

Success Can Be Yours!

ABC wants your onsite survey experience to be positive and successful. Our goal is to provide you with all of the resources and information you need to be completely prepared for your survey.

KEYS TO SUCCESS

Thorough knowledge and implementation of the Standards

Of course nothing can replace a thorough knowledge of the Standards! This is your starting point when preparing for accreditation.



Utilizing Resources

Take advantage of the many resources available on our website such as the **Patient Care Facility Accreditation Guide** with all of the Standards as well as tips for compliance; the **Relevant Standards Tool** to generate a list of specific Standards that pertain to your business; and the **Compliance Kit** with a handy calendar and 20+ forms, templates and checklists to help you stay compliant year-round.



The Top Ten

ABC has reviewed the results of many onsite surveys and created a list of the items or areas that frequently result in a partial or non-compliant score during the survey. A partial or non-compliant score in any area can mean the difference between passing and failing your onsite survey and in many cases may result in a request to submit a Corrective Action Plan (CAP).



The following 10 items are the ones most frequently overlooked:

- 1 Conduct and evaluate your annual emergency evacuation drill and be sure to document your results. (FS.3.2.1, FS.3.2.2)
- 2 Perform an annual review of your performance management program. (PM.10)
- 3 Continuously audit and monitor your claims and billing compliance program and don't forget to document your findings and any corrective actions that you have taken. (CB.4.1)
- 4 Before a device is delivered to the patient, make sure that it meets all manufacturer guidelines and confirm that the item reflects the patient's prescription. (PS.9.2)
- 5 All staff that is responsible for patient care have included documentation of the patient's progress in meeting specific goals and expected outcomes for the use of the item in the patient's chart. (PC.4)
- 6 Every patient is provided with instructions for the care and use of their device and this activity is documented within the patient chart. (PC.6.1)
- 7 Patient charts are consistent and complete. (Including all the elements described in PR.6.1)
- 8 You seek input from your employees, patients and referral sources when assessing the quality of your operations and services. (PM.1.1)
- 9 Results of your patient satisfaction surveys are documented and evaluated as part of your performance management program. (PM.2.1)
- 10 When an opportunity to improve the quality of care is identified, action is taken. Make sure you monitor these actions on an ongoing basis to assess their effectiveness in improving your quality of care. (PM.9)

All of these items and more can be found on the Onsite Survey Checklist—a great tool to use to track your progress towards compliance! Download the Checklist on the ABC website at ABCop.org



Ask Questions!

That's what we're here for. ABC's knowledgeable staff is available to answer your questions and help guide you through the accreditation process. Please don't hesitate to give us a call at 703-836-7114 or email us at accreditation@abcop.org.