

# WAY 10

## The Compliance Team – Celebrating 25-Years Pharmacy Accreditation Without the Complexity

The USA's only certified woman-owned healthcare accreditation organization (AO) is nationally recognized and approved by Medicare to accredit both Part A and Part B providers.

**Founder & CEO:** Sandra C. Canally, RN

Founded: 1994

Employees: 35

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### Company Background

The Compliance Team, Inc. (TCT) is the “brainchild” of Sandra (Sandy) C. Canally, RN. The pioneer nurse oncologist, passionate life-long patient care advocate, and indefatigable optimist established TCT in 1994. Sandy was convinced back then that the legacy healthcare accreditation programs of the day had grown needlessly complex and caused distractions that often led to sub-par patient care.

*“The starting point for improvement is to recognize the need.”*

— Masaaki Imai, Gemba Kaizen ©1997

Undaunted by the many naysayers, Sandy started work on Safety-Honesty-Caring®, her series of operations-based quality standards and evidence of compliance that serve to drive The Compliance Team's Medicare-approved Exemplary Provider® Award accreditation programs. Following four-years of development and field testing, her program for Durable Medical Equipment (DME) was filed at the Library of Congress in November 1998; five-years prior to the passage of the Medicare Modernization Act of 2003 that mandated accreditation for DME providers. Product-line and service specific, all 36-pages were presented in plain easy-to-understand terms; in sharp contrast to the densely written 300+ page AO standards of the time.

*“Were there none who were discontented with what they have, the world would never reach anything better.”*

— Florence Nightingale

TCT's quality standards are coupled with a dramatically simplified implementation process to make accreditation less of a burden to providers seeking a low-cost way to validate their quality claims. Presently, in addition to being recognized by managed care

entities nationwide, The Compliance Team has been approved by Medicare to accredit Part A-Rural Health Clinic (RHC) and Patient-Centered Medical Home (PCMH) practitioners; as well as all Part B-Durable medical equipment, prosthetics, orthotics, supplies (DMEPOS) providers.

TCT is also the only national accreditation organization authorized by the Secretary of Health and Human Services to confer Exemplary Provider® Award accredited status.

*“It is not enough to do your best; you must know what to do, and then do your best.”*

— W. Edward Deming

### Rx Accreditation Services

The Compliance Team's accreditation programs for pharmacy include on-going mentoring, policy and procedure templates; self-assessment checklists, and corporate compliance/anti-fraud plans. Also included is a subscription to TCT's Patient Quality Measurement™ web portal, the DMEPOS industry's oldest national patient satisfaction reporting and benchmarking database.

An expert Accreditation Advisor is assigned to each new pharmacy program participant. A series of comprehensive implementation webinars take place covering all relevant day-to-day business practices that involve: administration, patient services, infection control, risk management, corporate compliance, human resources, and government regulatory measures.

In addition, TCT's Community Pharmacy plus DMEPOS accreditation program can expand to include tracks for infusion, compounding, specialty drugs, in-store clinic, long-term care, telepharmacy™, chronic care management, diabetes self-management training, and patient-centered pharmacy home™; TCT's advanced Rx program focusing on patient care management and planning, as well as, pharmacist/prescriber communications and coordination.

It all adds up to an unrivaled pharmacy accreditation value that gives independents and chains a cost-effective means to validate quality claims across the full spectrum of their patient care practices to go along with the consumer-friendly Exemplary Provider®-accredited moniker they justly deserve.