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DISTINCTION IN CUSTOM MOBILITY (CM)

OVERVIEW

- Topics

- What is a Distinction
- About ACHC Custom Mobility Distinction
- Requirements
- Q&A

- Panelists

- Randy Hughes, RRT - Senior Corporate Surveyor
- Greg Stowell, ATP – Associate Director of Education & Training (ACHCU)
- Tim Safley, MBA, RCP, RRT – ACHC Program Director
- Kris Ravotti, RRT, RCP – Clinical Compliance Educator

WHAT IS A DISTINCTION?

- Definition
 - “Excellence that sets someone or something apart from others”
- Accreditation Distinction
 - Accreditation distinction offers healthcare organizations an additional way to set their business apart through measurable, evidence-based best practices.
 - Allows healthcare organizations to demonstrate their ability to meet standard requirements that exceed industry expectations in the specified field.
 - Earning a distinction differentiates an organization from other healthcare providers
 - It represents written assurance by a third party of the conformity of a process or service to specified requirements.

DISTINCTION IN CUSTOM MOBILITY

- What is the Distinction in Custom Mobility (CM)?
 - CM services focus on the provision of products and services to mobility- and positioning-compromised patients in a manner that proactively reduces or prevents complications and maintains or improves mobility and the performance of activities of daily life.
 - The goal:
 - Sustain client/patient activities of daily living and overall quality of life through ongoing assessment of needs, proactive goal setting, and documentation.

DISTINCTION IN CUSTOM MOBILITY

- Why was the Distinction in Custom Mobility developed?
 - Evolving referral partner agreements
 - 24/7 availability of services
 - Care/service “accountability”
 - Impact of care/service on patient outcomes
 - Cost justification
 - Need to move beyond the “sale item” mindset
 - Realization of increasing number of custom mobility providers who are committed to improving activities of daily living and health-related quality of life for patients and looking for recognition of the role they play in improving patient outcomes.

DISTINCTION IN CUSTOM MOBILITY

- Why should providers consider adding the Distinction in Custom Mobility?
 - The ACHC Distinction in Custom Mobility is the first in the DMEPOS industry to offer recognition for this area of specialty care
 - It demonstrates a provider's commitment to delivering consistent, quality care and enhancing patient outcomes – “over and above” service/care
 - By supporting a continuous process of treatment that includes patient/caregiver input and a multidisciplinary approach and to identify patient needs, develop goal-specific plans of care, and provide products and services in a manner that assists patients in meeting their established goals
 - Improved outcomes can lead to increased mobility and improved activities of daily living, and lower costs for providers, patients, and payors.
 - It can strengthen trust and confidence in an organization, setting the business apart from competitors, leading to additional referrals.

DISTINCTION IN CUSTOM MOBILITY

- How is CM different from current RTS Accreditation?
 - Standards focus on:
 - Identifying unique needs of each patient
 - Developing individualized plans of care
 - Goal and outcome monitoring
 - Client/patient follow-up
 - Emphasis is on:
 - Improved service
 - Responsive care to clients/patients with conditions requiring mobility support
 - 24/7 access to support

DISTINCTION IN CUSTOM MOBILITY

- What must I do over and above my current RTS accreditation?
 - Develop additional P&P's
 - Patient goal setting and follow-up
 - On-call
 - Defining Telehealth scope, focus and usage
 - Add additional PI indicators and monitoring processes
 - Time interval for getting equipment to patient
 - Proper assembly and performance of equipment
 - Post-delivery follow-up services
 - Communications among care team participants
 - Make service available 24/7
 - Implement care planning, goal setting and outcomes measurement processes
 - Documentation of involvement in local mobility-challenged community

DISTINCTION IN CUSTOM MOBILITY

- How do I add this distinction?
 - Must currently be accredited by ACHC for RTS services
 - If a new provider; apply for RTS and CM
 - Notify Account Advisor of interest
 - Develop P&P's and infrastructure/operations support to meet distinction standards
 - Undergo additional 1/2 day survey
 - Since distinction is not CMS required, it can be a scheduled survey
 - If adding at time of RTS survey, will need to be unannounced



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QUESTIONS?