



**ABC INSIDER**  
Accreditation Webinars



# **Big Changes for ABC's Mastectomy Programs**

*Fewer Standards & Greater Opportunities*

Thanks for joining us. The webinar will begin shortly...

# What You'll Learn Today



We have made two very exciting changes to our mastectomy programs and we hope these changes will help make mastectomy accreditation more attainable and will open the certification path to more individuals who wish to start a career in this important profession.

## Overview of what we will be discussing

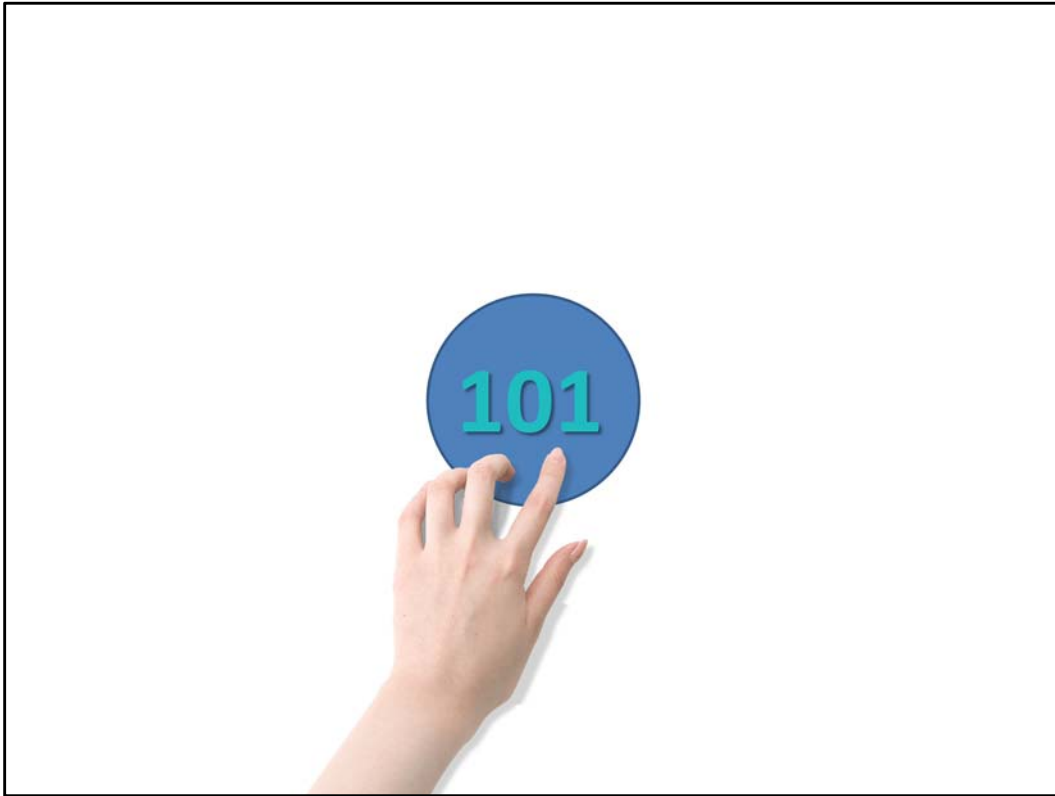
**First**, we'll be discussing ABC's decision to reduce the number of standards required for mastectomy-only facility accreditation, including why the standards were reduced, which 43 standards you will have to comply with and how this change will affect you, your accreditation and your business.

**Second**, we will go over ABC's recent change in fitter eligibility requirements and how this change can benefit your business and the profession.

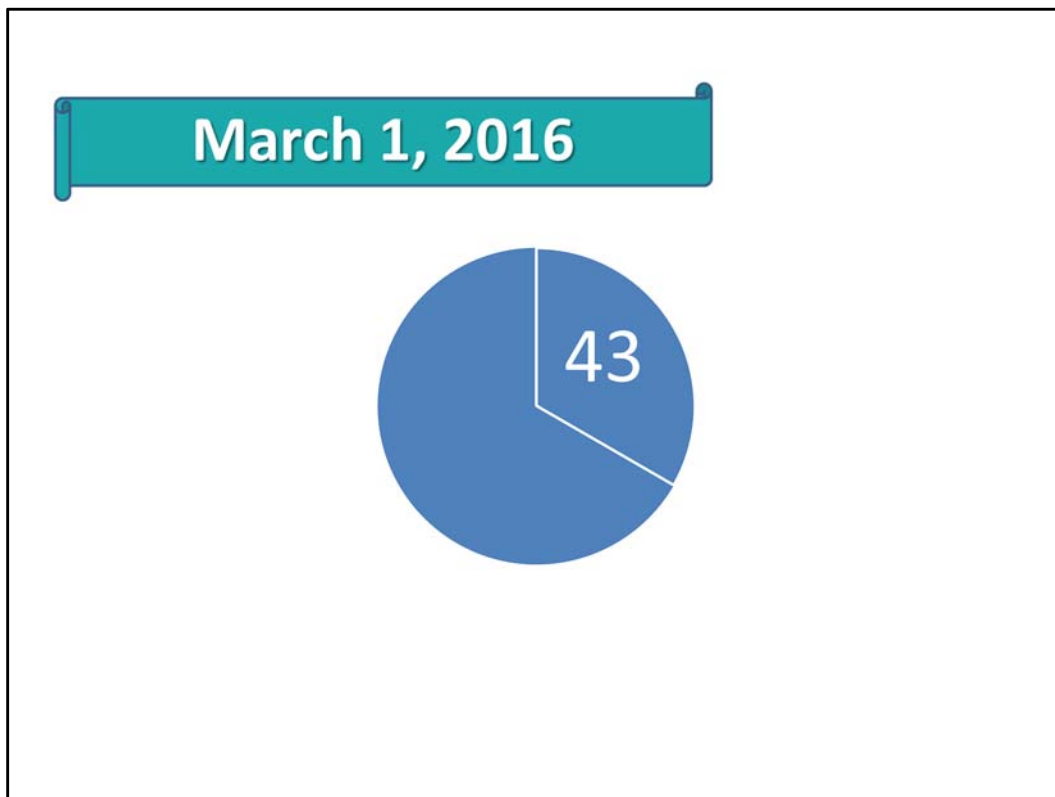
## **Standards Reduction for Mastectomy-Only Accreditation**



I feel it's important to start by explaining why ABC chose to reduce the number of standards required for mastectomy-only accreditation. Feedback from facility owners, our surveyors and mastectomy professionals spurred a conversation about the need for this reduction and so, a task force was created to tackle this initiative.



Previously, the facilities applying for mastectomy-only accreditation had to comply with 101 (of the 141) patient care standards.



**Effective March 1** of this year, the number of standards required for mastectomy accreditation will be **43**. The task force and the ABC Board determined that mastectomy-only facilities need only comply with those standards that are specifically appropriate for their patient care services. They hope that this change will give focus to improved patient care and business efficiency for mastectomy facilities.



Now that we know the why, let's dive right in to the 43 standards that are now required and explain why they were selected and why others were omitted. You'll notice as we go along that a strong focus was put specifically on standards that address patient care and business operations.

Let's go through them by category.

## Administrative Standards (AD)



First, our **Administrative Standards (AD)**. These standards are the basis for your entire business and address the legitimacy of your business, your internal policies and procedures and your compliance with Medicare and HIPAA. All of the standards, except AD.7, are still required in this category. Everything in AD.7 that would relate to mastectomy facilities is also covered in AD.1.1. If you are complying with all federal, state and local laws, you will also be providing reasonable physical accommodations for your patients.



## Human Resources Standards (HR)



Next, we have our **Human Resources Standards (HR)**. These standards apply to all employees providing patient care at your facility. Mastectomy facilities are often smaller businesses with only a handful of employees. As such, many of the eliminated HR standards were either too detailed for the mastectomy business structure, had elements covered in other standard categories or do not apply to mastectomy specific patient care. While you no longer need to have specific HR policies and procedures that address employee duties and responsibilities, you must still document that all employees providing patient care have current certifications and licenses and you still have to provide written objective criteria for any non-credentialed or non-licensed staff that you wish to privilege. Many elements of the previously required HR standards that apply to mastectomy facilities are either covered in the Administrative Standards or they pertained to devices, equipment and specialty personnel – all of which mastectomy-only ABC accredited facilities do not provide.



## Patient Care Management (PC)



~~✗~~ List Responsibilities & Job Descriptions

~~✗~~ Products or Devices Not Related to Mastectomy Care (e.g. PC.2.1, 2.3 and 3.5)

~~✗~~ Patient Treatment Plan

✓ Document Patient Goals & Outcomes

On to one of the most important standards categories – **Patient Care and Management (PC)**. Patient care is why most of you got into this profession in the first place and why it is important to understand and comply with these standards. While it may appear that we have removed the standards requiring that you have a written policies and procedures manual, that is not the case! You must still have a policies and procedures manual, but you are no longer required to list the responsibilities and job descriptions for each employee. Patient Care and Management standards that referenced products or devices that mastectomy-only facilities do not provide, such as PC.2.1, 2.3 and 3.5, have been eliminated. Other omitted standards pertained to patient treatment plans. **FLIP** While you are essential in helping your patients reach their post-mastectomy goals and outcomes, *and you still need to document what those are*, you are not formulating a treatment plan to aid in mobility or physical function. Therefore, standards such as PC.3.4.2 and PC.5 are no longer required for mastectomy-only accreditation.



**ABC Standards always  
include CMS DMEPOS  
Supplier Standards**



**Not Required**



**Still Required!**  
**When & Who**

As you already know, ABC’s accreditation standards always include any standards mandated by CMS. This is still the case. We will provide a list of which ABC mastectomy-only accreditation standards are also Medicare DMEPOS supplier requirements in today’s presentation handouts.

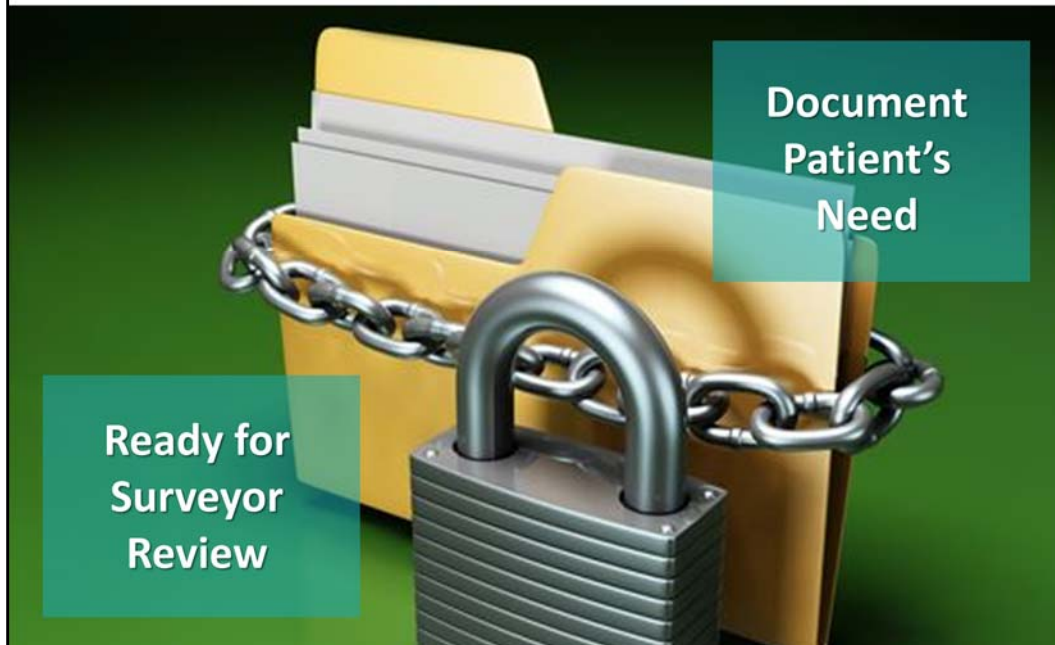
Previously you were required to have a written contingency plan for emergencies and disasters as part of the Patient Care and Management standards. A written contingency plan is no longer required, but you must still conduct annual emergency evacuation drills (as required in standard FS.3.2.1) and document when the drill occurred and who participated.

## Product Safety Standards (PS)



Ok. Our next standards category is **Product Safety (PS)**. Only one standard (PS.9.2 – a CMS Supplier Standard) remains in this category. All of the other standards specifically referenced equipment which are not applicable to mastectomy facilities.

## Patient Records Standards (PR)



Now let's move on to the **Patient Records Standards (PR)**. Patient records are important and should be kept secure, confidential and consistent. You'll see that you are no longer required to have written policies and procedures that address the creation and maintenance of patient records, BUT you still have to ensure that your records are secure, easily retrieved and include all federal, state, local and payer required documentation. Your onsite surveyor will still want to see that those records are secure. You must also continue to document the patient's need for an item. The eliminated Patient Records standards are either covered sufficiently under another category or are more focused toward orthotic, prosthetic and pedorthic patient care.



Our next standards category is **Performance Management and Improvement (PM)**. Given the smaller scale of most mastectomy businesses, conducting extensive reviews and trend analyses for your business strengths and weaknesses can require more time and staff resources than you have available. You are still required to have a Performance Management Program and to conduct patient satisfaction surveys. Information derived from these surveys can be a great tool for improving your business operations and patient care and any negative feedback can serve as warning of an area that may need improvement or attention. It is recommended that you review your survey results and put them to good use, but you will no longer be required to document evaluations or measurements of patient satisfaction.

## Facility Safety & Management (FS)



**Facility Safety and Management Standards (FS).** A safe facility is very important but many of the previous safety standards were geared toward specialized equipment, fabrication and detailed emergency evacuation plans and performance. These areas of accreditation are not as critical for mastectomy businesses. Therefore, only two FS standards are now required - FS.2.1 which requires private treatment areas and FS.3.2.1 which requires that you conduct annual emergency evacuation drills.





Last, but not least, are the **Claims and Billing Compliance Standards (CB)**. All of the ABC CB standards are also required by CMS and are therefore still required.



## Slide 15

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**da4**

Let's spell out Claims & Billing in the blue circle. I know we call them CB but they don't.

Debbie Ayres, 2/15/2016

## Successful Accreditation Compliance

Less means  
more...

For you and  
your patients



We want you to be successful in your accreditation compliance and still be able to run your small business with the same high standards and with as little stress as possible. We hope that these more focused accreditation standards help improve the accreditation process for you and your staff as well as help you have more time to focus on the patients that are so very important to you.

# Changes for Fitter Eligibility Criteria

## Mastectomy Fitter Education and Experience Requirements

Pathway	Education	Experience
1	<p>A high school diploma, GED or college degree and</p> <p>Completion of an ABC approved mastectomy fitter pre-certification education course</p>	<p>Completion of 250 hours of mastectomy fitting patient care experience obtained either before or after completion of the education course and</p> <p>Competency Attestation form completed by ABC Certified Prosthetist Orthotist (CPO), ABC Certified Prosthetist (CP), ABC Certified Orthotist (CO), a certified and/or licensed mastectomy fitter or orthotic/mastectomy fitter, or a professional referral source attesting for knowledge and skills</p>
2 (Specific to individuals certified or licensed in a related allied health profession)	<p>A high school diploma, GED or college degree and</p> <p>Completion of an ABC approved mastectomy fitter pre-certification education course</p>	<p>Currently holds a nationally recognized certification or license in a related allied health profession (e.g., RN, LPN, Medical Assistant, Certified Breast Care Nurse (CBCN), Oncology Certified Nurse (OCN), Certified Breast Patient Navigator, etc.) and</p> <p>Completion of 125 hours of mastectomy fitting patient care experience obtained either before or after completion of the education course and</p> <p>Competency Attestation form completed by ABC Certified Prosthetist Orthotist (CPO), ABC Certified Prosthetist (CP), ABC Certified Orthotist (CO), a certified and/or licensed mastectomy fitter or orthotic/mastectomy fitter, or a professional referral source attesting for knowledge and skills</p>

We wanted to take some time to review ABC's recent fitter eligibility criteria changes. ABC was looking to make its certified orthotic and mastectomy fitter credentials more accessible and attainable, so they have introduced two new pathways for each certification. We will only cover the changes for mastectomy fitters today, but if you are interested to see the criteria for orthotic fitters, that information is available on our website, [abcop.org](http://abcop.org), under the orthotic fitter certification pages.

As you can see from the chart, the changes for pathway 1 focus primarily on the number of experiential hours an individual must attain and who can attest to their knowledge and skills in patient care fitting. Candidates still have to complete a pre-certification course, but now it must be an ABC approved course as NCOPE is no longer approving fitter courses. The experiential hours have been reduced from 500 to 250. We've found that many individuals looking to become certified as a mastectomy fitter had difficulty obtaining experiential hours as well as finding someone to attest to those hours. Now, not only can certified mastectomy fitters attest for these hours, but so can licensed mastectomy fitters or O&P practitioners.

Additionally, you'll notice that a secondary pathway was added for individuals that already hold a certification or license in a related allied health profession. So, if an individual is already a Certified Breast Care Nurse, Oncology Certified Nurse, etc., then they are only required to have 125 experiential hours.

ABC hopes that these exciting new changes will open the door to those that have an interest in mastectomy specific patient care, but have previously been ineligible for ABC certification or had difficulty meeting the requirements due to limited experiential opportunities available, attester restrictions or time restraints.

**These eligibility requirements are effective April 1, 2016.**

## **Your Best Resources!**



Your Best Resources - ABC is the leading accreditation organization for our profession but we are more than that, we are here to help you succeed. We are available to answer your questions, to help you through your first survey as well as your accreditation renewal process through the life of your facility.

Jim: I'll turn it back over now to Megan...



## Contact Us

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**Today's Webinar Recording will be available:**

- ABC website [Webinar Library](#)
- Link in follow-up email
- ABC's YouTube Channel

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We'll leave you with contact information for both Jim and our accreditation department. If you have any additional questions, please don't hesitate to reach out to us.