

# Accreditation Preparation: A Realistic Approach

## Initial Survey Priorities

### A. Embrace the challenge

#### 1. 20,000 ft view as a leader or manager

##### Self-assessment:

- a. Mission, Vision, Goals
- b. Budget process and priorities
- c. Solid processes in place- consistently done?
- d. Employee orientation and training
- d. Customer feedback
- e. Staff feedback

### B. Good Business Practices

#### 1. Policies and Procedures

#### 2. Orientation, Competence Assessments, Performance Evaluations- compliance issue for accredited organizations

#### 3. Culture of Performance Improvement- compliance issue for accredited organizations

- a. Begin with collection of data as required in CMS Quality Standards
  - aa. Customer satisfaction
  - bb. billing and coding errors
  - cc. adverse events

### C. Lessons learned

1. Delegate the chapters of the accreditation manual to different employees

