Mastectomy-Only Facility Accreditation Compliance

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ABC Outreach Development Manager

AMERICAN BOARD FOR CERTIFICATION
EST 1948
ORTHOTICS • PROSTHETICS • PEDORTHICS

Quiz Available!

1.5 Business Credits

ABCop.org/news-events/webinars

Before we get started...

To the website!

MYABC

One Stop Shop for Maintaining your Accreditation

FACILITY PROFILE

- Our Company Name +
- Our Addresses +
- Our Phone Numbers +
- Our Fax Numbers +
- Our Email Addresses +
- Our Website +
- Our Login ID +
- Our Password +
- Our ABC Certified Personnel +

OUR AFFILIATE LOCATIONS

+ Add Affiliate Location

CURRENT ACCREDITATION

ACCREDITED FOR

Orthotics
Prosthetics
Mastectomy

Pay Your Annual Fee

Start Date: 02/01/2022
Expire Date: 06/30/2025

> Begin or Review Application
> Submit Survey Blackout Dates

View All Accreditation Details +

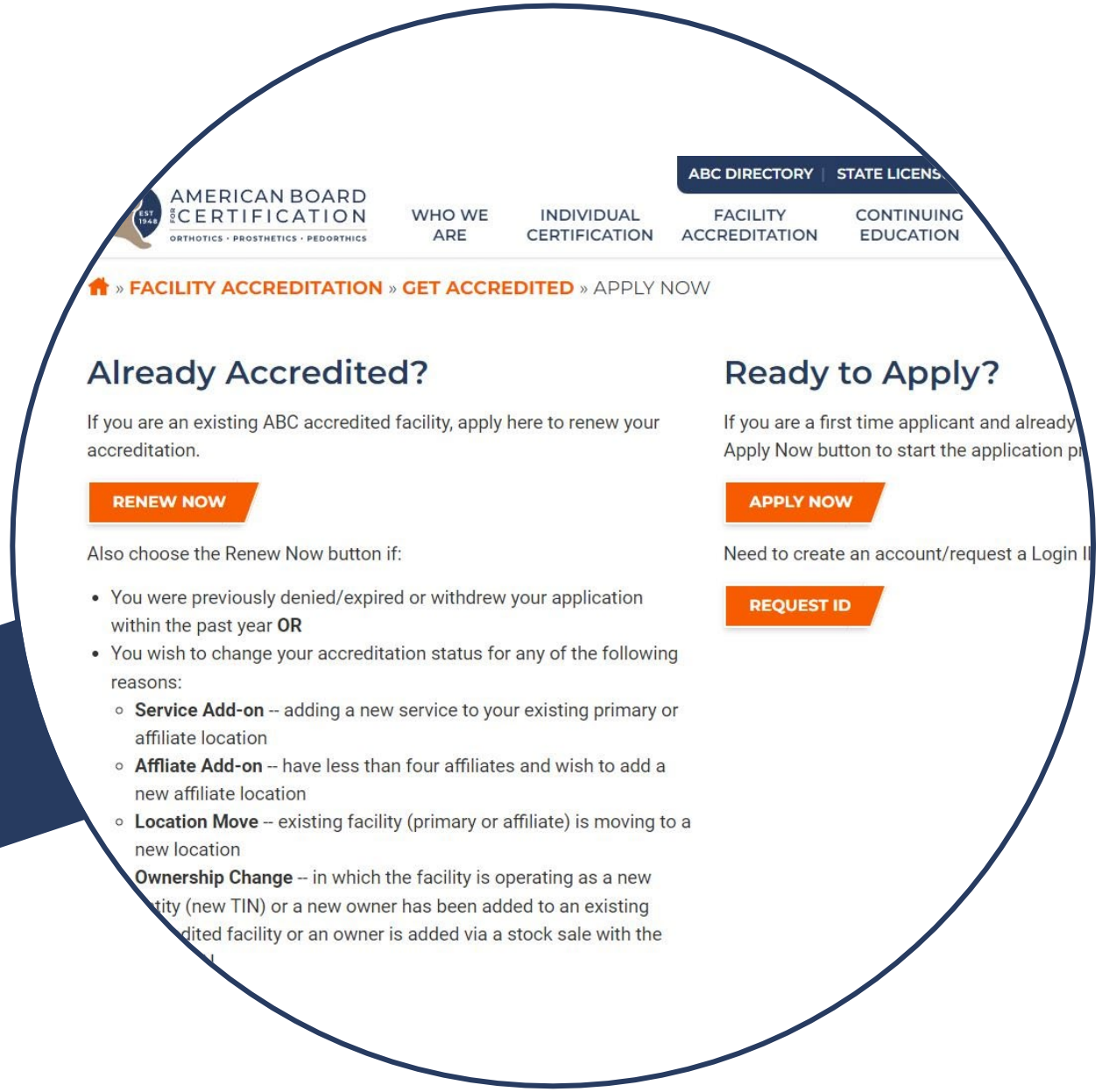
OUR RESOURCES

- Compliance Kit Resource Pack
- View Facilitator Issues
- Order Facility Accreditation Certificate
- Billing
  > Our Invoices
- Find Residency Site Info & Resources
- Download ABC Logos
- Apply for New Affiliate

What we'll cover...

- Application Process
- Available Resources
- Onsite Survey - What to Expect
- Compliance Standards – *The Highlights*
- The Why, Who and How of Privileging
- CFm Certification Eligibility Requirements
- Promoting Your Accreditation

The Application Process



Timing

New or Moving?

Only apply when you're ready!
(surveyor can come any time)

We do our best to survey your facility ASAP

Renewing?

We'll remind you **6 months** before

It can take a while to schedule surveys

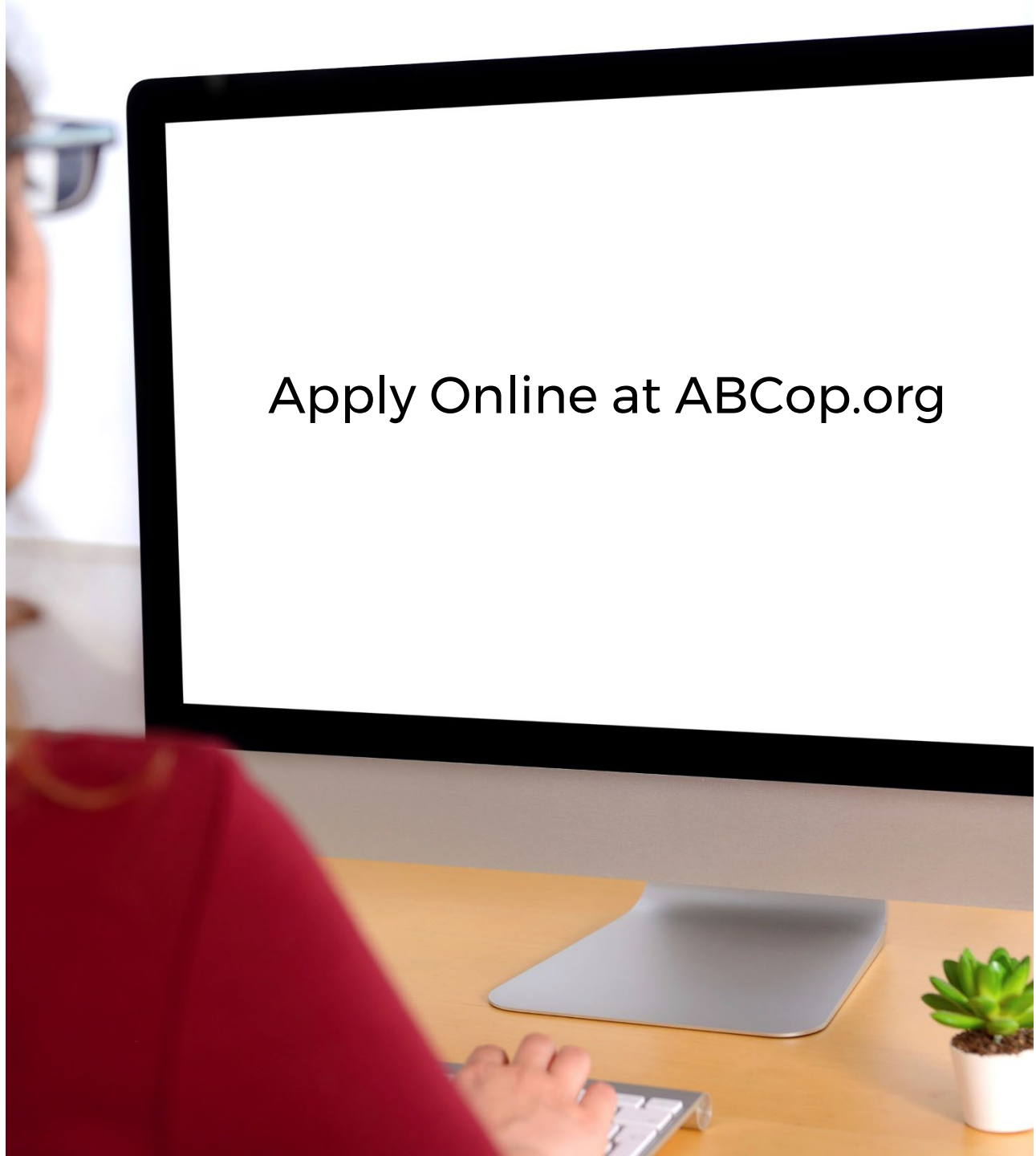
We'll give you a 4-week window

Application Portal

Facility **MY ABC** Account

OR

Apply Now Page



Already Accredited?

If you are an existing ABC accredited facility, apply here to renew your accreditation.

RENEW NOW

Also choose the Renew Now button if:

- You were previously denied/expired or withdrew your application within the past year **OR**
- You wish to change your accreditation status for any of the following reasons:
  - **Service Add-on** -- adding a new service to your existing primary or affiliate location
  - **Affliate Add-on** -- have less than four affiliates and wish to add a new affiliate location
  - **Location Move** -- existing facility (primary or affiliate) is moving to a new location
  - **Ownership Change** -- in which the facility is operating as a new entity (new TIN) or a new owner has been added to an existing accredited facility or an owner is added via a stock sale with the same TIN

If you have any questions or need further assistance, please contact the Accreditation Team at **accreditation@abcop.org**.

Ready to Apply?

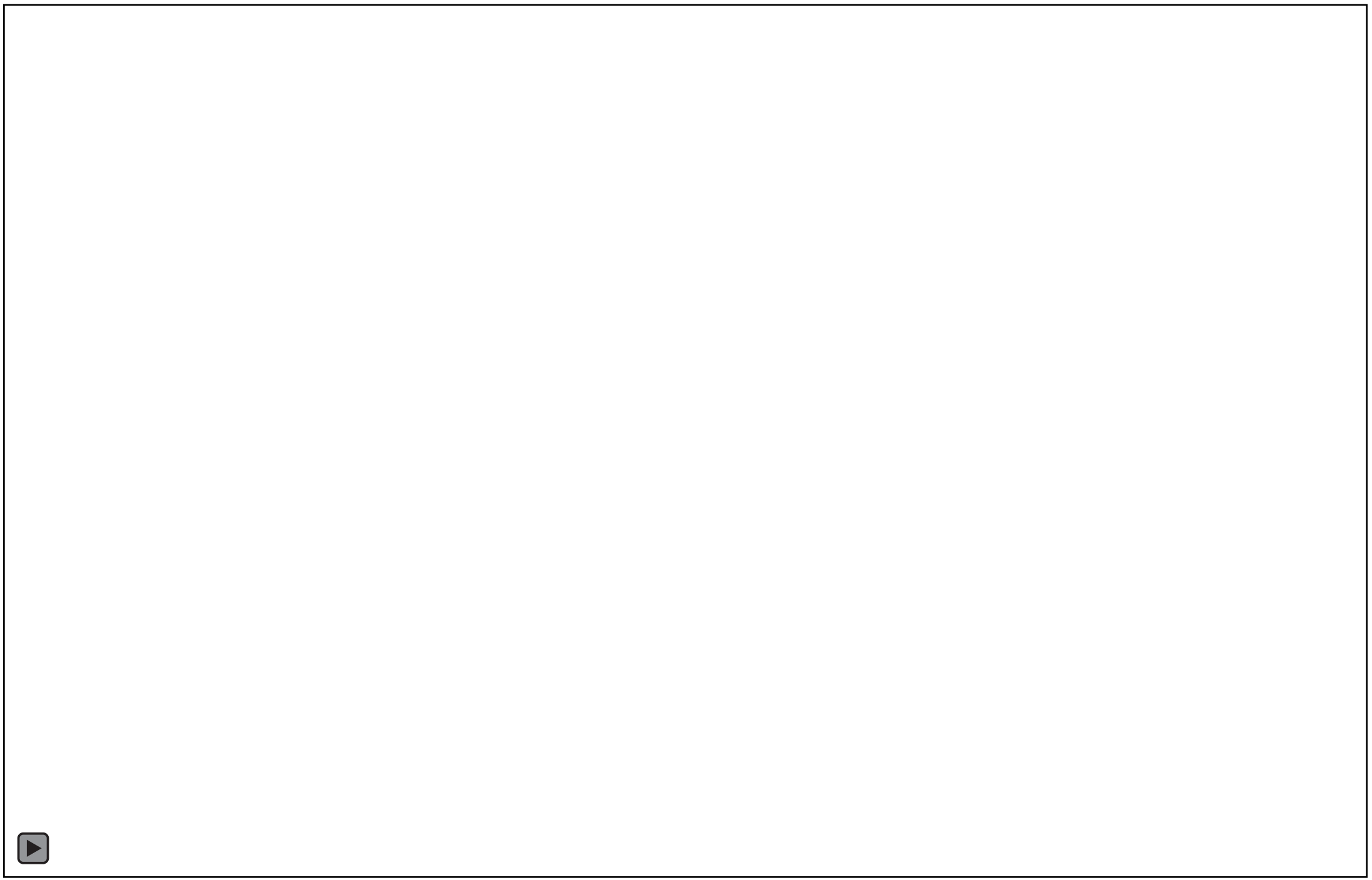
If you are a first time applicant and already have a Login ID, select the Apply Now button to start the application process.

APPLY NOW

Need to create an account/request a Login ID?

REQUEST ID

Documentation NEEDED for Application



Don’t Worry, Be Happy ☺

You scan it…

Safe in the Cloud

They scan it…

Required Documents:

- **All Non-ABC Certifications and Licenses for Staff** (if applicable)
- **Legal Documentation of Ownership** (e.g. Articles of Incorporation, IRS tax form)
- **Certificate of Occupancy** (Business License/Certificate or Operating License/Certificate or Sales Tax Certificate)
- **Policy & Procedure Manual**
- **Employee Manual**
- **Mission Statement**

When applying BE...

- **Careful**
- **Specific**
- **Note any other important info**
- **Complete**

Your application has been accepted!


Blackout Dates
Please let us know!

Blackout Dates

- **No survey during these dates**
- **Within 2 weeks of app being received**
- **Submitted online via Blackout Date Request Form**

  (in app receipt email or MY ABC Facility account)
- **Max 10 Blackout Dates during your survey process**
- **Can’t accommodate after BO date deadline**

Blackout Dates

DO NOT APPLY TO

NEW or Add-on Affiliate locations

We want to get you surveyed ASAP (within 90 days)!

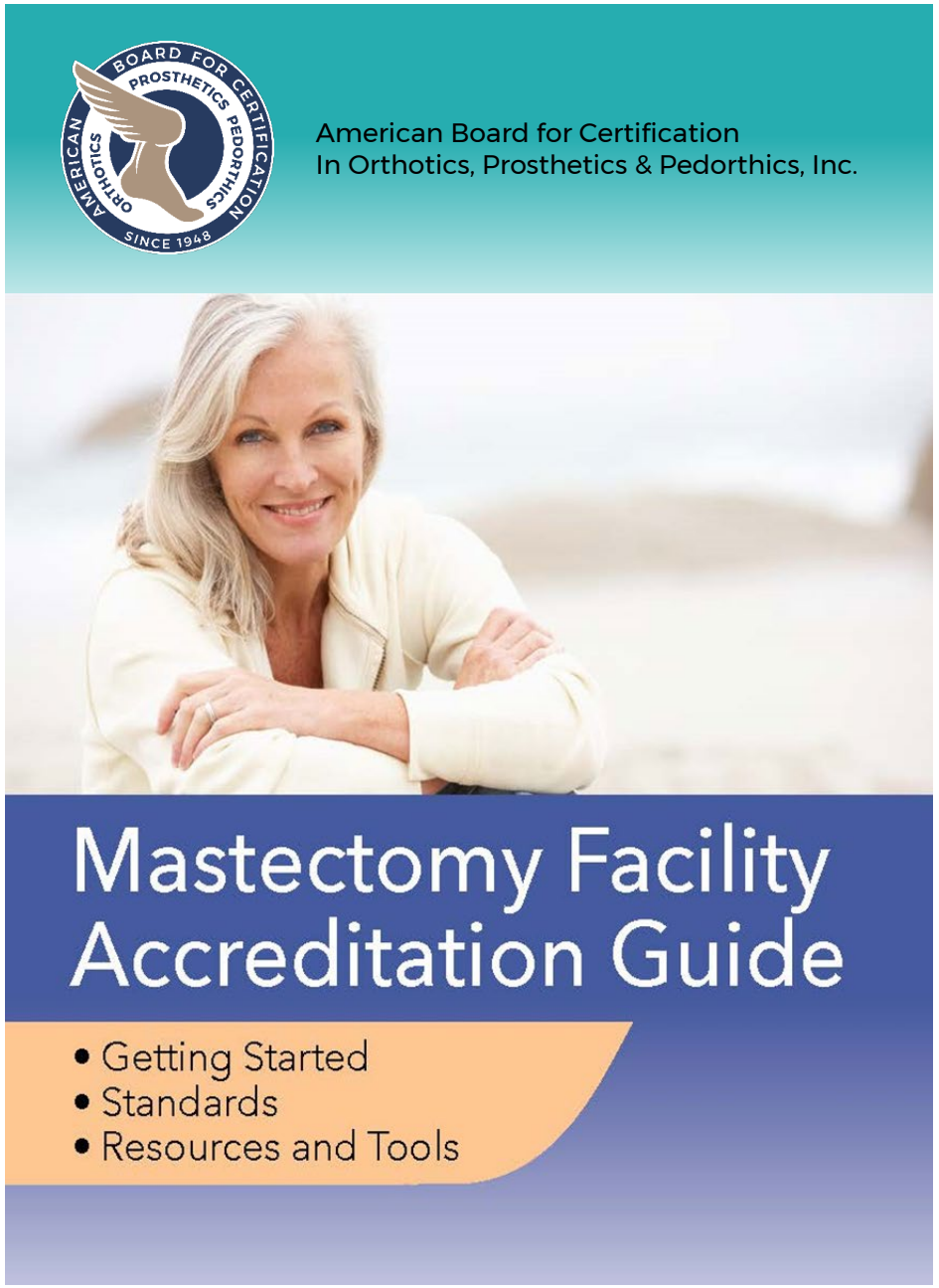
Available Resources

First Things First...

Read it.

Review it.

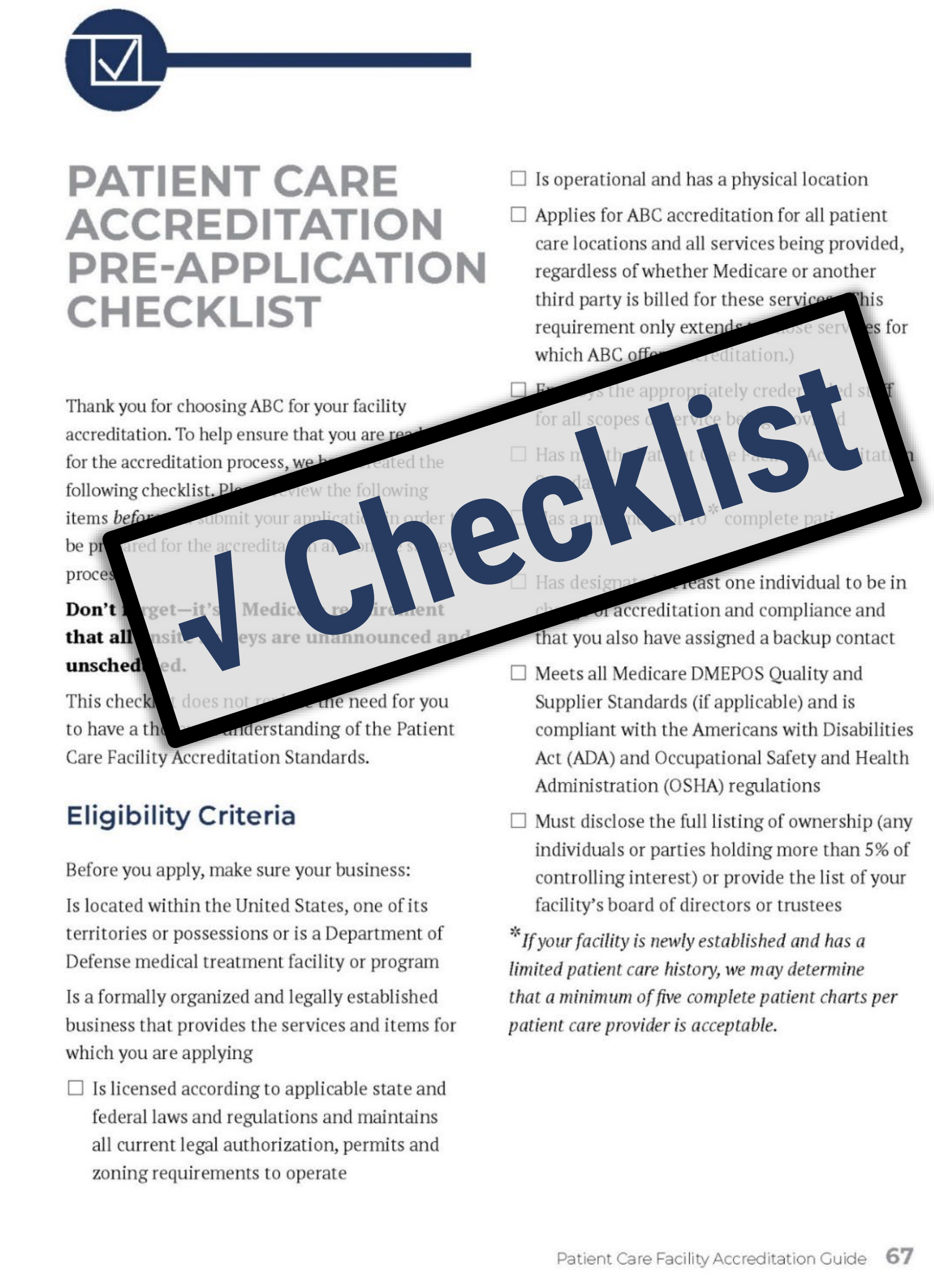
Revisit it.



Are You Ready to Apply?

Your Key Areas

Be Prepared



The Guide Isn’t Your Only Resource

- Relevant Standards Tool
- Compliance Kit / Online Resource Pack
- Webinar Library
- Podcast Library
- The Facilitator eNewsletter
- Top 10 Overlooked Items flyer
- What to Expect During Your Onsite Survey Flyer
- Online FAQS
- Medicare Resources and Links

To the website!

- **Compliance Calendar**
  tips to help year round
- **Resource Pack**
  ever-growing & customizable

Compliance Kit

Armed with feedback and suggestions from our facilities and surveyors, we've created the **ABC Accreditation Compliance Kit**— a resource designed to help make the accreditation process simple and successful whether you're pursuing accreditation for the first time or have been accredited for years.

Your online resource for sample forms, templates, checklists and articles available for you to review, use and modify to fit your facility's needs. Simply download each item below and make it your own.

Resource Pack

Download the forms/documents below and start the journey to accreditation compliance success!

Administrative

- Annual Review Facilities Checklist
- Accreditation Renewal FAQ *NEW
- OIG Exclusion Checklist (AD 5.1)
- Patient Acknowledgement Form

Human Resources

- Employee Verification (HR.2, 4.1 and 4.2)
- Instructions for Establishing Privileging Criteria (HR.6 and 6.1)
- Individual Privileging Record Template (HR.6 and 6.1)
- Employee Performance Evaluation Form (HR.7)

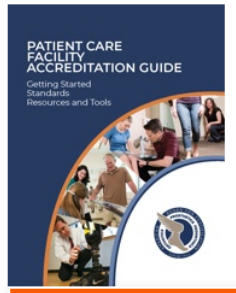
Accreditation Compliance Calendar

Each year, ABC accredited facilities receive a copy of the Accreditation Compliance Calendar. Download a copy with handy links below.

DOWNLOAD

Patient Care Facility Accreditation Guide

Your reference guide for how to get started, standards and tips for compliance.



VIEW GUIDE

Forms, Charts, Templates
and Info Sheets
with more added every year

Preparing for Your Survey

- **Survey unscheduled, unannounced**
- **ABC requires some documents prior to survey** (we'll let you know which)
- **Prepare your facility**
- **Prepare your staff**
- **Contact and backup contact** (provide cell #)

Onsite Survey
What to Expect

Your Survey


Introduction
Meet & Greet
Facility Tour
Workspace
Documents
Personnel
Files
Patient Records
-- at Least 10 (random)
CMS Phone Calls
Closing Interview

Medicare Patient Call Questions:

- **Were you given information** on the function, care and use of your device?
- **Were you told the benefits and precautions** of your device?
- **Were you asked to make a follow-up appointment?**
- **Were you provided contact information** in the event of problems before your next visit?
- **Do you have any questions** about the device, facility or services you received?

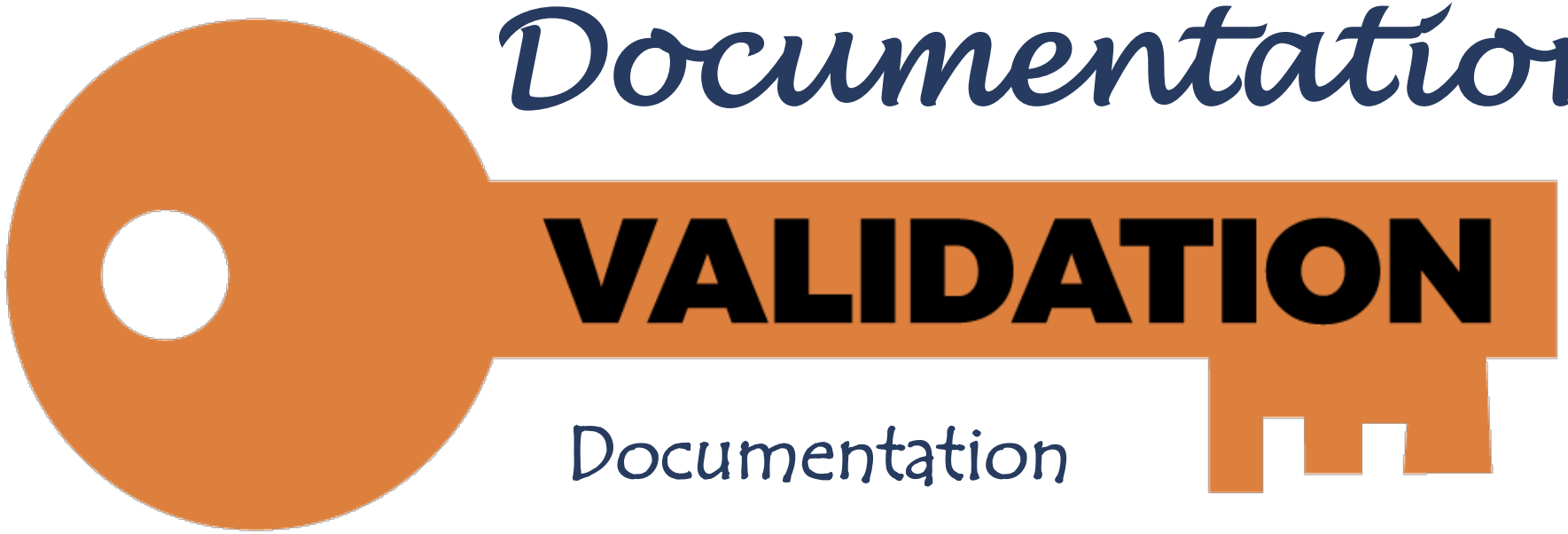
Standards Most Missed

The Highlights

DOCUMENTATION Documentation

Documentation Documentation **Documentation**

Documentation *Documentation*



DOCUMENTATION Documentation

Documentation **Documentation**

Documentation

Incomplete Patient Charts

- **Missing documentation**
- **Patient information/explanation**
- **Teaching opportunity**

Intake and Assessment

- ✓ **In-person clinical exam**
- ✓ **Assesses patient needs and use**
- ✓ **Confirm accuracy of prescription**
- ✓ **Formulate treatment plan**
- ✓ **Establish goals and outcomes**

Delivery and Set-up

- ✓ **Delivery in timely manner**
- ✓ **Item or service consistent with prescription**
- ✓ **Proof of delivery**
  - Beneficiary's name
  - Delivery address
  - Date
  - Sufficient detailed description of the item(s) being delivered
  - Quantity delivered
  - Beneficiary (or designee) signature

Training and Instruction

- ✓ **Instructions to patient or caregiver**
- ✓ **Necessary supplies to attach, maintain and clean**
- ✓ **How to use, adjust, maintain, clean, inspect skin and report problems**

Follow-up

- ✓ **Provide follow-up consistent with items or services**
- ✓ **Review and make changes to treatment plan**
- ✓ **Review recommended maintenance**
- ✓ **Solicit feedback to determine effectiveness**

Patient Chart Audit Template

PATIENT CHART AUDIT FORM

Facility Name:		Reviewer:	
Address:			
City:	State:		Zip:

First Name	Last Name	Privilege	Registration	HIPAA	Supplier Standards	Complaint Resolution	Assignment Financials	Rx	CRx	Clinical Evaluation	Inventory	Goal Projected	Technical Notes	Progress Notes	DOS	PO	Delivery Receipt	Satisfaction	Precautions	Education	Follow Up	Goal Achieved	Feedback

Privileging

Information Needed for Privileged Staff

Staff file includes:

- Written Objective Criteria
- Training
- Justification
- Documentation

Written Objective Criteria

Can include:

- Proof of Completion CE courses
- In-house/In-service Training
- Specific Work Experience

Instructions for Establishing Privileging Criteria

& Privileging Guide

Individual Privileging Record Template

INDIVIDUAL PRIVILEGING RECORD

Employee Name	Supervisor	Date

Date	Privileged In	Experience (current or previous Cotmpany name & name of credentialed person if previous)	Continuing Education Programs	In-House Training
11-12-20 through 2-20-21	Diabetic shoes/inserts	Wendy is employed as a technician at Foot Care Plus. She attended a Dr. Comfort program about diabetes and diabetic foot care on 11-6-13 (certificate is in her employee file). She has observed and assisted Pete Pedors, C.Ped. with measurement and fitting of diabetic shoes for 2 months.	X	X

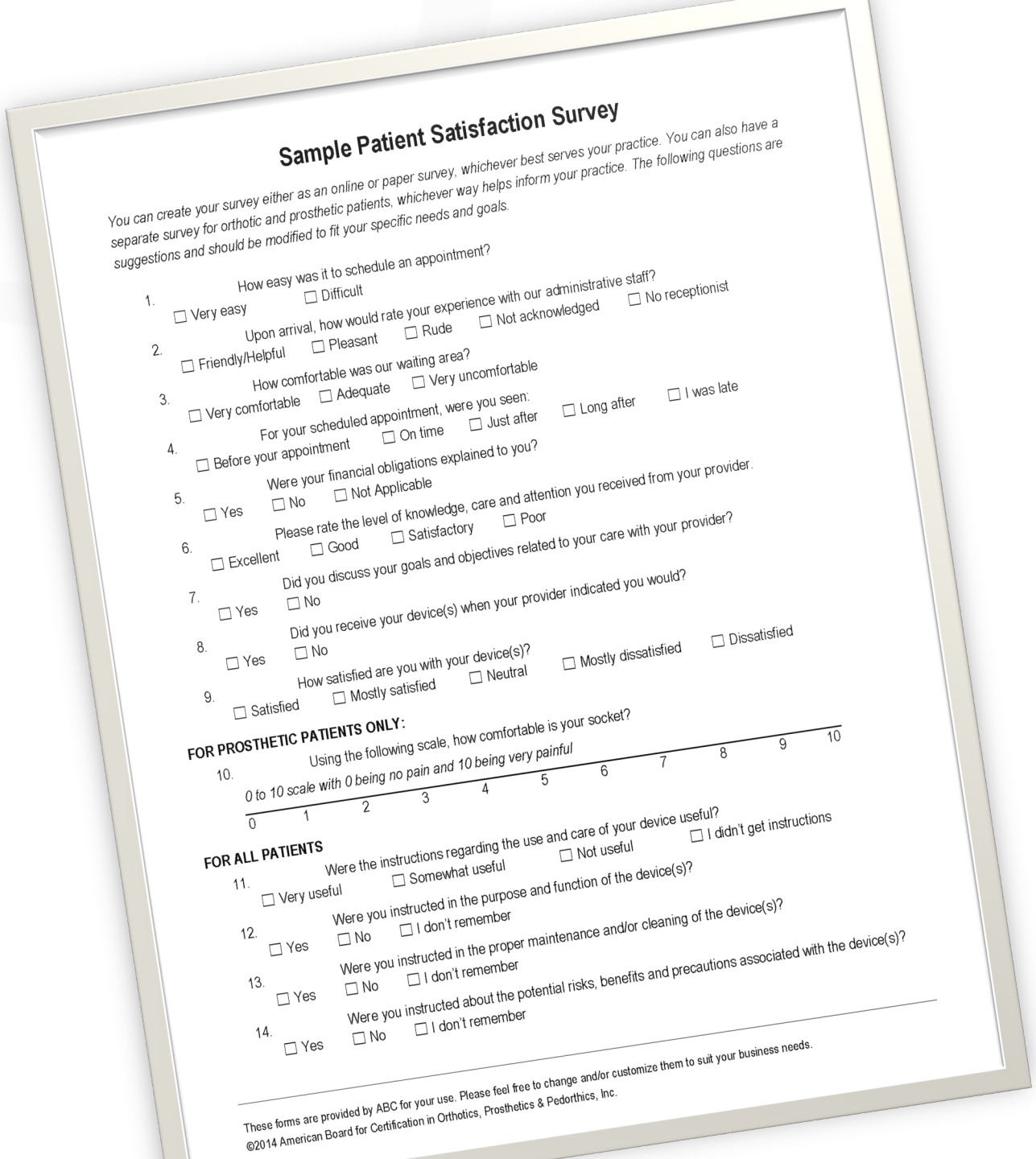
Signing Off on Notes

Credentialed Supervisor Must:

- Review notes
- Co-sign patient’s chart
- Dated within 15 days

Patient Satisfaction Surveys

- ✓ **Accessible**
- ✓ **Relevant**
- ✓ **Timely**
- ✓ **Explain the Importance**



Sample Patient Satisfaction Survey

You can create your survey either as an online or paper survey, whichever best serves your practice. You can also have a separate survey for orthotic and prosthetic patients, whichever way helps inform your practice. The following questions are suggestions and should be modified to fit your specific needs and goals.

1. How easy was it to schedule an appointment?
   ☐ Very easy ☐ Difficult
2. Upon arrival, how would rate your experience with our administrative staff?
   ☐ Friendly/Helpful ☐ Pleasant ☐ Rude ☐ Not acknowledged ☐ No receptionist
3. How comfortable was our waiting area?
   ☐ Very comfortable ☐ Adequate ☐ Very uncomfortable
4. For your scheduled appointment, were you seen:
   ☐ Before your appointment ☐ On time ☐ Just after ☐ Long after ☐ I was late
5. Were your financial obligations explained to you?
   ☐ Yes ☐ No ☐ Not Applicable
6. Please rate the level of knowledge, care and attention you received from your provider.
   ☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor
7. Did you discuss your goals and objectives related to your care with your provider?
   ☐ Yes ☐ No
8. Did you receive your device(s) when your provider indicated you would?
   ☐ Yes ☐ No
9. How satisfied are you with your device(s)?
   ☐ Satisfied ☐ Mostly satisfied ☐ Neutral ☐ Mostly dissatisfied ☐ Dissatisfied

FOR PROSTHETIC PATIENTS ONLY:

10. Using the following scale, how comfortable is your socket?
    0 to 10 scale with 0 being no pain and 10 being very painful
    0 1 2 3 4 5 6 7 8 9 10

FOR ALL PATIENTS

11. Were the instructions regarding the use and care of your device useful?
    ☐ Very useful ☐ Somewhat useful ☐ Not useful ☐ I didn't get instructions
12. Were you instructed in the purpose and function of the device(s)?
    ☐ Yes ☐ No ☐ I don't remember
13. Were you instructed in the proper maintenance and/or cleaning of the device(s)?
    ☐ Yes ☐ No ☐ I don't remember
14. Were you instructed about the potential risks, benefits and precautions associated with the device(s)?
    ☐ Yes ☐ No ☐ I don't remember

Sample Patient Satisfaction Survey

Patient Satisfaction Survey Results

- **Evaluate responses**
- **Rectify problems/issues**
- **Learning opportunity**
- **Marketing opportunity**
- **Action Plan & Report**

Facility Safety

Fire/Emergency Drills

Let’s see if you can answer correctly…

QUIZ!

Q: How often must you conduct a fire/safety drill?

A: Annually (FS.3.2.1)

Let’s see if you can answer correctly…

Q: Who must be involved in the drill?

A: EVERY staff member

Let’s see if you can answer correctly…

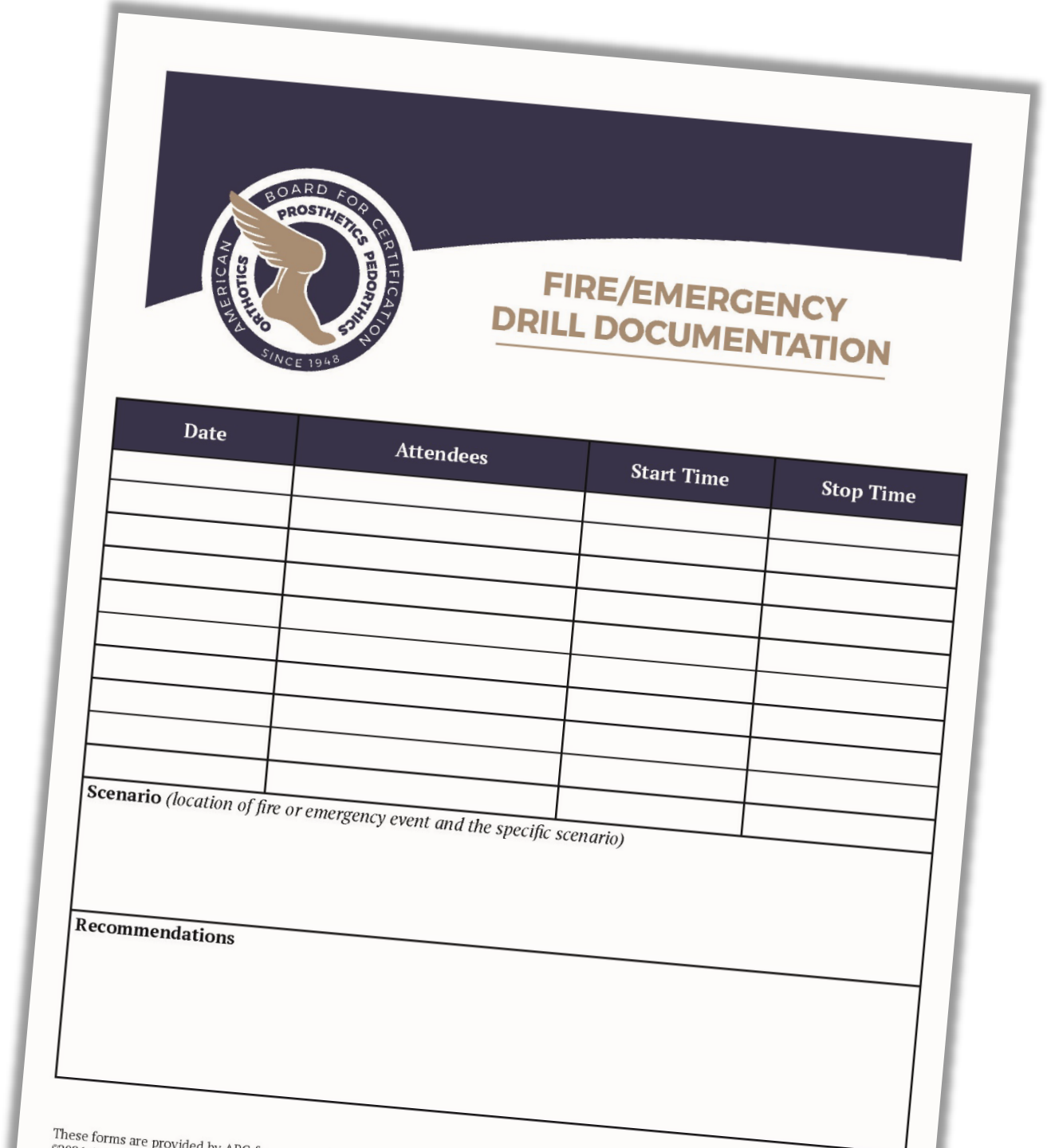
Q: Have to conduct drill if only have one staff member?

A: Yes!

Safety Inspections

Can you spot the safety issues?

We've got a resource for that!



BOARD FOR CERTIFICATION IN ORTHOTICS PROSTHETICS PEDORTHICS
AMERICAN SINCE 1948

FIRE/EMERGENCY DRILL DOCUMENTATION

Date	Attendees	Start Time	Stop Time

Scenario *(location of fire or emergency event and the specific scenario)*

Recommendations

These forms are provided by ABC

Policies & Procedures

Policy and Procedure Manuals

- **Accessible to all staff**
- **Living document/keep it current**
- **Annual review**

Claims & Billing

- **Designated Compliance Officer**
- **Trained and Educated on Claims & Billing**

Billing & Coding Error Report

Customize this template for your specific needs. Identifying coding and billing errors and documenting the billing staff training performed to correct the problem is both an ABC and a CMS requirement.

Name	Date	Date of Serv.	ICD	HIC	$	Ins. Co.	Other	Staff	Corrected
First Initial Last Name	3-15-2021			X		X		J. Smith	3-15-2021

Annual Compliance Checklist

- Corporate Documentation
- Employee Documentation
- Office/Reception Area
- Annual Reviews
- Patient Info and Forms
- Patient Exam Rooms
- Performance Management
- Fire and Safety
- Billing and Coding

Billing and Coding

Fire and Safety

Performance Management Program

Patient Information and Forms

Building Entrance

ANNUAL FACILITY REVIEW CHECKLIST

Date: _____ **Reviewer** _____

Corporate Documentation

Document	Have	Notes
Articles of Incorporation		
By-laws		
Business License		
Certificate of Occupancy		
Policy & Procedure Manual		
Employee Manual		

Employee Documentation

Document	Have	Notes
Credential for All Practitioners (copies)		
Review of Job Descriptions and Compliance with Credentials		
Performance Management Reports and Activities		
List of Practitioners Staff (Associated Credentials, Job Titles, Responsibilities)		
List of Non-Credential Staff and Privileging		
OIG Clearance – I9s & W4s		

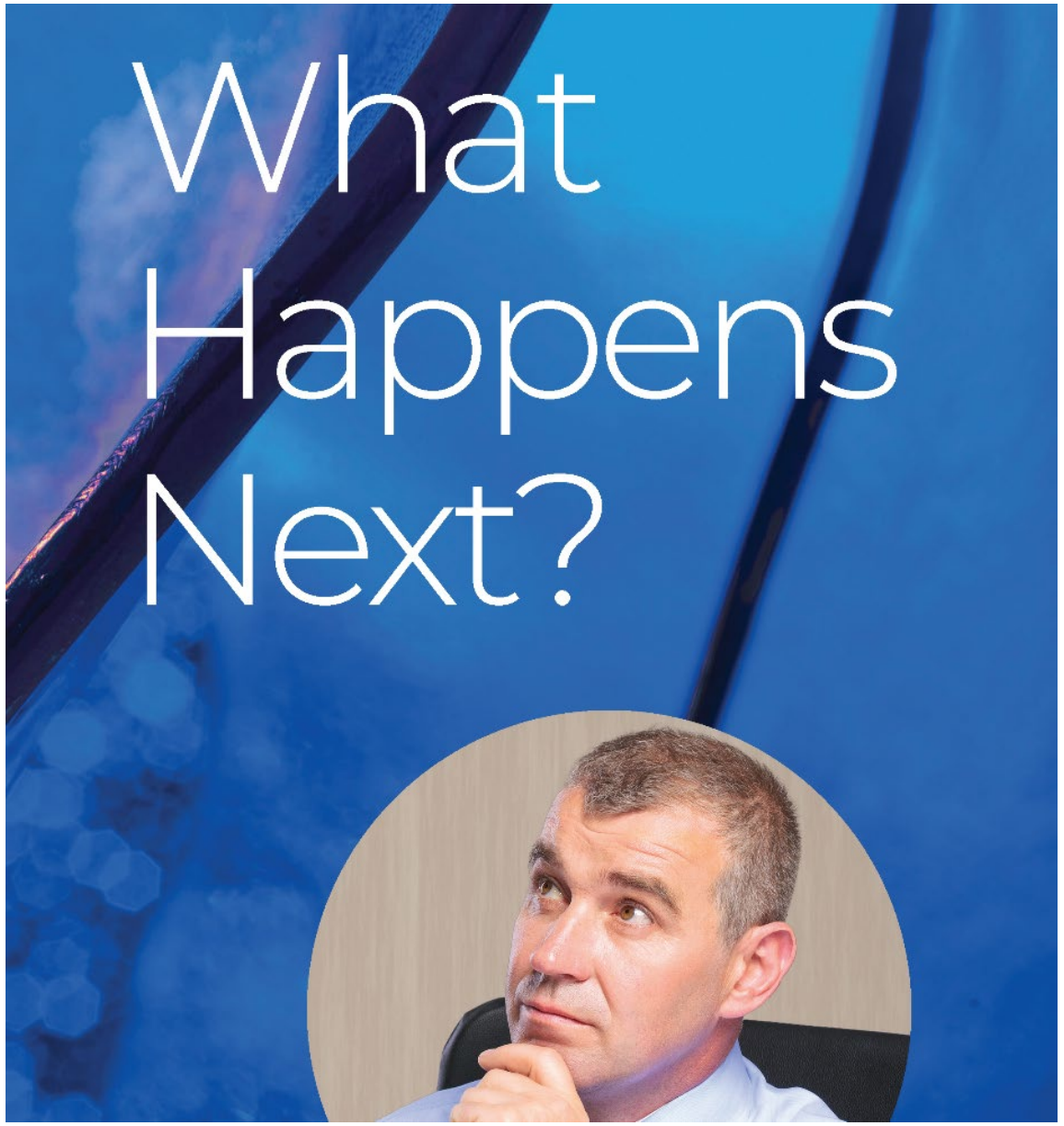
These forms are provided by ABC for your use. Please feel free to change and/or customize them to suit your business needs.

After Your Survey

Interview

- **Opportunity to meet with surveyor**
- **Review non and partial compliant issues**
- **Positive findings**
- **Your opportunity to *share* information**
- **Your opportunity to *receive* information**
- **Best business practices**
- **Suggestions**

So...



Email (2-4 wks after survey)

Decision Letter

Corrective Action Plan (CAP)

AD.3.1.1 You must annually review your written policies and procedures for the performance of clinical and business operations. Your review must be documented.

P

Narrative:

The policy and procedures manual needs to be reviewed and updated. Annually a review must be conducted and documented

CB.4.1 You must annually write an evaluation of the results of the file auditing and monitoring compliance program and act on any necessary changes

N

Narrative:

The results of the auditing and monitoring are not consistently documented annually.

- **Timely**
- **Specific**
- **Concrete**

Congratulations!

American Board for Certification
in
Orthotics, Prosthetics and Pedorthics, Inc.

hereby accredits that

Acme, Inc. – Affiliate
1234 Main Street, Hooks Grove, NJ

having successfully met the facility accreditation requirements of this Board, which establishes and advocates for the highest patient care standards in the provision of orthotic, prosthetic and pedorthic services, is hereby declared to be a facility accredited in

Orthotics, Prosthetics and Durable Medical Equipment

Accreditation Period
January 1, 2019 – December 31, 2023

Larry D. Word, CPO, FAAOP
President

ABC Mastectomy Fitter Certification

To the website!

The Exam

The Exams are:

- **Two-and-a-half-hour, multiple-choice**
- **125 items**
  - patient assessment
  - formulation and implementation of a treatment plan
  - follow-up care
  - practice management
  - ethics and professionalism
- **Computer-Based**
- **Every other month @ 350 locations**

  OR **via live remote proctor**

Promoting Your Accreditation

Broadcast Your Success!

Share the news!

Suggested News Release for Newly Accredited Facilities
(Printed on facility letterhead)

FOR IMMEDIATE RELEASE
Date
Contact: (Your name, phone number and/or email here)

(YOUR FACILITY NAME HERE) EARNS ACCREDITATION FOR (INDICATE SPECIFIC ACCREDITATION RECEIVED HERE) FROM THE AMERICAN BOARD FOR CERTIFICATION

The American Board for Certification in Orthotics, Prosthetics and Pedorthics, Inc. has been credentialing practitioners and accrediting organizations since 1948 in accordance with established standards of excellence in the delivery of comprehensive patient care. As a not-for-profit organization, ABC's mission is to establish and promote the highest standards of organizational and clinical performance in the delivery of orthotic, prosthetic and pedorthic services. The ABC advances the competency of practitioners, promotes the quality and effectiveness orthotic, prosthetic and pedorthic care; and maintains the integrity of the profession.

###

ABC's Satisfaction Survey

News You Can Use

An Exclusive ABC Publication

THE FACILITATOR

April 2022

View the full newsletter here

View our Calendar for the latest deadlines and upcoming events

Why Applying On Time Matters

Most of us keep a close eye on important expiration dates. Things like your drivers' license, mortgage or rent payment, maybe even your gym membership. Make sure you're not leaving your facility's accreditation expiration off that very important list! READ MORE ?

CRED CAST ABCOP.ORG

Listen to the latest episode!

Ep.38 CMS's Prior Authorization Program: The Good, The Bad and The Newly Added Codes - CMS recently added five O&P HCPCS codes to the Master List...

Featured Standards PR.6, 6.1, 6.1.1 – Building Proper Patient Records

Wondering what your ABC surveyor expects to see in your patient records? The PR.6 standards and their accompanying tips found in the Standards Guide provide the most concise list of what should be included. Think of building proper patient records the same way you would constructing a building. Follow along as we lay the groundwork for good documentation. READ MORE?

Workplace Culture Resources Page Now Available!

With so many great resources available to help create a positive workplace culture, we decided it would make it easier for you to find and utilize these resources if they were in one place. These tools cover various workplace culture topics – from understanding the impacts of sexual harassment and discrimination, to communication,

Social Media

Your Best Resources!

The Accreditation Team

Tammi Richards
Director
Facility Accreditation Services

Christine Michael
Manager
Facility Accreditation

Kyle Sins
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Specialist

accreditation@abcop.org

Don’t Forget…

Documentation is the

Thank you!

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Outreach Development Manager

jlawson@abcop.org
703-836-7114 x220

accreditation@abcop.org

Before we part, remember...

Be sure to take the Quiz for CEUs!

surveymonkey.com/r/MastWebinar2022