

THE COMPLIANCE TEAM'S
Exemplary Provider™ Accreditation Program
SAFETY -HONESTY – CARING™
Quality Standards and Evidence of Compliance

DMEPOs and/or Pharmacy Services
Get Ready for Accreditation Renewal

Download the Renewal Checklist & Renewal Guide from TCT Website

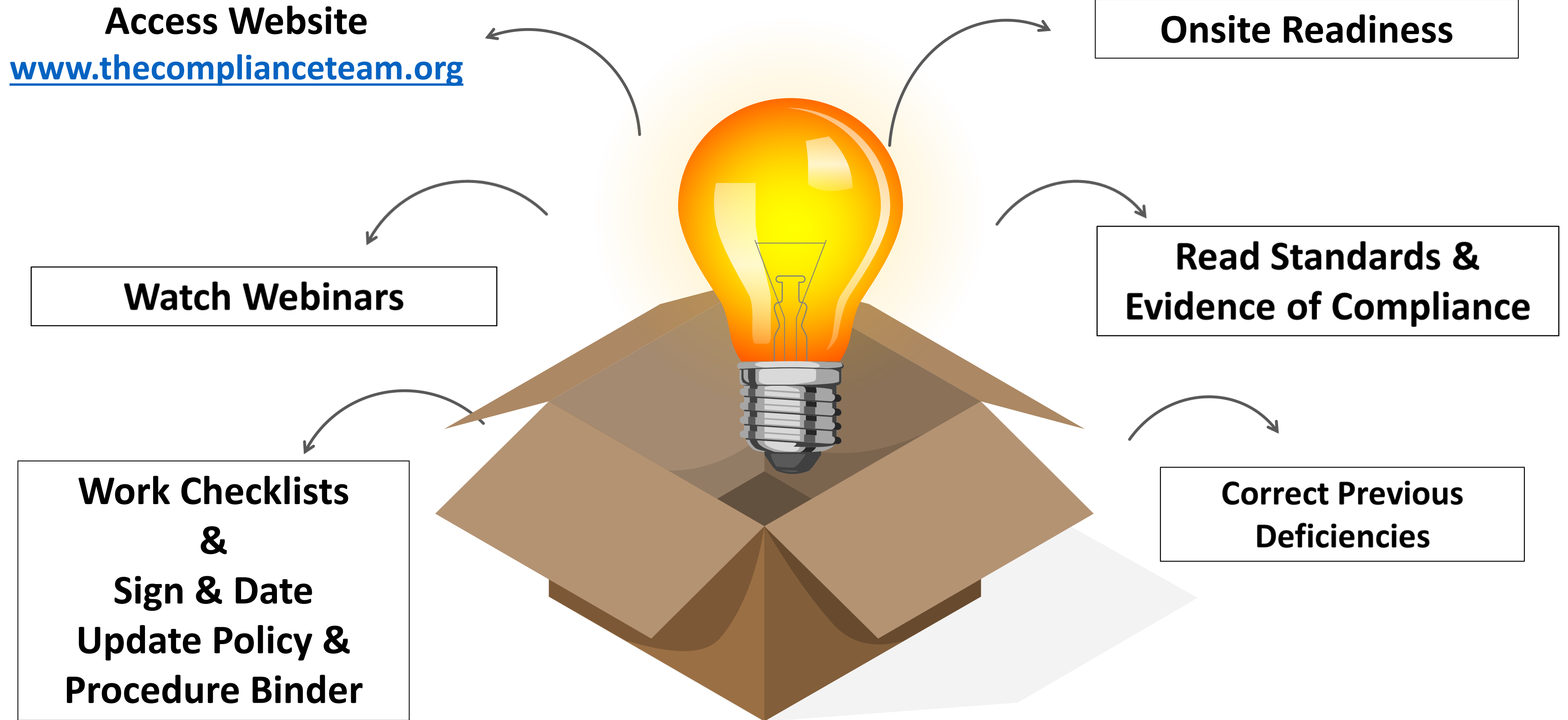
Presenters: Jack Haire and Lesa Merchant

Renewal Visits

The Latest

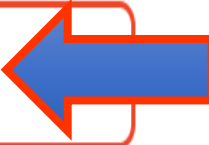
- Public Health Emergency (PHE) extended to 10.22.20
- Remote renewal process pending CMS approval
- Accounts in good standing will not expire/have a gap
- Watch email and our website for updates
- Use this time to get caught up and prepared for renewal

Renewal Preparation



The Compliance Team Portal Main Menu

COVID-19 Webinar and Updates

Exemplary Provider® Accreditation Programs Documentation 

Exemplary Provider® Accreditation Logos

Patient Quality Measurement™ (PQM) Surveys

Upload PRE-SITE Survey Documents

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Exemplary Provider® Accreditation Programs Documentation

Select any of the following categories to access the documents in that category, or use the search feature

Search on Document Title:

- Corporate Compliance
- Administration
- Billing/Collection
- Human Resources
- Quality Improvement
- Risk Management
- Equipment Management
- Infection Control
- Patient Services and Instruction
- Pharmaceutical Management
- Government Regulatory
- What's New?
- Self Assessment Checklist
- Clinical Respiratory, Custom Rehab and Custom O&P (OMITTED)
- Standards
- Misc. Forms and Policies
- Helpful Links
- Webinars

Access Self Assessment Checklist Folder



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DMEPOS & PHARMACY SERVICES RENEWAL CHECKLIST

Access The Compliance Team (TCT) Website www.thecomplianceteam.org for updated Quality Standards, Policies/Forms and More

Actions to be Taken	Need	Have
<input type="checkbox"/> Notify TCT home office of any changes in your business such as location, ownership, contact information, hours of operation, licensing etc. Changes must be reported within 30 days in writing. Use 'Information Update Form' in the Miscellaneous Forms and Policies Folder	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Review the most current EPP Exemplary Provider™ Standards per your business model (DME/Pharmacy/Etc.)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Review Self-Assessment Checklists for each section	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Ensure document to support annual policy & procedure review	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Perform a walkthrough of your facility to ensure all required elements are in place and safe work environment requirements are met	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Download "Customer On-Site Evaluation Agenda" (Self-Assessment Checklist Folder) to organize your Evidence of Compliance for review by advisor	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Have Financials (YTD Profit & Loss & current Operating Budget) available for review by advisor	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Have up-to-date Organizational Chart available for review by advisor	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Business & State licensing, staff certifications, etc. for each state in which you do business. If it is not required, please have documentation of this.	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> On-site evaluation includes client and staff observation for set-up delivery and/or service calls. It is recommended you do a ride along with your delivery staff prior to the renewal visit to ensure compliance is in place	<input type="checkbox"/>	<input type="checkbox"/>

DMEPOS & PHARMACY RENEWAL SELF-ASSESSMENT

Pay close attention to:

	Need	Have
* Quarterly quality improvement (QI) meeting minutes	<input type="checkbox"/>	<input type="checkbox"/>
* QI Plan updated for current year	<input type="checkbox"/>	<input type="checkbox"/>
* Evidence of orientation and annual training requirements	<input type="checkbox"/>	<input type="checkbox"/>
* This includes all OSHA, Corporate Compliance, SOC, Fraud, Waste & Abuse & HIPAA training, plus standard specific training. See Human Resource folder for training checklists	<input type="checkbox"/>	<input type="checkbox"/>
* QI 3.0 - Patient Satisfaction Surveys - Evidence of benchmarking	<input type="checkbox"/>	<input type="checkbox"/>
* Updated HIPAA Privacy Notice, Hi-Tech policies, Breach and Business Associate Agreements/Contracts	<input type="checkbox"/>	<input type="checkbox"/>
* Updated TB test result or wavier if applicable	<input type="checkbox"/>	<input type="checkbox"/>
* Ensure licensed personnel verifications are current and in human resource file	<input type="checkbox"/>	<input type="checkbox"/>
* Audit human resource files to ensure all elements	<input type="checkbox"/>	<input type="checkbox"/>
* Ensure OIG & SAM verification is current	<input type="checkbox"/>	<input type="checkbox"/>
* Test your on-call process/911 message/after-hours call logs	<input type="checkbox"/>	<input type="checkbox"/>
* Physician licensing verification (NPI AND State License)	<input type="checkbox"/>	<input type="checkbox"/>
* O2 and/or bedding logs as required by State (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>
* State licenses (out-of-state too), Surety Bond, Liability	<input type="checkbox"/>	<input type="checkbox"/>
* Background check if state requirement	<input type="checkbox"/>	<input type="checkbox"/>

Posting Requirements:

	Need	Have
*Federal and State Required HR Posting (updated)	<input type="checkbox"/>	<input type="checkbox"/>
* Standards of Conduct (with non-retaliation statement)	<input type="checkbox"/>	<input type="checkbox"/>
* DMEPOS Medicare Supplier Standards (30)	<input type="checkbox"/>	<input type="checkbox"/>
* HIPAA Privacy Notice	<input type="checkbox"/>	<input type="checkbox"/>
* Exit floor plan	<input type="checkbox"/>	<input type="checkbox"/>
* Exits marked (and lighted if operating after hours).	<input type="checkbox"/>	<input type="checkbox"/>
* Environmental Housekeeping Schedule (if applicable) (at cleaning station)	<input type="checkbox"/>	<input type="checkbox"/>
* Signage in Warehouse area as indicated in Equipment Management	<input type="checkbox"/>	<input type="checkbox"/>
* Required OSHA Posters	<input type="checkbox"/>	<input type="checkbox"/>
* See 'Posting Requirements' document in Government Regulatory Folder on TCT website		

Additional Notes:

SAFETY -HONESTY - CARING™

**Accreditation is based on the type of equipment and services provided
Not the patient's method of payment**

#1 – Deficiency: Lack of Annual Policy & Procedure Review

- **Set-up Evidence Binder by section to include Self-Assessment Checklist, Standards & Evidence of Compliance**
- **Document the review, date and sign off**

#3 – Deficiency: Lack of complete Annual review of QI plan and evidence of meeting minutes

CONTINUOUS QUALITY IMPROVEMENT PLAN

A Continuous Quality Improvement policy has been adapted in order to better, assess, evaluate and track organization's progress toward Quality Improvement. These methods will be used to identify and solve problems as well as assist us in the implementation of a new service for the organization.

Our philosophy is to have a company built on a foundation of teamwork and commitment in meeting the needs of all of our customers, both internal and external.

Priorities for 200????

1. **Train all employees in Quality Improvement**
2. **Increase our Home Care business**
3. **Increase Patient & Staff Satisfaction**
4. **Manage inventory more effectively**
 - * **Computerized inventory tracking**
 - * **Tracking Maintenance/Preventive Maintenance**

Accountability

The ultimate responsibility of care delivered lies with the Ownership of the company. Minutes from the meetings are documented quarterly.

The Team

An "Improvement Team" is made up of key individuals from the company from different areas of expertise. The team will be utilized to solve problems, review satisfaction surveys. All incidents and complaints will be presented at the team meetings, which will occur Quarterly, or as needed.

CONTINUOUS QUALITY IMPROVEMENT PLAN Agenda

DATE OF MEETING: _____

ATTENDEES: _____

1. **Review of previous minutes and open items.**
2. **Review of Complaint Binder**
3. **Review of Incident Binder & review risk assessment of facility/processes**
4. **Review of patient Satisfaction Survey Comments.**
5. **Claims Monitoring Review**
6. **Training/Meeting Review of last quarter and plans for next quarter.**
7. **New issues or concerns.**
8. **Review of measurable goals and meeting minutes.**
9. **Approve minutes and conclude meeting.**

Quality Improvement Reminders

*Quarterly meetings with minutes addressing

- ✓ Patient Complaints
- ✓ Satisfaction survey results
- ✓ Claims monitoring
- ✓ Staff training
- ✓ Incident reports
- ✓ Medication errors

*Review and update annual quality improvement plan to address goals for improving patient outcomes, staff development, areas of improvement, etc.



**Listen to Pharmaceutical Management Webinar on TCT
website**

#4 –Deficiency: Not submitting Patient Surveys to TCT



Patient Quality Measurement™ (PQM) Surveys

Create Survey	View Surveys
Patient Outcome Results Reports	Send Survey Request Email
Survey Request Direct Links	Kiosk-Based Surveys

Exemplary Provider® Accreditation Programs Documentation

Webinars

Sort on Document Title

Sort on Upload Date

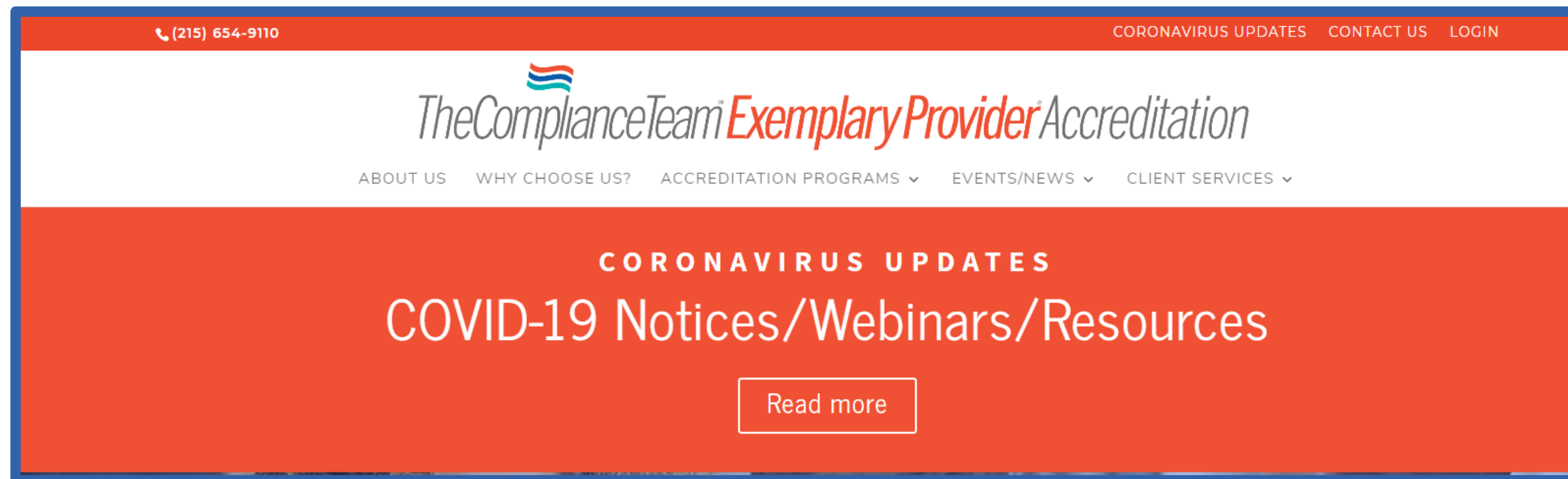
	Document Information	Upload Date
View	30 Medicare Supplier Standards Review 30 Medicare Supplier Standards Review - Uploaded June 2, 2020	06/02/2020
View	Patient Quality Measurement™ (PQM) Survey "Data" Reporting Patient Quality Measurement™ (PQM) Survey "Data" Reporting	05/15/2020
View	Patient Quality Measurement™ (PQM) Survey Process Webinar Patient Quality Measurement™ (PQM) Survey Process Webinar	05/13/2020
View	Covid-19 Webinars Registration and Recordings Weekly Covid 19 Webinar registration and recording links.	04/06/2020



Patient Services Reminders

- ✓ Review patient records for completeness (prescription on file and current, patient info, medication assessment & profile, allergies, HIPAA, counseling)
- ✓ Review patient paperwork for DME supplies/equipment (e.g., diabetic supplies) and ensure complete delivery ticket, patient rights & responsibilities, instruction, and inexpensive/routinely purchased patient rights notice is provided to patients

Infection Control Reminders



Did you update your Infection Control Plan to document the response and the changes in policies and procedures due to COVID Pandemic?

CDC Reportable Diseases List must be reviewed annually and revised if necessary

Immunization Reminders

*Pharmaceutical Management (Section 9 – PTS 3.A)

- ✓ Policy and procedure reviewed and revised as needed
- ✓ Make sure area is clean and routinely disinfected (include on environmental housekeeping schedule)
- ✓ Complete emergency kit available and all items such as Epi-Pen are in date
- ✓ All staff performing immunizations must have current CPR certification (*AHA has issued 120-day extension beyond recommended renewal date for cards expiring 03/20 or after due to CV-19)
- ✓ Ensure infection control measures and standard precautions are consistently used
- ✓ Maintain up to date records and documentation

[Listen to Pharmaceutical Management Webinar](#)



Annual Training Reminders

*Documentation of annual staff training is needed

- ✓ Corporate Compliance/Fraud, Waste & Abuse (all staff)
- ✓ HIPAA/Confidentiality (all staff)
- ✓ Product specific training (as applicable to job duties)
- ✓ Infection Control (At-Risk Staff)
- ✓ Blood Borne Pathogens (At-Risk Staff)
- ✓ Tuberculosis/Respiratory Protections (At-Risk Staff)
- ✓ Right-to-Know (all staff)
- ✓ Emergency Preparedness/Fire Safety (all staff)
- ✓ Hazardous Pharmaceutical Waste Disposal (applicable staff)

Listen to DRG and NSC Webinar on TCT website



Changes in response to COVID Pandemic

- ✓ Update infection control plan and policy & procedure as needed
- ✓ Update environmental housekeeping schedule as needed
- ✓ Evaluate what went right and what didn't during the pandemic, and update emergency plan to include plan for reacting to public health emergencies; include estimated future PPE needs
- ✓ Train staff on updated processes/procedures

Reminders...don't forget

- Notify TCT if company contacts, hours, etc., have changed
- Notify TCT of closures or business will not be in operation
- Notify TCT of any product additions or changes
- Designated person in charge will need to have access to documents necessary to complete your onsite evaluation such as HR files, patient files, and the Policy & Procedure Manual
- Review the Self-Assessment Checklist and make sure to-do's are completed
- Do a "walk through" of your facility and look at how medications, supplies and equipment are stored and address any risks to patients or employees that may need to be resolved
- Evaluated for any outdated medications or supplies that may need to be removed from shelves for return/disposal; look in the frig!

Thank You!

Ask Us for Help!

Access TCT website at www.thecomplianceteam.org

Home Page – **“Client Services”**

Access dropdown menu **“Submit a Question”** and

Submit your question – it’s that easy!

On-call Advisors Monday – Friday respond to your submitted questions.

TCT Home Office (215) 654-9110 EST