

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.

B Accreditation Prep Training and To Audit Forms Edited Documents Employee Training Material Exployee Training Material		Type Adobe Acrobat Document Microsoft Office Excel 9 Adobe Acrobat Document	Modified Date 1/15/2007 12:18:2 7/1/2008 2:56:24 PM 6/9/2004 9:12:00 PM	Modified By RJD RJD	
Folders Name Customized Files (Root Folder) Customized Files (Size OSHA 300 reportin 351KB On-Call Log 26KB Delivery Route Sheet 10KB	Type Adobe Acrobat Document Microsoft Office Excel 9 Adobe Acrobat Document	1/15/2007 12:18:2 7/1/2008 2:56:24 PM	RJD RJD	
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Accreditation Prep Training and To Audit Forms Audit Forms Edited Documents Forms and Templates Equipment Check sheets HttPad Polices and Forms	On-Call Log 26KB Delivery Route Sheet 10KB	Microsoft Office Excel 9 Adobe Acrobat Document	7/1/2008 2:56:24 PM	RJD	
Patient Education Guides Patient Education Guides Personnel File and Competency Docur Policies and Procedures non-oxygen p Products and Procedures oxygen provid Product Documentation Library Patient Education Guides Patient Education Guides Product Documentation Library Patient Education Guides Patient Education Guides Product Documentation Library Patient Education Guides Patient Education Guides Patient Education Guides Product Education Guides Patient Education Guides Patient Education Guides Patient Education Guides Patient Education Education Guides Patient Education Educ	Loustomer Complain 66KB Client Communicati 23KB Incident Report 30KB Incident Report 30KB Hep B Consent or 28KB Cheat Sheet - Com 39KB Assessment plan of 135KB Personnel Audit Ch 104KB Patage Consent or 26KB Pictom Checking Log 25KB Delivery Invoice Ag 205KB Delivery Invoice Ag 205KB Doriver Vehicle Inspe 53KB Patient Intake form 95KB Orientation outline 177KB Safety Survey 85KB Calibration logs 125KB Signs for posting 24KB Release of Liability 25KB Mail Order Supply C 38KB Hell Patient Satisfa 14KB Equipment Purchas 29KB Engliper formance impro 73KB Derformance impro 73KB Derformance impro	File Folder Microsoft Office Word 9 Microsoft Office Excel 9 Microsoft Office Word 9 Rich Text Format Microsoft Office Word 9 Rich Text Format Microsoft Office Word 9 Microsoft Office Word 9	10/24/2008 2:23:1 8/6/2008 2:23:1 8/6/2008 2:47:12 PM 9/24/2004 4:48:22 PM 9/24/2004 5:13:36 PM 12/29/2004 4:18:1 8/29/2008 1:56:08 PM 8/12/2008 1:56:08 PM 8/12/2008 1:56:08 PM 8/12/2008 9:49:4 9/24/2004 4:53:20 PM 9/19/2008 12:28:0 5/9/2007 10:59:38 9/24/2004 4:53:20 PM 9/24/2004 4:53:20 PM	R1D Bob Domos R1D R1D R1D R1D R1D R1D R1D R1D R1D R1D	

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:

Task Manager							
🖌 New 👻 🛄 Viev	v by 🔻 👫 👻 🛛 🐰 🕻	à 🛍 🗙 🕴	▶ 🍬 🦻 ▾ 📮 📒	鯹 Designer 🔻			
Category: 🔺	Task:	Task Assigned to:	Task Due Date:	Follow-up Assigned To:	Next Follow-up Due D	Completed:	
9	Manifest/Shipping Papers Form		1/1/2009		1/1/2009	No	
3	North American Emergency Response Guide		1/1/2009		1/1/2009	No	
1	Tracking Oxygen Cylinder Lot Numbers		1/1/2009		1/1/2009	No	
1	CDL Requirements	Joe Driver	1/12/2009	Olivia Owner	1/1/2009	No	
1	Segregation of Full & Empty Cylinders	Joe Driver	1/12/2009	Olivia Owner	1/1/2009	No	
Patient Care Ser							
	Overview - Patient Documentation Requirements		1/1/2009		1/1/2009	No	
9	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	
1	Written Patient Education Guides	Olivia Owner	1/6/2009	Olivia Owner	1/1/2009	Yes	
Performance Imp	rovement						
1	Overview - Performance Improvement Program		1/1/2009		1/1/2009	No	
1	Aggregate Collected Customer Satisfaction Data		1/1/2009		1/1/2009	No	
1	Collect and Aggregate		1/1/2009		1/1/2009	No	
1	Complaint Data Review Incident Data		1/1/2009		1/1/2009	No	
Accred	litation Prepara	ation Task	Management				
Modified By	RJD						
Modified	10/29/2008 12:28 PM						
Created	10/23/2008 2:34 PM						
Task:	Employee Competer	ncy Evaluation					
Category:	Human Resources						
Applies to Accrediting	All AOs						
Organization:							
Task Assigned	Olivia Owner						
to:							
Task Due Date	: 1/1/2009						
Completed:							

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:

CAC Client Task Workspace - Task Manager - Microsoft C	ffice Groove	
<u>File Edit View Options H</u> elp		<u>છ</u>
Task Manager Update Save and Create Another 🖏 Revert 🔀 Car		Workspace Members
G Opdate Save and Create Another C Revent 🔼 Car	_	Manager Bob Domos Bob Domos Bob Domos Section 2014 Section 2014
Accreditation Preparation	Task Management	 Domos HME RJD
Modified By	Domos HME Consulting Group	🥑 Laura
Modified	4/21/2009 5:56 PM	
Created	10/24/2008 1:57 PM	
Task:	Safety Survey	
Category:	Warehouse / Facility +	
Applies to Accrediting Organization:	All AOs 🔻	
Task Assigned to:	Unassigned 🔻	
Task Due Date:	1/1/2009	
Completed:		
🔘 Yes 🖲 No 🔘 NA		
Task Directions:		
(Do not modify unless instructed to do so)	A workplace safety assessment should be completed bi-annually, to re-assess compliance with the various standards related to workplace safety. You must be able to produce validation that the safety assessments have been done. The safety survey form attached to	
	this task can be used to document this.	
	Follow-up: Work environment safety issues related to the facility itself and vehicles that	
	employees may work in must be routinely audited. Use the <u>Safety Survey doc</u> form to document that this inspection was completed semi-annually.	
Related Documents:	If you make changes to the form, save the changes, then copy and paste the document to	
Related Documents:		
		Invite to Wor More
		-Enter name 👻 Go
		🗢 Chat 🕫 🔝
Client Work Area		
Task Notes:	B I U A 😗 🗉 🖷 🗐 🗒 📲 🖑 🏶	Common Tasks 🛛 😵
		Survey Turn Off Tool's
P	Current View: Accrediting Ora (AO) 🔻	省 Add Tools
😹 Help and Directi 🏾 🌺 Customized Files 🛛 🛱 Task N		Send Message t
	fan 🕢 🛗 Calendar 🔢 Issue Tracking 🐇 Meetings 🔛 Notepad 🔛 Pictures 😤 🕶	

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.

Client Work Area		
Task Notes:	B I 및 AA ② ■ ■ ■ III → II ↓ AB ② B Use this space to keep track of your activities or enter other notes as you complete this task. This is also a great place to write down questions you want to remember to ask your consultant.	
Completion and Follow-up		1
Task Completion Date:	1/1/2009	
Recommended Follow-up Recurrence:	Annually	
Next Follow-up Due Date:	1/1/2009	
Follow-up Assigned To:	Olivia Owner 🗸	

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:

C	ategory: 🔺	Task:	Task Assigned to:	Task Due Date:	Follow-up Assigned To:	Next Follow-up Due D	Completed:
+	Admin / Ops						
Ξ	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
E	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:	
2	(Not Grouped)					
	🗆 Betina Client Services Manag	jer				
		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	
ø	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	
ø	Employee Resources	Admin / Ops	ACHC	Olivia Owner	1/1/2009	Olivia Owner	1/1/2009	
ø	Organizational Chart	Admin / Ops	All AOs		1/1/2009		1/1/2009	
ø	Annual Budget	Admin / Ops	All AOs		1/1/2009		1/1/2009	
	Community Resources	Admin / Ops	All AOs		1/1/2009		1/1/2009	
Ö	Incident Reports	Admin / Ops	All AOs		1/1/2009		1/1/2009	
	National Patient Safety Goals	Admin / Ops	DLT		1/1/2009		1/1/2009	
	Post Building Evac Plan	Admin / Ops	All AOs		1/1/2009		1/1/2009	Ξ,

There are almost an infinite number of ways you can view the task list – if you have a preferred view that is not preloaded 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:

🛽 🕨 January 20	009				Show	/ Day Pane
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturda
ecember 28	29 9:00 AM Collect Q4 PI Data	30	31	January 1		2
		Edit Appointment Subject: Annual	Training			
4	5 9:00 AM Q4 Performanc	Start: 1/12/2		8:00 AM	÷	9
	5.00 AP Q+Performane	End: 1/12/20		12:00 PM		
		Details:	w event mandatory annual train	ing such as HIPAA, Ha	zard	
11	12 3:00 AM Annual Training	Communicat	ion, Emergency Prepar ct, etc and document	edness, Medwatch, Sus	spected	16
18	19	Author: Bob Dom	DS	ОК С	ancel	23
25	26	27	28	29		30

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:

Issue Tracking						
🚽 Update 🛛 Save and (Create Another 🛛 🍫	Revert 🔀 Cancel 🛁	Print			
			Issue Tra	acking		
Title * Patient Document	tation					ID: RDOS-B86A97FC0
Category Patient Care Serv Original Report						Subcategory Documentation +
Entered by Originated by: De		RJ Domos		On Individual	8/2/2008 8:43 PM	
B I U AA	0 = = =		ABC 😣			
Suggestions: Provide each Have them tur Require supe	a copy of the corr ned into a specific rvisory review of e	rectly completed form. collection box at the e ach completed form		·		ecurring rental items. He following business day.

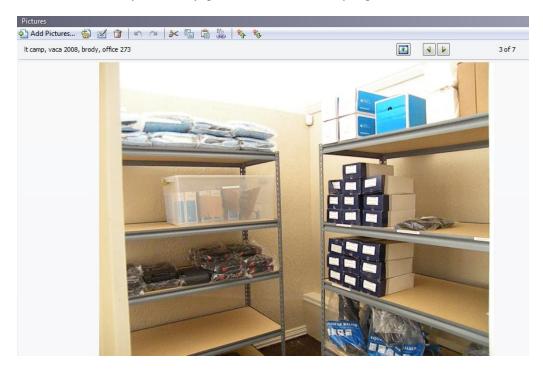
The Meetings tab contains a tool that is available if you wish to record the minutes of meetings associated with any accreditation preparation tasks, performance improvement, and employee training, or governing body meetings. Remember that documentation is key to a successful survey, and keeping all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

							ž.
	👼 New Meeting 🐰 🗈 🛍 🔀	B / U 🍫	🍬 🦅 🗸				
		Performance	Improvement Cor	nmittee Meeting			
		Created by: R.	JD on Friday, October	24, 2008 7:03:57 PM Pacific Daylight Time			
		Profile Attendees	Agenda Minutes	Actions			
	All Meetings						
		Ne	w Topic				
	Subject	Start Time 🔺	End Time	Topic		Presenter	
	Performance Improvement Committee Meetin	1/15/2009 3:00 PM	1/15/2009 3:15 PM	Medicare Billing Coding Errors and Denials		RJD	
	1/15/2009 3:00 PM	1/15/2009 3:15 PM	1/15/2009 3:30 PM	Customer Satisfaction Surveys	1	RJD	
		1/15/2009 3:30 PM	1/15/2009 3:45 PM	Complaint Log Review		RJD	
		1/15/2009 3:45 PM	1/15/2009 4:00 PM	Oxygen follow-up visits		RJD	
		1/15/2009 4:00 PM	1/15/2009 4:15 PM	Incident Reports		RJD	
		1					
						Edit	
	:		isfaction Surveys				
	1	Customer Sat	istaction Surveys				
		Modified by:	RJD on Oct 24, 2008	7:05:15 PM Pacific Daylight Time			
		Presenter:		RJD			
		Time:		3:15 PM			
		Duration:		15 Minutes			
		Attachments		<i>(</i>) (0) v			
		Details:		See attached data			
ltir	ng Group					Page	6 of 8

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:

Notepad								
New Note B	U 🕕 🕕	A [‡] ▼ More Fonts [* *	\$ \$			
Ises of the notepad Save and Close Cancel Cancel The notepad is an excellent place to create notes to yourself that you don't want or need to place in the specific task you are working on.								
	ellentplac	e to create notes to you	urself that you d	on't want or ne	ed to place	in the specific task you ar	re working on.	
Name	Size	Modified Date	Modified By					
Uses of the notepad Employee In service - P	1KB 1KB	8/2/2008 7:55:14 PM 10/27/2008 6:05:0	[Unknown] RJD					

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: <u>http://www.adobe.com/products/acrobat/readstep2.html</u>