



EDUCATIONAL RESOURCES

Building Employee Confidence for your Survey

Cassandra Pavkovich, Director, Services
and Accreditation

Stack, LLC

 PHARMACY



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Welcome

Thank you for joining us today!

- Items we will review
 - Survey Day Agenda
 - How each aspect involves your employees
 - Suggestions on how to prepare your employees

Let's do this!



Attendee Poll

What type of organization do you represent?

Preparing from Day 1



Include accreditation in your employee training and knowledge base starting at hire.

Provide employees with training on what accreditations are and how they impact their day-to-day functions.

Most processes and procedures that are performed in support of patient care and product management are also performed to meet an accreditation standard.

- Completing a competency check to ensure understanding of job functions
- Having a grievance or complaint process
- Validating shipping implements for temperature control
- Having an escalation process and methods to report a compliance concern
- Having an internal audit process in place for patient files, call recordings, and personnel files

This is the 'why' behind the processes that are completed and informing employees of that 'why' helps build a transparent and supportive work culture. It encourages employee involvement and drives process improvement.

It's Survey Day!



You have written the policies, hired and trained the staff, held the meetings, and are ready to or are already servicing patients. Now it is time to show it all off.

Typical Agenda Items

Opening Conference

Tour the facility

Scheduling of staff interviews

- CEO/President
- Performance Improvement (PI) Coordinator
- Pharmacist in charge
- Compliance officer
- Staff

Review:

- Personnel and In-service/Training Records
- Client Records/Billing records
- Board meeting minutes
- Licenses and verification of new staff license process
- Shipping process
- Training process
- Patient information handouts,

Closing conference



Attendee Poll

What is your experience with surveys to date

Tour for the 'Tour Guide'



The tour guide will be telling a story of how patient and product care is performed at each spot along the tour.

The person in the 'Tour Guide' role should be someone who is familiar with all aspects of the processes being performed at the organization. This person should be someone that the rest of the employees are comfortable with seeing walk up to their desk.

In order for the Tour Guide to prepare for survey day they should perform a walk-through regularly to become comfortable with the story they will be guiding the accreditor through. Performing this walk-through for new hires is a good way to practice.

- Interact with employees while walking through
- Take note of the locations of the exit plans and extinguishers
- Walk through with a colleague and practice telling the story of your organization via the tour
- Be aware of any special layout for patient management, employee accessibility, or anything that you feel is unique or interesting about your organization

Tour for employees



The validator will be taken on a tour of the entire facility in order to show how processes are performed in real time.

All employees should be made aware of when the survey day is well in advance of it occurring if it is scheduled, but performing the following steps will have employees prepared for unannounced surveys as well.

Having a member of leadership or the internal accreditation team person walk through areas on a regular basis and interact with staff is helpful to increase confidence for when the accreditation validator walks through.

- Ask the employees to explain what they are working on that day
- Request to see how a prescription is printed all the way through to the pharmacist check
- Ask an employee if they know the best fire exit route or where the fire extinguishers are located

Implement a creative and supportive way to share what is discovered during these internal 'tours' with the rest of the staff such as regular emails with who was asked what and how the response was handled.

Performing these types of interactions will help build a culture of confidence and continuous quality improvement.

Interview Prep



We have all been there, it is the first accreditation or inspection that you are a part of. You go from confidence in your subject to questioning everything you think you know.

'Response to interviews' appears 41 times as part of the evidence to be collected in the SRX only standards

These are as simple as describing what your role does in the organization to how do potential domestic violence situations are handled.

Here are a few ways to build confidence your employee's confidence:

- Perform mock interviews with a random selection of people
- Have accreditation items as part of the team meeting agenda
- Hold skip level meetings/interviews so the employee is not comfortable with the same person asking questions.
- When the employee is being trained inform them of what processes will be audited during accreditation and why that is important to complete, also for good patient management
- Knowing the answers to everything is one thing, but knowing where to find the answers is another. If you don't know the answer, you can say I would look 'here' for that answer or ask my manager

Staff Interview Questions



What are some questions that all employees should be able to answer?

ALL employees should be able to describe their daily duties, the organization chain of command and who is in Leadership Roles such as the Compliance Officer or Pharmacist-In-Charge.

Additional staff questions can be posed in any manner of ways in order to check the box on the auditor's end. Here are a few simple ones:

Customer Service and Pharmacy Technicians

- Can you name any of the Patient Rights? How do are patients made aware of their rights?
- How do you inform patients of their financial responsibility? Delivery expectations?
- What kind of topics are you trained on during the year?

Clinician

- What is the On-Call process for after-hours communications?
- What is the medication process review for patient medications?
- How do you verify the license of a referring prescriber?

If the question is posed to an employee who does not know the answer because it is not part of their job function, they should state that and not worry about not knowing the answer.

Leadership Interview Questions



Yes, even managers and leadership should prepare for interviews.

Management and Leadership should also be prepared to answer any of the interview questions already listed as well as the following:

Manager

- What is the process and timing expectation for responding to complaints?
- Describe the orientation process.
- Describe the accident/incident reporting process.

Leadership

- What kind of negative outcomes would you report to ACHC and have you had to report any?
- What types of changes to ownership would you report, to who, and in what timeframes?

Review Prep



Completion of internal audits will increase employee knowledge of what is expected and why.

Perform regular audits to ensure compliance but to also understand what is going to be reviewed and to practice navigating the platforms where the information is housed.

- Audits should be performed on personnel files, patient files, training logs, and general policy compliance.
- The audit process should be developed with the accreditation standards in mind and in collaboration with the owner of the process being audited.
- Results of the audits and the reason for performing the audits should be shared with all stakeholders of the process on a regular basis.
- Goals for the outcomes of the audits and the ownership of the process should be determined.
- Process improvement or training that comes from audit outcomes should be documented.

Review Items



Preparing for the review of documents is as important as preparing for interviews.

Perform regular audits to ensure compliance but to also understand what is going to be reviewed and to practice navigating the platforms where the information is housed.

Personnel Files

- Do the required items on the JD match the employee's resume?
- Did they require a drug test/background check and what was the outcome?
- Are all tax and general employment forms on file?
- Have they had a performance review and what were the goals? Can you show that it was reviewed by both the manager and the employee?
- Are the training records complete based on internal policies and accreditation requirements?
- Was Primary Source completed prior to hire and repeated per the organization's policy?

Review Items



Personnel and Patient File review are a large part of the survey process.

Having a clinician that is familiar with the patient management platform(s) and can easily navigate patient profiles will make the process run smoother.

Patient Files

- Initial assessments and reassessments are completed and in compliance with standards
 - Diagnosis codes
 - RX on file
 - Plan of care
 - DUR if applicable
- Billing records are complete and accurate
- Patient information handouts are documented as provided to the patient
- Authorized contacts and emergency contacts are documented

Review Items



Other processes that are reviewed are typically part of the interview(s) or documentation review.

Having the subject matter expert available for these will also make the process run smoother.

Other Processes

- Board meeting minutes
 - Who attended and when the meeting was held
 - Able to call out the items required to be audited such as call metrics and complaints
- Shipping process
 - What packaging is used in which instances
 - The pack-out process based on product or destination
 - Return process
 - What to do in the event product is found to be compromised

General Survey Suggestions

Just answer the question that is being asked.

- There is no need to provide a backstory or a what-if scenario. These only cause confusion and lead to longer audit times.
- Sometimes the only answer needed is 'yes' or 'no'. If elaboration is necessary, a follow-up question will be asked.
- With file audits, do not assume they want to see the entire file.

If you don't understand the question, ask the auditor to repeat it.

- Lingo may not be the same from the standards to the actual organizational processes.

Never be afraid to say that you don't know the answer to a question, but always be prepared to say where you would find the answer.

- This could be asking a colleague or referencing a written policy or training document.



Questions?



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