

# Welcome

## Achieving ACHC Pharmacy Accreditation

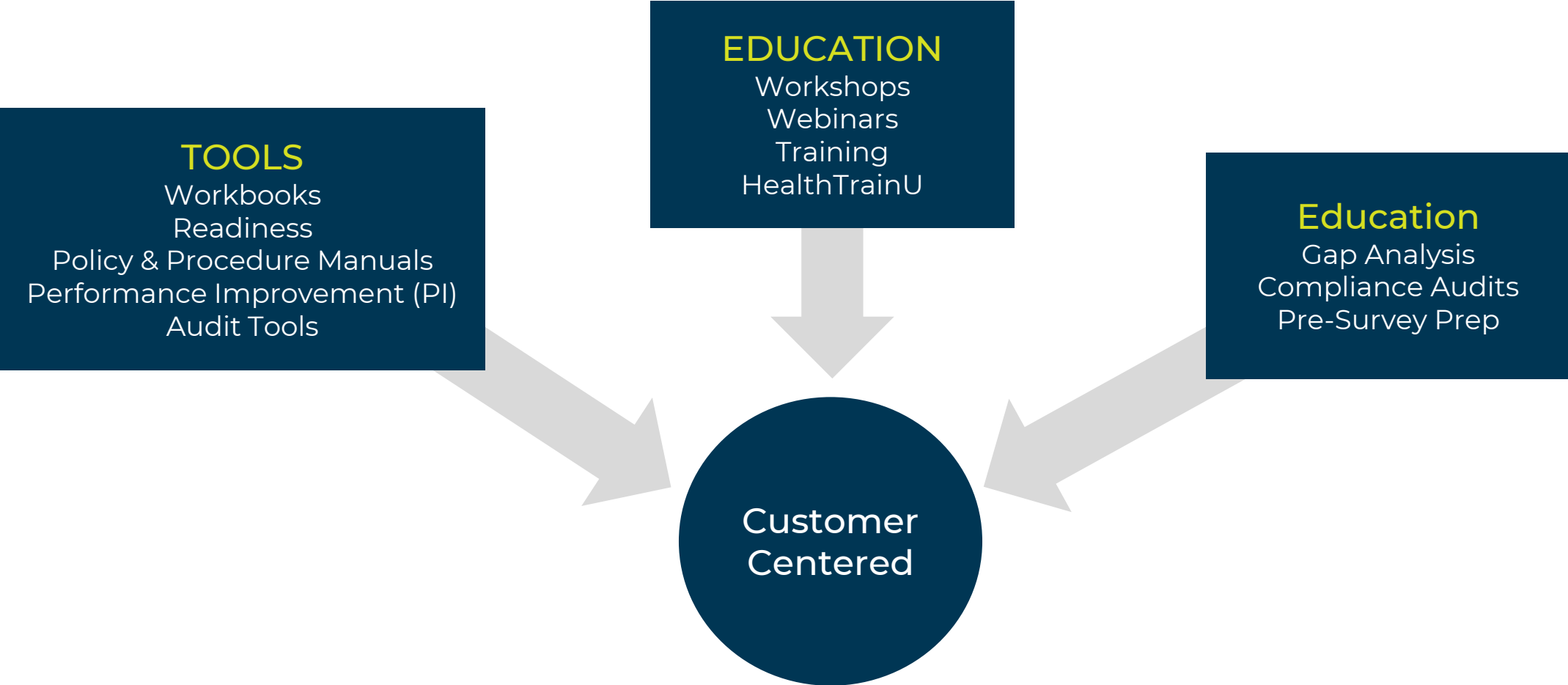




# Greg Stowell

Associate Director, Education & Training

# ACHCU



# ALSO JOINING OUR TRAINING TODAY

- Suzie Steger – Senior 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



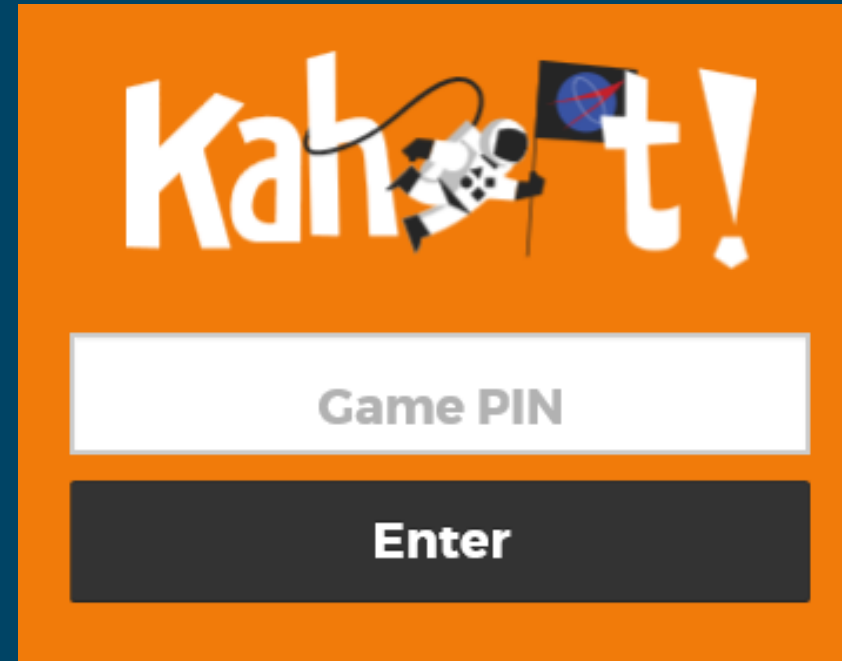
# Today's Learning Guide

- *ACHC Accreditation Guide to Success* for Pharmacy
- Workbook contains all standards
- 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!



# Offerings Available

## 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

# Offerings Available

## 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 Pharmacy Accreditation

- ACHC offers a comprehensive suite of solutions that align with the individual services provided by pharmacies.



## Pharmacy Services

Ambulatory Infusion Center

Infusion Nursing

Infusion Pharmacy

Specialty Pharmacy

SRX without DMEPOS

Long Term Care Pharmacy

Mail Order Pharmacy

PCAB Accreditation

Non-Sterile Compounding (Ref. USP <795>)

Sterile Compounding (Ref. USP <797>)

ACHC Inspection Services

### Distinctions\*

Distinction in Oncology

Distinction in Hazardous Drug Handling  
(Ref. USP <800>)

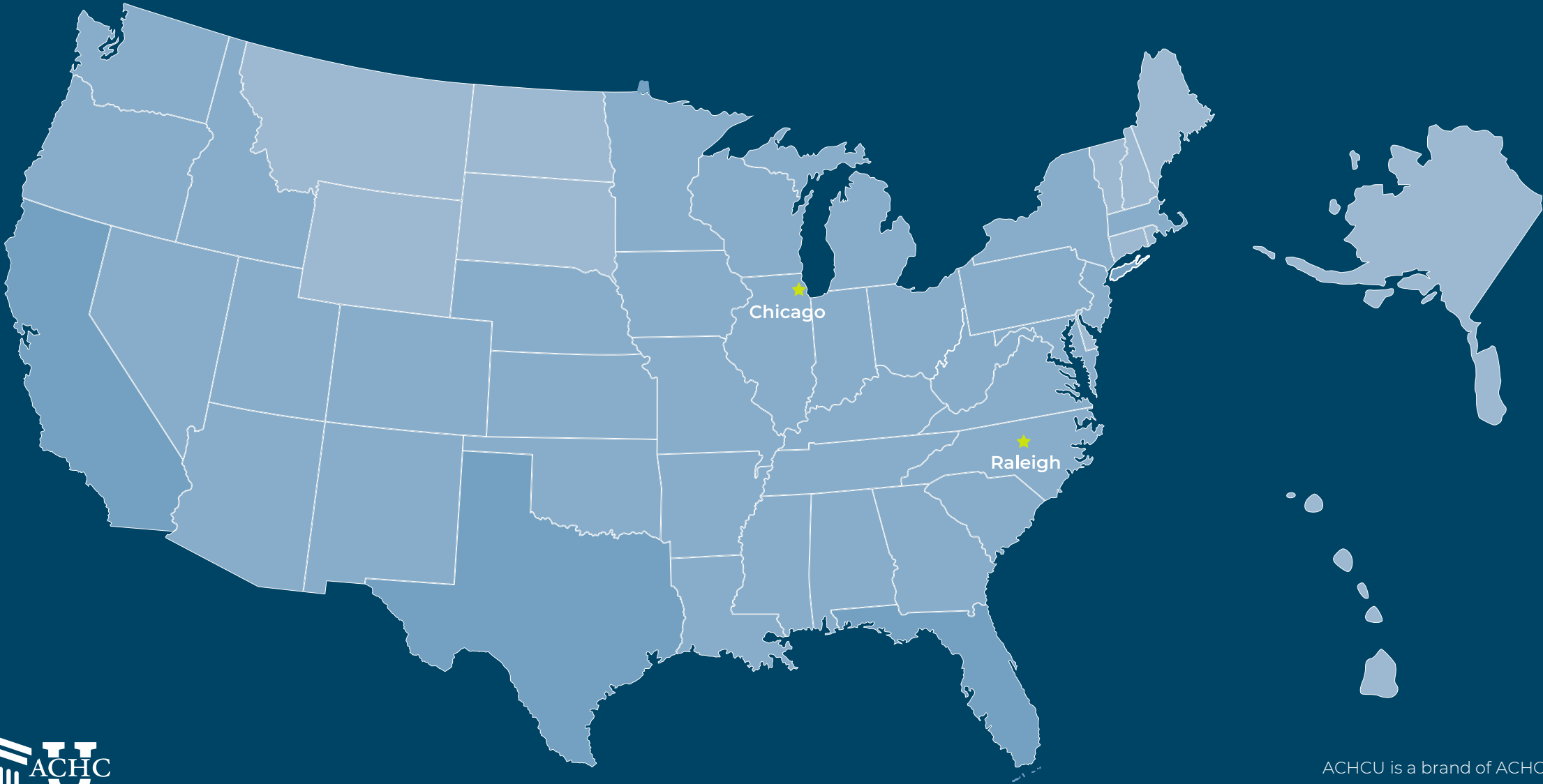
Distinction in Infectious Disease Specific to HIV

Distinction in Nutrition Support

# 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 currently accredits over 19,800 locations nationwide.



# 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



### 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

 PHARMACY



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



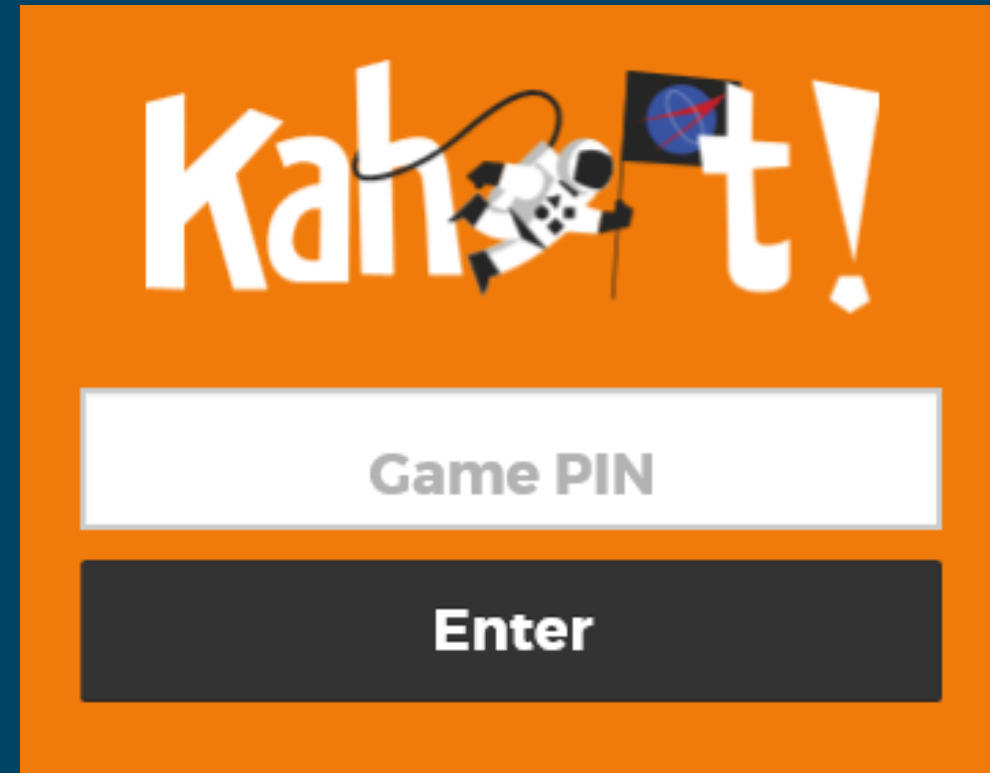
# ACHC Standard Review

- 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

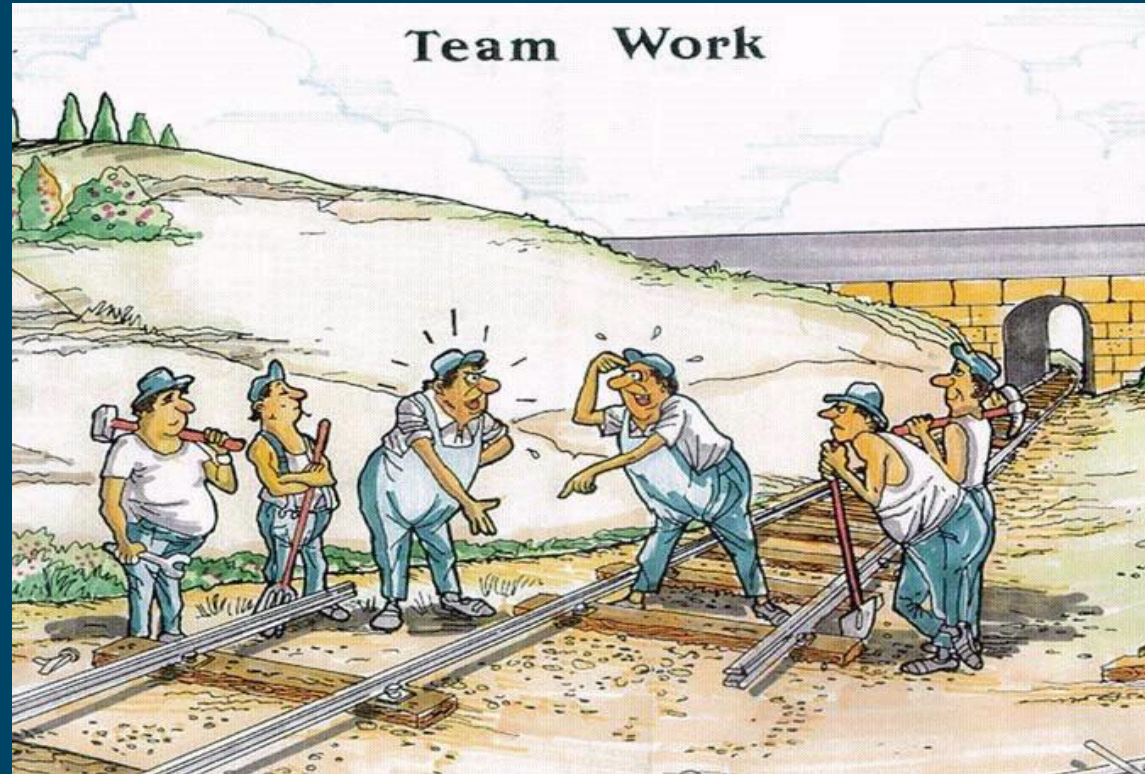
(Display Standards PDF)

# Teaching Tool: Kahoot!

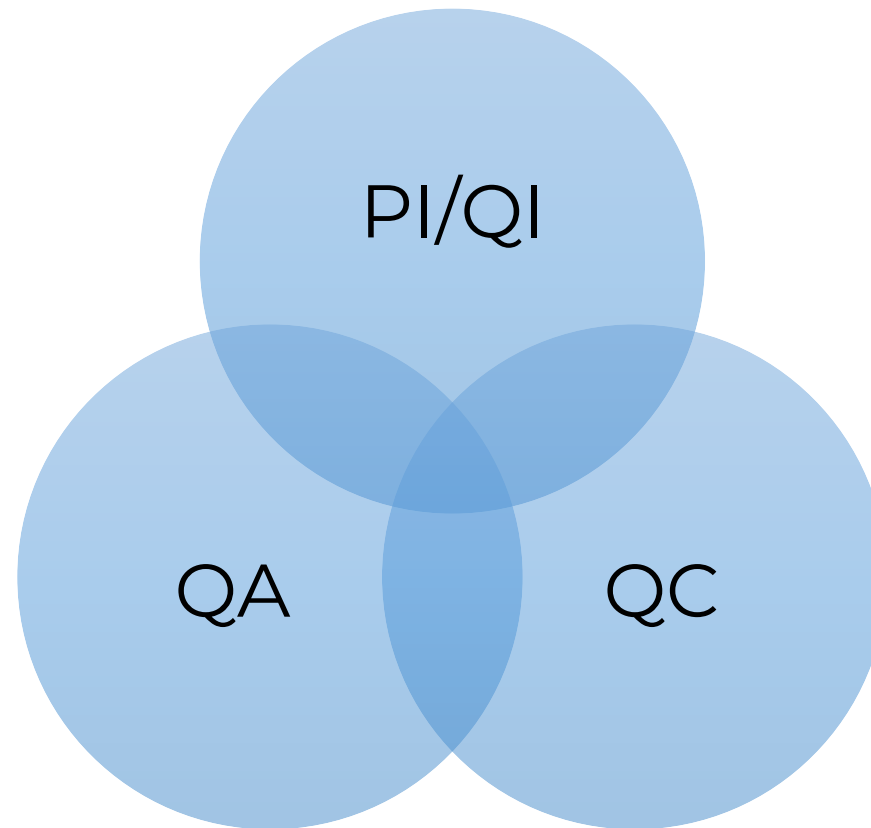
- Cellphone or laptop
- Go to Kahoot.it
- Enter game PIN
- Enter your nickname
- See “You’re in”
- You’re ready!



# 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

- 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.

# A Special Offer!

HealthTrainU 



# What is HealthTrainU?

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

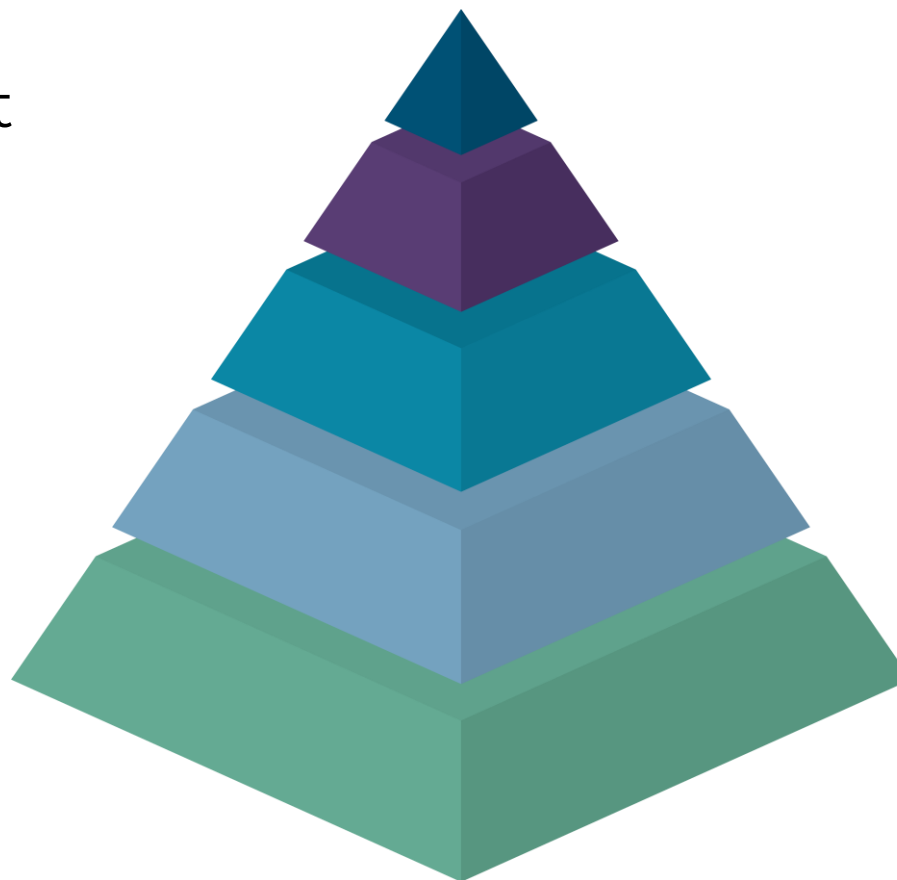
We can show you how easy it is to stay on top of mandated coursework to meet OIG, OSHA, organizational, licensing, and accreditation requirements with this intuitive LMS.



The screenshot shows the HealthTrainU website homepage. The navigation bar includes links for Home, About, Education, Pricing, Survey, HR-Trak, Contact, and a Login button. The main content area features a header with the text "Manage. Train. Comply. Learning management made simple." and a sub-header stating "HealthTrainU™ allows you to manage your employees' education requirements for compliance, accreditation, and licensure." Below this is a row of 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). The bottom section is titled "HealthTrainU™ for Managers" and includes the text: "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 shows the HealthTrainU website interface. At the top is a dark blue navigation bar with 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. Below this is a white text box with the heading "HealthTrainU™ offers personalized courses for all industry professionals." followed by three paragraphs of text and a link to a printable list of courses. Below the text box are several course category buttons: "HOME HEALTH (Approved by the Virginia Nurses Association)" (with a minus sign), "MANAGEMENT IN THE HME INDUSTRY" (with a plus sign), "ORTHOTICS" (with a plus sign), and "PROFESSIONAL/PERSONAL DEVELOPMENT" (with a plus sign). The "HOME HEALTH" button is expanded, showing two course listings: "HH 162 DMEPOS Product/Supply Selection: Information for Home Health Providers\*" and "HH 174 Concepts in Palliative Care for Home Health Aides". Below these listings is the text "Suggested Time to Complete Course & Test: 1 Contact hour CEUs:".

# 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

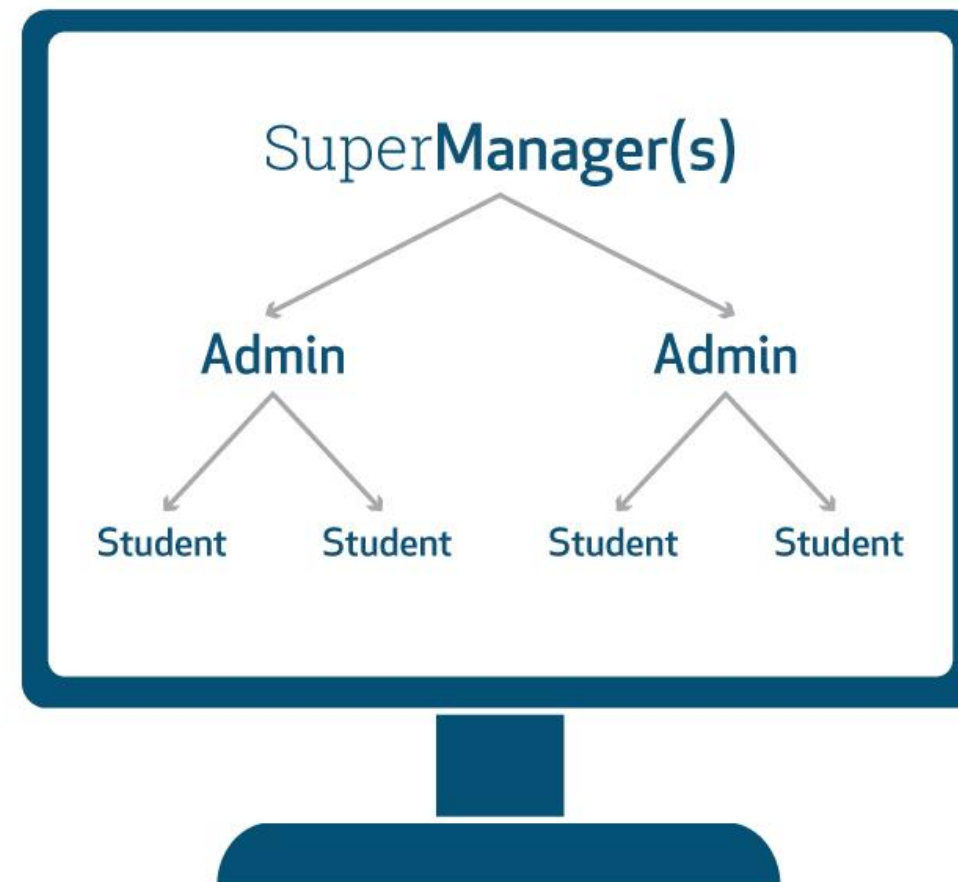
Mastery Programs are a compilation of courses that have been developed to take the time and guesswork out of selecting appropriate courses. Each Mastery Program is tailored to your company's focus in DME/HME, rehab, respiratory, or a comprehensive program with all.

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)

# Simple to Manage

- HealthTrainU has 3 levels of hierarchy:
  - SuperManager
  - Admin
  - Student
- SuperManager can be your:
  - HR Department
  - Compliance Department
  - Education Department
  - Any Department



# Easy to Setup

- HealthTrainU can get your company set up in as little as one day.\*
- All we need is information, usually through your HR department, and the courses or Mastery Programs YOU select.
- Let HealthTrainU do the rest!

### Add User

New User

First Name	<input type="text"/>	Send Results	<input type="checkbox"/>
Last Name	<input type="text"/>	Notify Primary	<input type="checkbox"/>
Location	<input type="text"/>	Is Archived	<input type="checkbox"/>
PIN	<input type="text"/>		
Job Title	<input type="text"/>		
Email	<input type="text"/>		
Is Email Owner	<input type="checkbox"/>		
User Type	<input type="text" value="Student"/>		
Admin	<input type="text" value="-- No Admin--"/>		

\*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.

## Enrollments

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

### Courses

Course	Test	Enrollment	Due Date	Completed	Status	Grade	Credits
Open	Take Test	RET302 - Retail Reporting		6/10/2020	Pass	100	0.10
Open	Take Test	RET103 - Retail Products		3/5/2020	Pass	100	0.20
Open	Take Test	HME426 - The False Claims Act		12/19/2019	Pass	90	0.10
Open	Take Test	HME407-2020 - Preventing Sexual and Other Harassment 2020	10/16/2019	10/14/2019	Pass	93	0.20
Open	Take Test	PEPC3-3 - PEPC Delivery Technician Training - Building Rapport with Customers		9/14/2011	Pass	100	0.00
Open	Take Test	Test062119 - Test	08/15/2019	6/11/2020	Pass	100	0.00
Open	Take Test	HME421 - Cultural Diversity and Communication/Language Barriers		6/7/2019	Pass	83	0.10
Open	Take Test	HME419 - An Overview of Ethics		11/12/2015	Pass	92	0.10
Open	Take Test	CS106 - Customer Service Fast Facts		10/22/2015	Pass	99	0.20
Open	Take Test	CS101 - Quality Customer Service	03/15/2019	8/6/2019	Pass	91	0.20

### Mastery Programs

ATP001 - ATP Accepted

[View Details](#)

[Complete](#)

Course	Test	Enrollment	Completed	Status	Grade	CEU
--------	------	------------	-----------	--------	-------	-----

MST019 - Sales - Rehab

[View Details](#)

[Incomplete](#)

Other Training

# 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?



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)

 PHARMACY



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

