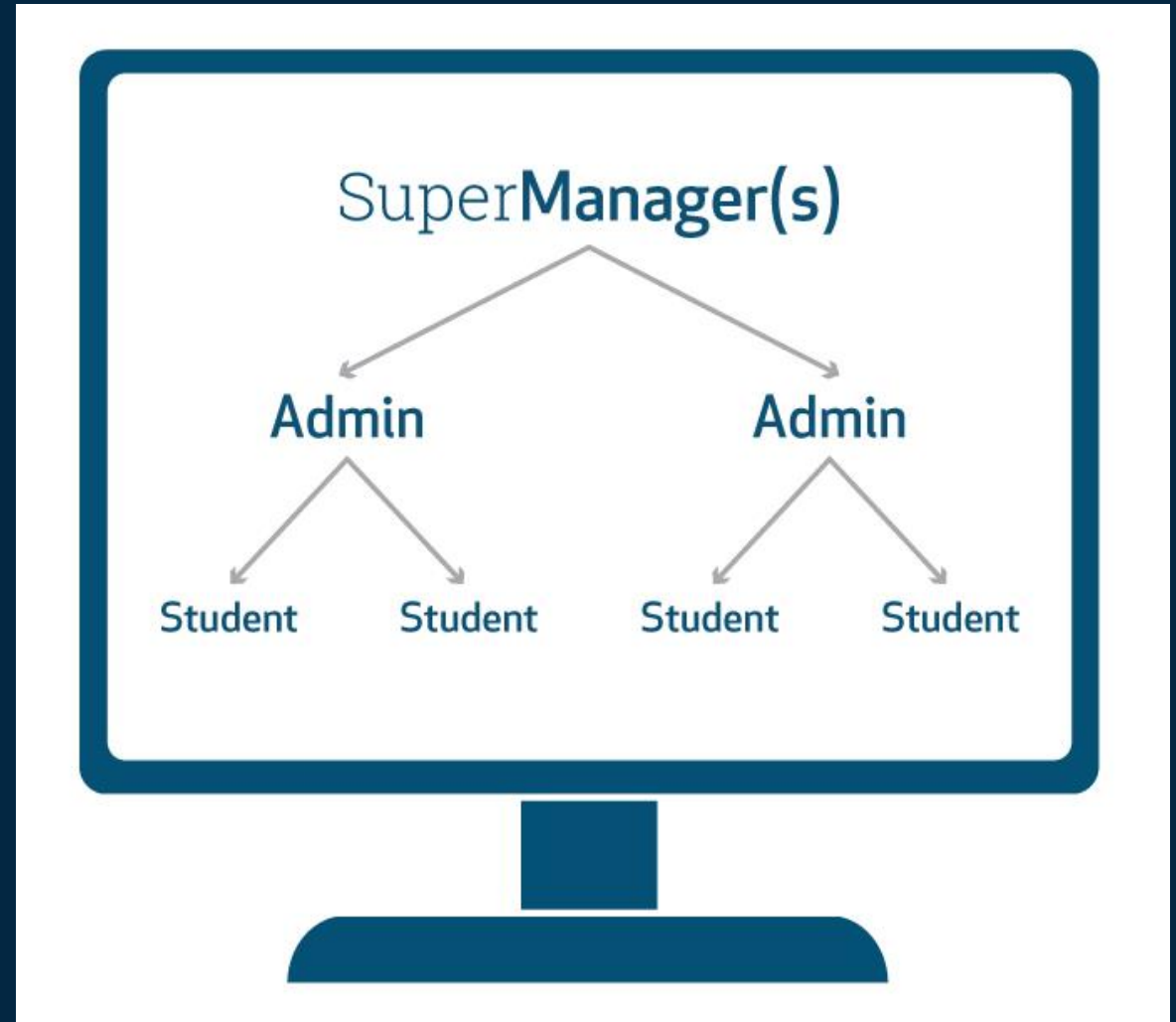
# SIMPLE TO ADMINISTER

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 <span>View Details</span> <span>Incomplete</span>						
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.



# WANT A CLOSER LOOK?

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

# WORKSHOP EVALUATION

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- 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

139 Weston Oaks Court, Cary, NC 27513

(855) 937-2242 | [achc.org](http://achc.org)

[gstowell@achcu.com](mailto:gstowell@achcu.com)