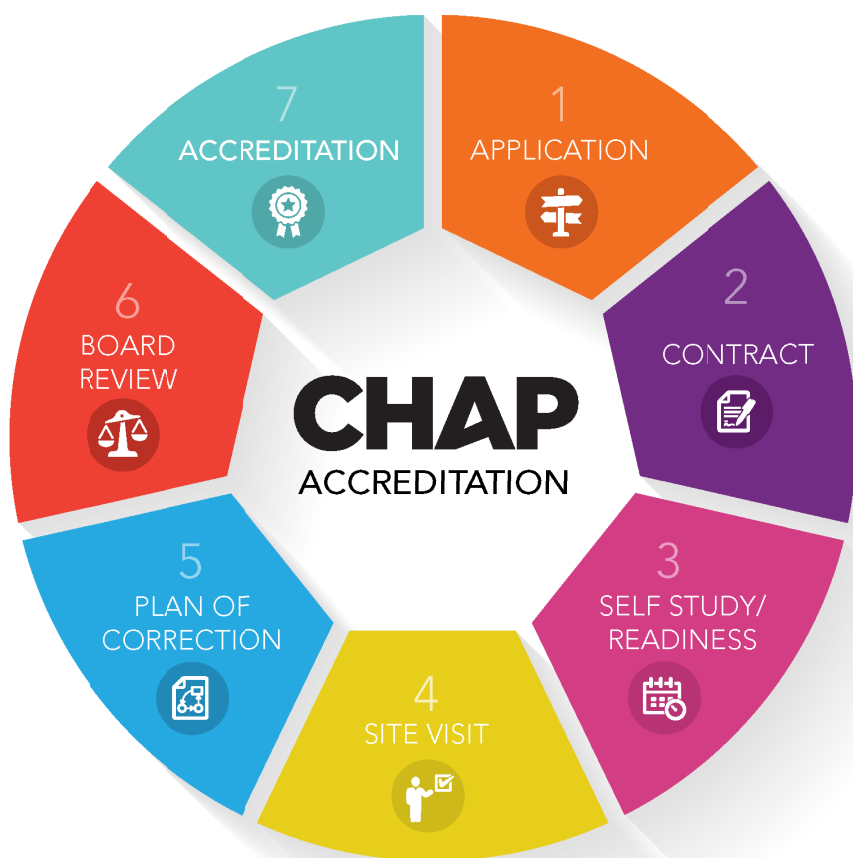


Your CHAP Site Visit What happens now?



Notes:

CHAP Site Visit Overview

The CHAP Site Visit is a data-driven, patient-centered survey that provides a comprehensive picture of an organization's performance in its first years of accreditation and over time. CHAP's experienced and well-trained Site Visitors evaluate an organization's actual care processes and provide guidance to support an organization and its efforts to continually improve. While CHAP is firm and our standards are rigorous, we don't feel that the survey process should be adversarial or punitive. We want you to view the Site Visit as a great opportunity for your organization to learn and grow.

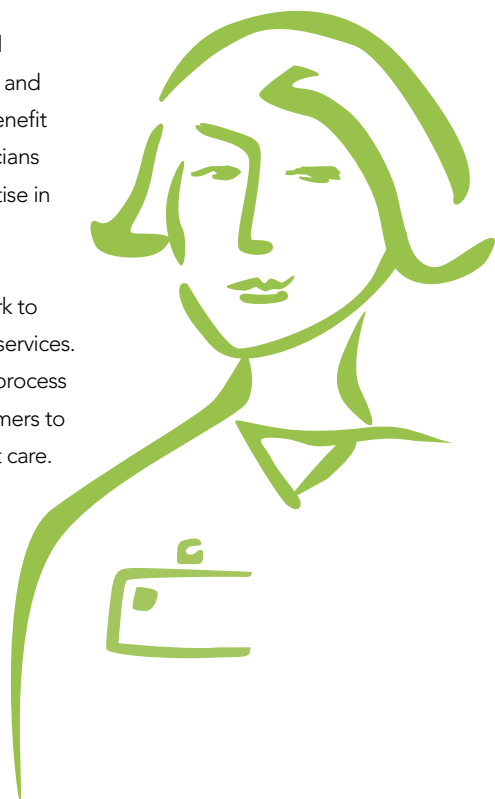
CHAP Site Visitors

CHAP is an organization comprised of home and community-based care professionals who are experienced and knowledgeable about home health, hospice, HME, private duty, infusion therapy nursing, pharmacy and public health services.

CHAP Site Visitors are all seasoned and tenured clinicians who understand the nuances of home and community-based health care. Organizations benefit from the objective, third-party oversight of clinicians who have the experience, education and expertise in the fields that they survey.

Through regular in services and training, we work to ensure reliability in each service line and across services. Our goal is to ensure consistency of the survey process so that our Site Visitors can work with our customers to focus on improving their operations and patient care.

That's CHAP.
And that's our promise to you.



Document Request Checklist

A comprehensive list of required documents for the initial and renewal (triennial) site visit. List varies for Focus, Complaint, Change of Ownership and added services (HME only) site visits.



Items Requested (All Service Lines)

- ☐ Policy and Procedure Manual
- ☐ Sample admission packet
- ☐ List of unduplicated admissions (new patients) for past 12 months
 - Include diagnosis and start of care date
 - For HME and Pharmacy – type of equipment/service
- ☐ List of personnel for past 12 months
 - Include title/position and date of hire
- ☐ List of governing body membership
 - Include positions on Board
 - Annual Conflict of Interest statements
 - Minutes of governing body meeting
- ☐ Bylaws/Articles of Incorporation, if applicable
- ☐ Mission Statement including date of last review
- ☐ Most recent Strategic Plan
- ☐ Most recent Annual Evaluation conducted for the organization
- ☐ List of contracts
- ☐ Operating budget
- ☐ Capital Expenditure Plan
- ☐ Insurance coverage and surety bond – if applicable
- ☐ Most recent Annual External Review of financial statements
- ☐ Performance Improvement Plan
- ☐ Professional Advisory Committee (PAC) minutes and membership for past 12 months
(*Not required for HME*)
- ☐ Copy of schedule of home visits/deliveries/setups for the next two (2) days
 - Patient names, visit type, discipline visiting patient and diagnosis
- ☐ Copy of the following for past 12 months:
 - Clinical Record Audit results and trends
 - Adverse Events Incidents and Complaint trends
 - Patient Satisfaction Survey results and trends
 - Any additional performance improvement indicators and/or action plans
 - State or regulatory survey reports

Additional Items Requested (Service Specific)

- ☐ OBQI outcome reports for past 12 months (*Home Health*)
- ☐ OBQI case mix report for past 12 months (*Home Health*)
- ☐ Volunteer hours tracked and trended for past 12 months with cost saving (*Hospice*)
- ☐ Billing and coding error reports (*DMEPOS-HME/Pharmacy*)

Site Visit



CHAP's Responsibility

- Site Visitors conduct entrance and exit conferences along with daily check-ins.
- Site Visitors provide a preliminary sense of any performance deficiencies.
- Site Visitors complete all CMS paperwork (deemed only).
- Site Visitors provide a "pre-bill" form with the number of site visit days to be invoiced.

Your Responsibility

- Provide CHAP Site Visitor a space to conduct work, as well as requested documents, files and patient staff lists.
- Allow observation and interview of staff, patients and agency leadership in different settings, as appropriate.
- Facilitate accurate completion of all CMS paperwork (deemed only).
- Sign "pre-bill" at end of visit.

Considerations

- If the organization declines or refuses the site visit, the visit is considered aborted and the organization is charged an Aborted Visit Fee (see executed contract).
- If the organization has insufficient census to conduct the site visit, the organization is charged a Cancellation Fee (see executed contract).
- If a site visit to a CHAP-accredited organization is aborted, the applicant is charged the Aborted Visit Fee, and the termination process is initiated.

CHAP-accredited organizations must be open and available during stated business hours.

Tell Us How We're Doing!

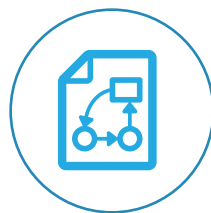
As an accrediting organization, CHAP remains committed to constant process improvement. We ask a few minutes of your time to complete an online survey about your experience with CHAP Accreditation Services and the CHAP Site Visit. This survey helps us evaluate just how we are meeting your needs and where we can improve.



We want to hear from you!

Go to www.chapinc.org/feedback to complete your survey and receive 20% OFF your next CHAP Education purchase.

Plan of Correction (POC)



CHAP's Responsibility

- Director of Accreditation will notify the organization of POC requirement within 10 business days from the last day of the site visit.
- Director of Accreditation either accepts or requests further modifications.
- CHAP will respond to a revised POC within five (5) business days of receipt.
- Ultimately, an acceptable POC will be agreed upon prior to proceeding.

Your Responsibility

- Submit a POC within 10 calendar days of notification from your Director of Accreditation.
- If submitted POC requires revisions, you must submit modified POC within five (5) calendar days.

Considerations

- An organization may submit an appeal of specific findings directly to the Director of Accreditation during the POC step.

Once the final POC is accepted, your part is done!



CHAP Education

Demystifying the Plan of Correction (Free)

This 30 minute, free interactive module will give you guidance for completing your organizations plan of correction in CHAP LinQ, as well as walk you through what's next.

CHAP is committed to providing a faster and easier accreditation process and clarity to navigate the future of care. Part of that commitment is offering tools and resources for use during the accreditation process and beyond.



IN-PERSON
EVENT



WEBINARS



ON-DEMAND
COURSE

View the full learning catalog at www.chapeducation.org.

Board Review



CHAP's Responsibility

The Board of Review (BOR) will review the POC (names and identifiers removed) and make one of the following determinations:

- Accreditation without required action.
- Accreditation with required action.
- Accreditation with required action and follow-up visit within a specified timeframe.
- Deferred/denied accreditation - organizations with serious deficiencies (Note: Deferred decisions still require a POC).
- Formal warning - requires a follow-up visit within a specified timeframe.
- Termination - renewing organizations with serious uncleared deficiencies.

Notifications

- Applicant is notified via CHAP LinQ of the final determination.
- Termination determinations are sent via certified mail.

Considerations

- An organization may appeal a BOR determination within 10 business days of notification of decision. If applicant remains dissatisfied, a final appeal can be made within 30 days to the CHAP Board of Directors, whose decision is final.

Accreditation



Congratulations! Celebrate and continue to pursue ongoing adherence to the CHAP Standards of Excellence.

CHAP's Responsibility

- Send formal letter and Certificate of Accreditation via U.S. mail.
- Send accreditation letters and all required documentation to CMS and the state (deemed only).
- List accredited organization on chapinc.org.
- Provide access to online CHAP Provider Media Kit and Marketplace.

Considerations

- The CMS Regional Office notifies the accredited organization of approval of participation in the Medicare program and assigns the CCN/PTAN (deemed only).
- The CHAP accreditation period runs three (3) years from the date that the final acceptable POC is submitted, or if renewing, from the last day of the previous accreditation cycle.

We're here to help!
Contact your Accreditation Specialist
or email info@chapinc.org for assistance.



When the business of care gets better,
the care of people gets better.

For more than 50 years, CHAP has been supporting home and community-based businesses like yours to achieve health care accreditation.

CHAP is vested in your success. We are committed to being your partner in the advancement of person-centered care.

That's CHAP.
And that's our promise to you.

CHAP
Community Health Accreditation Partner
1275 K Street NW, Suite 800
Washington, DC 20005

Phone : 202-862-3413
Toll-Free: 855-351-CHAP (2427)
Fax : 202-862-3419
Email: info@chapinc.org

Office Hours - 8 a.m. - 6 p.m. Eastern Time