

Facility Accreditation **Pre-Application Survey** Checklist



Preparing for the Accreditation Process

- Corporate Documentation
- Supplier Compliance Standards
- Employee Related Standards
- Patient Care Standards
- Facility Safety Standards
- Outside your Facility
- Reception and Patient Waiting Area
- Exam Rooms

Understanding the Accreditation Process

We suggest that before you apply for accreditation with ABC that you review this checklist to help determine that you meet the criteria for accreditation. In addition, review the entire list of standards and make sure that you comply in all areas. Once the application is complete, your surveyor will want to see proof that you have met the standard for each of these items and in most cases you will need to demonstrate your compliance. Hopefully, you've already read the *ABC Accreditation Guide* and thoroughly read the ABC Accreditation Standards that pertain to your practice.

This list is not inclusive and not intended to replace a thorough knowledge and understanding of the standards. This checklist is intended to highlight for you some of the areas that facilities tend to overlook in their preparation for the onsite survey.

Don't forget – it is a Medicare requirement that all onsite surveys are unannounced and unscheduled! Be ready for your onsite survey before you apply. Your completed application is our signal that you are READY for the site survey.

If you have any questions about any of the standards, do not hesitate to give us a call at 703-836-7114, and ask for an accreditation specialist.

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Corporate Documentation

The following documents are required for your business, practice or corporation as outlined in the ABC Accreditation Standards.

- Articles of Incorporation, or other documents establishing legal formation of the company
- If your business is incorporated, you need current Bylaws
- For corporations, you need proof that you held an annual meeting as required by your state's regulations
- Your Business License (when required)
- Certificates of Occupancy and Inspection, as required by your state or local regulations

Policy and Procedure Manual

Every business should have a Policy and Procedure Manual outlining how the business functions. The following items should be included:

- Policies and Procedures Manual review documentation
- Performance Management Plan – this plan describes your program's objectives, the organization of, scope of and mechanisms for overseeing the effective monitoring, evaluating and problem solving activities related to your plan
- Annual review of the Performance Management Plan
- A copy of your Patient Satisfaction Survey along with written reports of survey analysis and quality improvement activities
- Evidence that at least annually you have implemented any identified improvements
- Employee annual review documentation
- Supplier Compliance Plan and Audit Reports, a compliance program that addresses the critical elements of appropriate reimbursement practices and reduces the risks associated with these practices
- Facility Safety Program (report of annual safety inspection, corrective actions)
- Emergency Preparedness Response Plan
- Fire Drill Log
- Employee Manual or Handbook
- Financial Policy

Supplier Compliance Standards

You will need to make sure you have documentation of the following:

- A compliance program that addresses the critical elements of appropriate reimbursement practices and reduces the risks associated with these practices
- Educational training in claims submission and billing for the organization's designated Supplier Compliance officer

- Staff training in billing procedures and policies
- Patient chart audit results and corrective actions taken or the procedural changes that were made as a result of audit findings

Employee Related Standards

The following items need to be up-to-date and documented:

- Credentials in good standing for all individuals who possess them
- List of credentialed practitioners
- Privileging documents for each non-credential and licensed individual
- List of non-credentialed staff and privileges
- Complete and current employee personnel records
- Employee I-9's & W-4's
- Copies of each employee's annual performance review
- Current CPR certificates for all CPR certified individuals (copies or originals)
- Signature and Initials Directory

Patient Care Standards

The following items pertain to patient rights, responsibilities and care. Make sure you have met the standards in the following areas:

- Patient Rights and Responsibilities information is clearly posted in your reception or patient waiting area
 - HIPAA Patient's Privacy Rights are posted where patients can easily read them
 - Posted Medicare Supplier Standards
 - Documented goals and expected outcomes specific to each patient for the item(s) and services provided
 - Copy of the financial responsibility statement that each patient receives
 - Copy of the Payment Authorization Form
 - Posted or printed information informing patients of the availability of after hours services
 - Copy of the written information given to patients about the function, care, use, maintenance and precautions of the device, how to report failures, and the importance of reporting any changes in their physical condition or the operation of the device(s)
 - Copy of the Complaint Resolution Form
 - Copy of the specific, detailed follow-up schedule that a patient receives
 - Copy of the Warranty Policy
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Facility Safety Standards

Surveyors will examine the following:

Physical inspections:

- Affirm that lab doors are clearly marked with “Employee Only” signs
- Designated flammable cabinet, or have a cabinet designated with a “Flammable Material” sign
- Acetone and all chemical bottles are clearly and permanently marked as to their contents
- Your Disaster Preparedness Plan (note this is not a fire plan)
- Your fully stocked first aid kits
- All fire extinguishers are present in the proper areas and all inspections are current
- That each employee has their own personal pair of safety goggles and ear protectors
- That all machinery has protective shields, if applicable
- Your log of machinery inventory and maintenance

Documentation required that all employees:

- Know location of, and how to use, fire extinguishers
- Receive periodic safety management orientations
- Receive annual blood borne pathogen training

Documentation for your company’s:

- Fire Plan and that all employees are knowledgeable of their designated job in the event of a fire
- Fire Drills

Outside your Facility

Surveyors will check for the following:

- Handicapped spaces in your parking lot are clearly indicated
- Ramps into your facility are compliant with the Americans with Disabilities Act (ADA) regulations and in good condition
- Days and Hours of Operation are posted and visible from the exterior of the building

Reception and Patient Waiting Area

In your reception area, the following items must be posted and easily accessible by patients:

- Medicare Supplier Standards (there are currently 26 Medicare supplier standards)
- HIPAA Policy (and contact information regarding questions/and or complaints)
- Mission Statement (posting of this information is optional but suggested)
- Business License (when required)
- Sales and Use Tax permit (when required)
- Each Individual’s Certification and License
- Emergency Numbers
- First Aid, CPR and other Medical Emergency instructions
- Fire Evacuation Maps

Exam Rooms

In each of your exam rooms – make sure the following is true:

- All conversations between you and your patient are private
- Exam room windows are covered
- Other patient’s charts or x-rays are not left in the exam room
- Fire exit instructions are clear, concise and visible in the room
- Walkers, rails, parallel bars, etc. are available (also known as supported ambulation devices)
- Rooms, tables, sinks are clean, neat and cleaned between each patient
- There is at least one biohazard disposal bag/bin for potentially contaminated waste
- Wall outlets have safety caps in rooms used by children

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