Continuous Accreditation Compliance Program™

Domos HME Consulting Group has helped hundreds of providers successfully meet accrediting body standards for over a decade. And now we have developed a program that decreases the cost of preparation while still ensuring your success. The Continuous Accreditation Compliance (CAC) program is a comprehensive, cost-effective accreditation preparation solution that offers providers collaboration with qualified, **experienced** consultants regardless of your location. Don't spend thousands of dollars bringing a consultant in house when you can get assistance from an experienced consultant with our collaborative software solution.

What exactly is CAC?

The Continuous Accreditation Compliance (CAC) program is a set of tools, resources and content within the context of Microsoft Office Groove 2007. Groove is a collaborative tool which allows teams to work together across organizations, locales and time zones. Groove is organized into workspaces where a workspace is a collection of tools and information.

Highlights of the CAC program

- Reduces accreditation preparation costs – no development of materials is required by your staff. Instead they are guided through the implementation of accreditation ready materials.

- Provides collaboration with experienced consultants through a shared workspace, eliminating the costs of on-site consulting and travel expenses.

- A task management system to help keep you on track through completion of a successful accreditation survey.

- Defined follow-up timeframes for accreditation processes to help you stay accredited once you complete the initial accreditation survey.

- An electronic policy and procedure manual that is continuously updated as accrediting body standards and CMS regulations change.

CAC Program Workspaces

Your CAC program includes two workspaces. The first workspace is the **CAC Reference Workspace**. The CAC Reference Workspace contains constantly updated policies, forms, training materials, templates and other reference documents. Your role in this first workspace is that of Guest, and you will not be able to edit documents or revise materials there. It is a reference workspace only, and you will copy materials from this workspace to your task workspace. It also contains an Announcements and Alerts tab, where updates will be posted about accrediting body standards and alerts about new information added to the workspace.

The second workspace is the **CAC Client Task Workspace**. This workspace is your place to work and where you will be able to access the reference workspace materials to make changes. When new or revised documents appear in the reference workspace you should view them, and if they apply to your type of HME Company, copy them to your CAC Client Workspace, where you can then make any desired revisions to them. It's simple to add files to

your customized workspace from the reference workspace. You copy and paste them like you would any file on your computer to copy them from one location to another.

Workspace Tools

The CAC program contains valuable tools that help guide you through and manage the accreditation preparation process AND stay in compliance with accrediting body standards once the initial survey is complete.

The following tools are available in the CAC Client Task Workspace as tabs at the bottom of the workspace:

The **Help and Directions** tab is a set of information and help files on using the tools and the CAC program.

The **Customized Files** tab takes you to a repository for files you can or have customized as we described earlier when discussing the workspaces included in your CAC program.
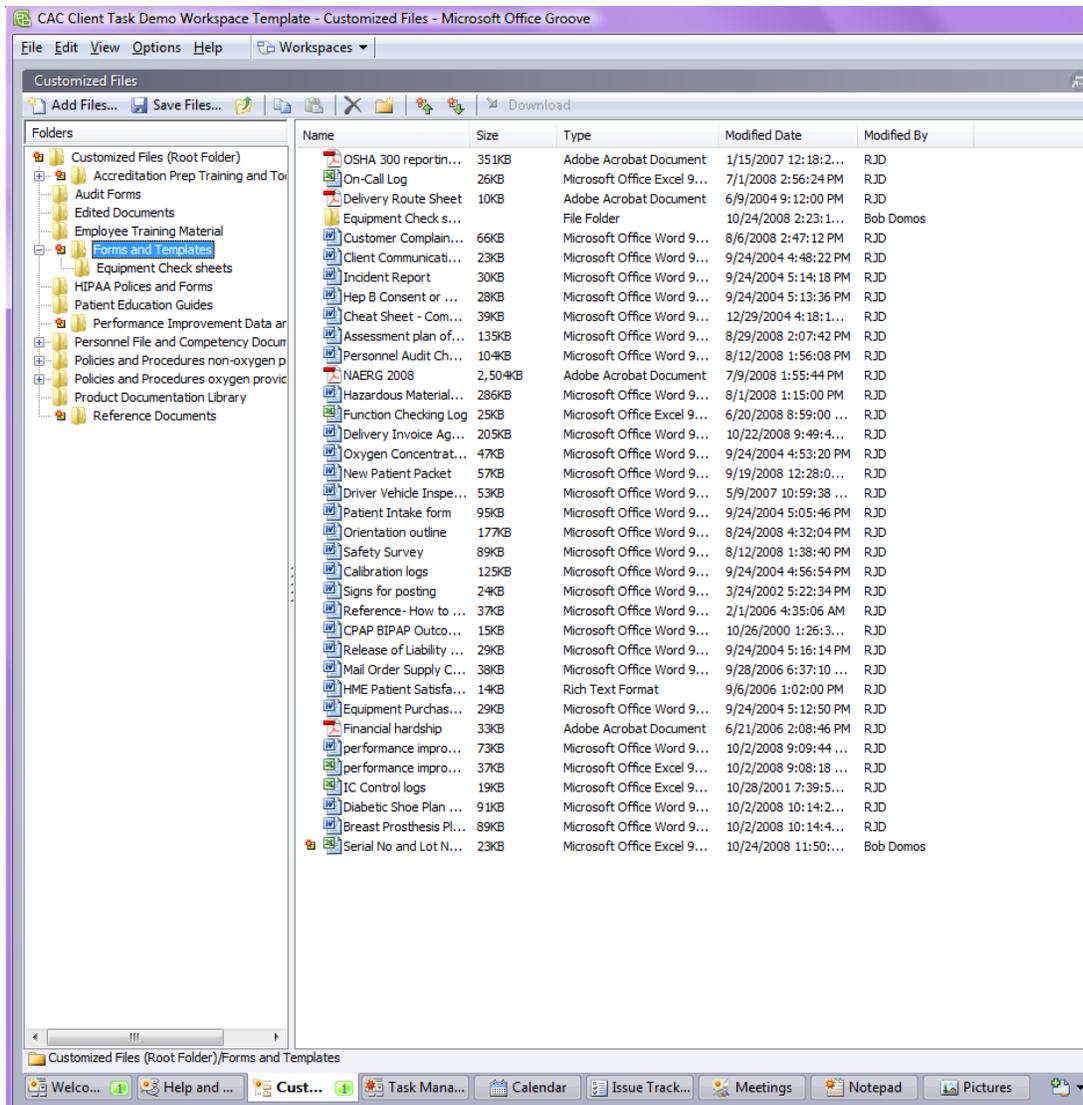
The ⚑ symbol indicates changed folders / files. When you make changes to any document in your customized library, your collaborating consultant will see the "gleam" symbol the next time they log in to your workspace, and at your request, can review any changes you have made.

The **Task Manager** tab is a powerful tool that that is pre-populated with and steps you through all the tasks that must be completed in order to be accredited. You can assign tasks to employees, track due dates and task completion, and set follow-up dates to ensure that your organization remains in compliance with accreditation standards. When accrediting body standards change we will add or delete tasks from this tab, and post an announcement in the CAC reference workspace to keep your organization continuously up to date on current standards:

CAC Client Task Demo Workspace Template - Task Manager - Microsoft Office Groove

File   Edit   View   Options   Help   Workspaces ▼

Task Manager

New ▼ | View by ▼ | | X | X | | | | Designer ▼

Category: ▲	Task:	Task Assigned to:	Task Due Date:	Follow-up Assigned To:	Next Follow-up Due D…	Completed:
	Manifest/Shipping Papers Form		1/1/2009		1/1/2009	No
	North American Emergency Response Guide		1/1/2009		1/1/2009	No
	Tracking Oxygen Cylinder Lot Numbers		1/1/2009		1/1/2009	No
	CDL Requirements	Joe Driver	1/12/2009	Olivia Owner	1/1/2009	No
	Segregation of Full & Empty Cylinders	Joe Driver	1/12/2009	Olivia Owner	1/1/2009	No
⊟ Patient Care Services						
	Overview - Patient Documentation Requirements		1/1/2009		1/1/2009	No
	Assessment / Plan of Care	Olivia Owner	1/1/2009	Olivia Owner	1/1/2009	No
	Patient Emergency Contact		1/1/2009		1/1/2009	No
	Fall Risk Assessment		1/1/2009		1/1/2009	No
	Plan of Care / Specialty Products		1/1/2009		1/1/2009	No
	Overview - Home Visit Process		1/1/2009		1/1/2009	No
	Written Patient Education Guides	Olivia Owner	1/6/2009	Olivia Owner	1/1/2009	Yes
⊟ Performance Improvement						
	Overview - Performance Improvement Program		1/1/2009		1/1/2009	No
	Aggregate Collected Customer Satisfaction Data		1/1/2009		1/1/2009	No
	Collect and Aggregate Complaint Data		1/1/2009		1/1/2009	No
	Review Incident Data		1/1/2009		1/1/2009	No

Accreditation Preparation Task Management

Modified By	RJD
Modified	10/29/2008 12:28 PM
Created	10/23/2008 2:34 PM
Task:	Employee Competency Evaluation
Category:	Human Resources
Applies to Accrediting Organization:	All AOs
Task Assigned to:	Olivia Owner
Task Due Date:	1/1/2009
Completed:	

Current View: Category ▼   Records in view: 131

Welco… | Help and … | Customize… | Task … | Calendar | Issue Track… | Meetings | Notepad | Pictures

When you click on a task in the list the task opens. Each task contains clear directions on how to complete the individual task, and includes attachments to documents from your customized file tab that are necessary to complete the task:
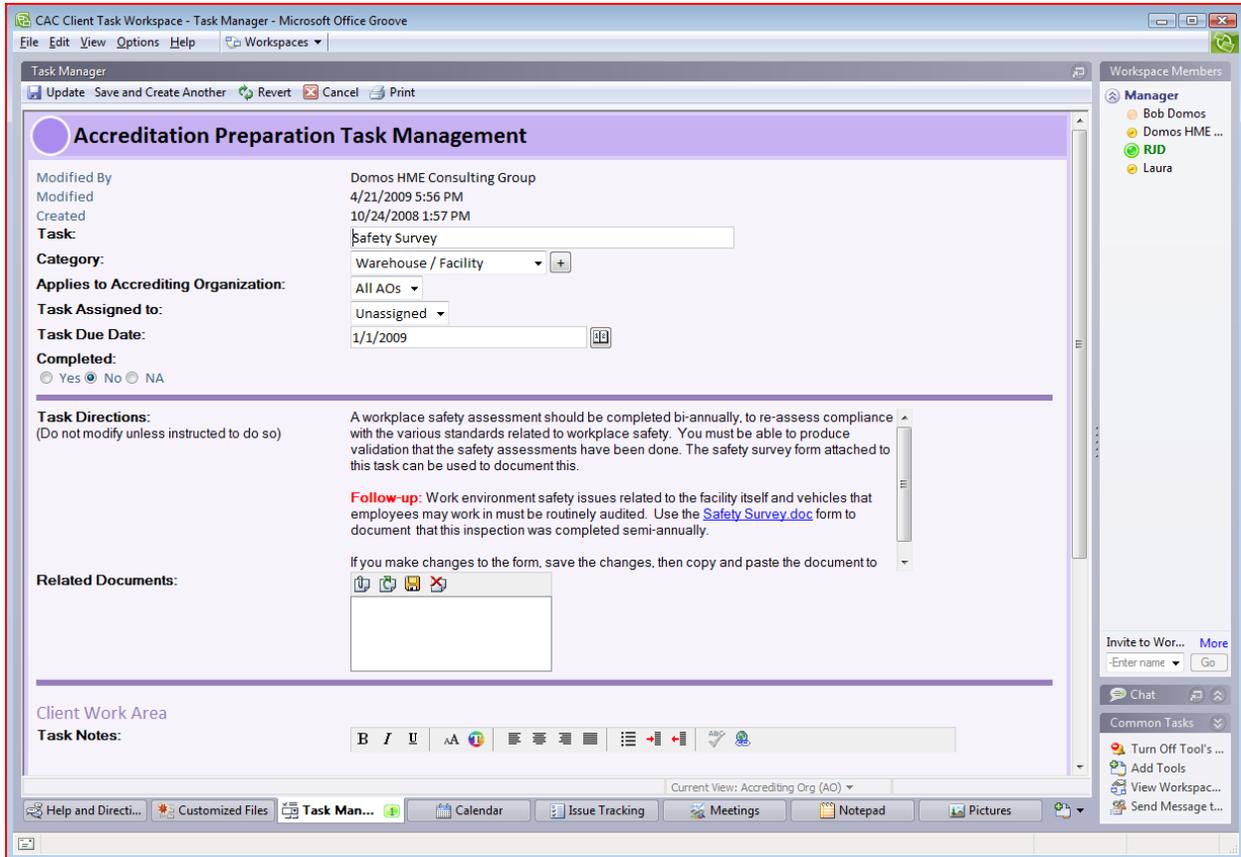
You can also record notes within the task, either for your own information, or to remind yourself of questions you want to ask our consultants during your phone time. In addition, you can set follow-up dates on completed tasks so you know when they need to be reviewed again to keep your organization in compliance with accrediting body standards in between surveys.
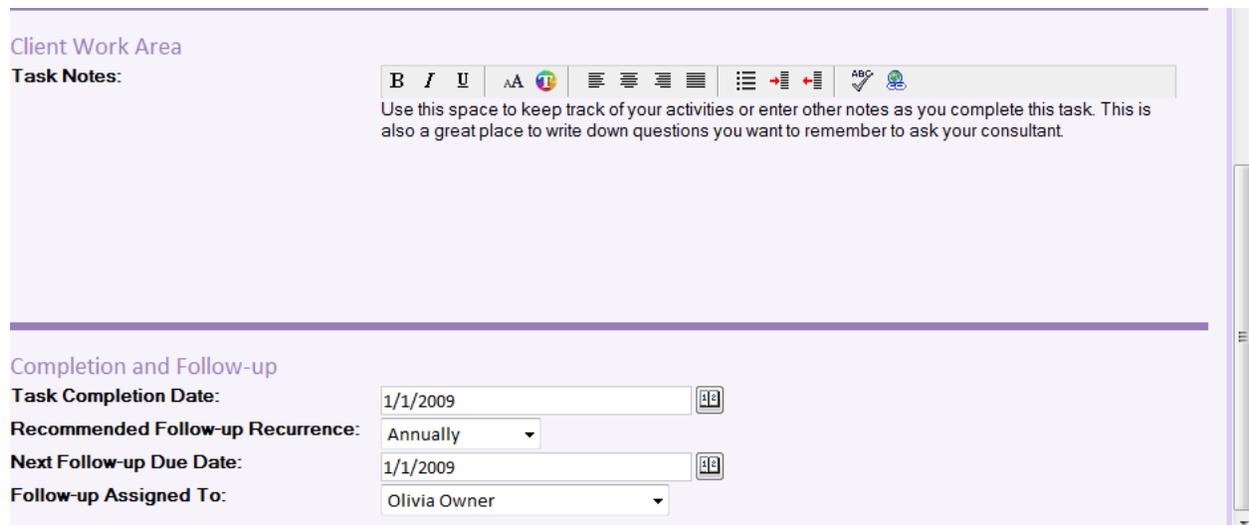
You can view your task list in a variety of ways, depending on how you need to look at the tasks to better help you manage completion of all tasks.

For instance, you can view incomplete tasks by category:

Category: ▲	Task:	Task Assigned to:	Task Due Date:	Follow-up Assigned To:	Next Follow-up Due D...	Completed:
⊞ Admin / Ops						
⊟ Customer Service						
	New Physician Licensure Verification		1/1/2009		1/1/2009	No
	New Patient Packet	Olivia Owner	1/1/2009	Olivia Owner	1/1/2009	No
	Patient Payment Responsibilities		1/1/2009		1/1/2009	No
	Prescription Requirements	Olivia Owner	1/1/2009	Olivia Owner	1/1/2009	No
	Delivery Ticket / Sales Invoice	Sam Intake	1/12/2009	Olivia Owner	1/1/2009	No
	Timliness of Written Orders	Dan Director	2/2/2009	Olivia Owner	1/1/2009	No
	Customer / Patient Satisfaction Surveys	Betina Client Services Manager	2/16/2009	Betina Client Services Manager	8/31/2009	No
⊟ Human Resources						
	Overview - Personnel File Record Keeping		1/1/2009		1/1/2009	No
	Employee Orientation Training Documentation		1/1/2009		1/1/2009	No
	Mandatory Inservice -		1/1/2009		1/1/2009	No

You can view tasks by person assigned to:

Assigned to: ▲	Category	Task:	Due Date	Completed:
⊞ (Not Grouped)				
⊟ Betina Client Services Manager				
	Customer Service	Customer / Patient Satisfaction Surveys	2/16/2009	No
	Admin / Ops	Customer Complaint Logs	1/12/2009	No
⊟ Dan Director				
	Customer Service	Timliness of Written Orders	2/2/2009	No
	Human Resources	Mandatory Inservice - Blood Borne Pathogens and TB	2/17/2009	No
	Admin / Ops	Employee Manual	2/2/2009	No
	Performance Improvement	High Risk Process Assessment	2/16/2009	No
⊟ Joe Driver				
	Oxygen / Respiratory	CDL Requirements	1/12/2009	No
	Oxygen / Respiratory	Segregation of Full & Empty Cylinders	1/12/2009	No
⊟ Judy Compliance				
	Admin / Ops	HIPAA Business Associate Agreements	12/31/2008	No
	Admin / Ops	Overview - Accreditation Basics / CMS requirements	1/1/2009	No

Or you can view a list of incomplete tasks:

Task:	Category:	Applies to Accreditin...	Task Assigned to:	Task Due Date: ▲	Follow-up Assigned To:	Next Follow-up Due D...
HIPAA Business Associate Agreements	Admin / Ops	All AOs	Judy Compliance	12/31/2008	Olivia Owner	1/1/2009
Patient Confidentiality	Admin / Ops	All AOs	Olivia Owner	1/1/2009	Olivia Owner	1/1/2009
Customize Policy and Procedure Manual	Admin / Ops	All AOs		1/1/2009		1/1/2009
Overview - Admin - Ops	Admin / Ops	All AOs		1/1/2009		1/1/2009
Overview - Accreditation Basics / CMS requirements	Admin / Ops	All AOs	Judy Compliance	1/1/2009	Olivia Owner	1/1/2009
On-call Process / On-Call Logs	Admin / Ops	All AOs	Olivia Owner	1/1/2009	Olivia Owner	1/1/2009
Compliance with Licensure Laws	Admin / Ops	All AOs		1/1/2009		1/1/2009
Employee Resources	Admin / Ops	ACHC	Olivia Owner	1/1/2009	Olivia Owner	1/1/2009
Organizational Chart	Admin / Ops	All AOs		1/1/2009		1/1/2009
Annual Budget	Admin / Ops	All AOs		1/1/2009		1/1/2009
Community Resources	Admin / Ops	All AOs		1/1/2009		1/1/2009
Incident Reports	Admin / Ops	All AOs		1/1/2009		1/1/2009
National Patient Safety Goals	Admin / Ops	TJC		1/1/2009		1/1/2009
Post Building Evac Plan	Admin / Ops	All AOs		1/1/2009		1/1/2009

There are almost an infinite number of ways you can view the task list – if you have a preferred view that is not pre-loaded into the system we can quickly design additional views specific to your workspace.

The **Calendar** tool tab is pre-populated with appointments to help you follow-up on major recurring tasks associated with accreditation compliance. You can also add your own calendar items to the calendar tool or change the dates on the pre-populated appointments we have inserted into your calendar:
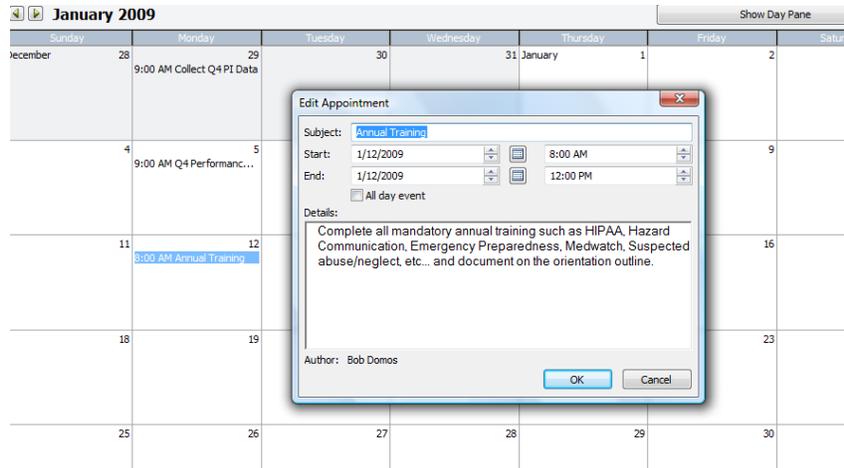
The **Issue Tracking** tab contains a tool that can be used, at your option, to track progress on problematic processes, if those should occur during your preparation process:
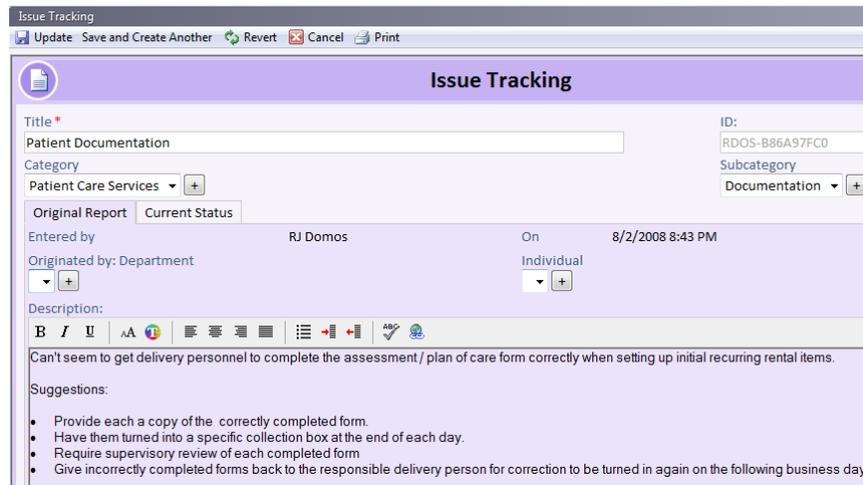

The **Meetings** tab contains a tool that is available if you wish to record the minutes of meetings associated with any accreditation preparation tasks, performance improvement, and employee training, or governing body meetings. Remember that documentation is key to a successful survey, and keeping all your meeting minutes in one location may help you meet the requirements more easily:

The **Notepad** tab contains a tool that is similar to sticky notes and can be used to store just about any type of text and attachments. And you can also see a list of all the notes you have created in the notepad tool:

Finally, the **Pictures** tool tab can be used to upload digital pictures to the pictures library for storage or review. If you have chosen the CAC option that includes consultant collaboration (collaboration is included in the first year subscription), this an excellent place to upload pictures of your facility and / or warehouse storage areas and vehicles so that the consultant can assist you with any questions related to facility requirements:

More Information

For more information about the Continuous Accreditation Compliance Program or to schedule a demo, please call us 425-882-2035. We are available from 9 AM to 5 PM PST, Monday through Friday.

You can also schedule a demonstration of the program by emailing laura@hmeconsulting.com.

Pricing

Initial cost – first year: $1295.00 + cost of Microsoft Groove license (currently $150 per workstation)

- Includes full use of program, initial program training time, continuous updates, and up to 2 hours of accreditation consulting phone time.

Ongoing subscription after first 12 months: $49 per month without consulting collaboration; $79 per month with 2 hrs per month of consulting collaboration

- All material contained in the program is located on your computer, and is not removed if you cancel your subscription, however the material will no longer be updated as standards and regulations change once the subscription is cancelled.

- Additional employees/workstations with their own individual access to the workspaces require an additional Microsoft Groove license, which can be purchased for a one-time fee of $150 each.

- Each individual employee with access to your workspace using a separate Microsoft Groove license costs an additional $10 per month. This is appropriate for organizations in which there are more than one person responsible for tracking progress toward accreditation preparation and continued compliance.

Program Software / Hardware Requirements:

- Windows XP or greater on the computer you install Microsoft Groove 2007

- 700 MB of hard disk space for installation of Microsoft Groove (some of this space will be returned after installation is complete)

- 300 to 400 MB of hard disk space for the accreditation ready documents and other contents that we will install in your "workspaces."

- Microsoft Word and Microsoft Excel 2003 or greater. If you do not have MS Office products on your computer you can install free open source software such as http://go-oo.org/download/ that is compatible with the accreditation ready documents installed in your workspace.

- A PDF reader such as Adobe Acrobat. Most computers come with this program installed, but it can be downloaded at no cost here: http://www.adobe.com/products/acrobat/readstep2.html