

WAY 18

Operations-Based Exemplary Provider® Pharmacy Accreditation

Medicare-approved for DMEPOS, The Compliance Team's operations-based Exemplary Provider® accreditation builds on existing pharmacy business and patient care practices with a focus on process simplification and standardization.

Founder & CEO: Sandra C. Canally, RN

Founded: 1994

Employees: 33

Toll-Free Phone: (888) 291-5353

Phone: (215) 654-9110

Fax: (215) 654-9068

Address: P.O. Box 160, 905 Sheble Lane, Suite 102
Spring House, PA 19477

Website: www.TheComplianceTeam.org



Company Background

Formed in 1994, The Compliance Team (TCT) is the first woman-owned national healthcare accreditation organization authorized in the United States of America by the Secretary of the Department of Health and Human Services to accredit Part-A Rural Health Clinic (RHC); and Part-B Durable Medical Equipment, Prosthetics, Orthotics, Supplies (DMEPOS) participating Medicare providers.

Convinced that existing accreditation models of the day were confusing and often counter-productive, Founder and CEO, Sandra (Sandy) Canally, RN, spent the better part of four years developing and field testing healthcare's first operations-based accreditation programs. Inspired by the teachings of Florence Nightingale and modern-day quality icons W. Edwards Deming and Masaaki Imai, Sandy has built an accreditation model based on process simplification and standardization that also incorporates point-of-contact continuous improvement.

The firm's first Exemplary Provider®-branded accreditation program was launched in 1998. Presently, the firm offers service specific accreditation to provider organizations in seven healthcare sectors. Included are programs for all pharmacy services.

To date, The Compliance Team has accredited over 8,000 provider operations that are located in all 50 states, Puerto Rico and the U.S. Virgin Islands.

Product Overview

The Compliance Team's dramatically simplified accreditation process is designed to standardize an organization's everyday patient care practices, streamline their business operations, and validate their quality. (There is no need for participating providers to change their business models.) First time applicants enroll for three years plus an orientation period that takes between two and six months to complete. e.g. DMEPOS versus Rural Health Clinic.

Incorporated in each program are sector specific plain language TCT's proprietary Safety-Honesty-Caring® quality standards, expert one-on-one implementation mentoring, access to TCT's national patient

satisfaction reporting and benchmarking database, and hundreds of document templates.

In addition, a Compliance Team accreditation advisor is assigned to each new participating organization. Our Advisor conducts a series of orientation webinars that cover the following areas: administration, patient services, infection control, risk management, corporate compliance, human resources, government regulatory, and when applicable, CMS' Rural Health Clinic Conditions for Certification. Following a successful on-site evaluation participants are awarded The Compliance Team's Exemplary Provider® Certificate of Accreditation.

The net effect is a dramatically simplified and cost-effective accreditation process.

Product Specifications

■ **Pharmacy Services Accreditation Programs:** Community Pharmacy including Medicare-approved DMEPOS; Sterile Compounding; Non-sterile Compounding; Long-term Care; Specialty Drugs; Infusion; Travel/Retail Clinic

■ **Additional Health Sector Programs:** Rural Health Clinic-Medicare-Approved; Patient-Centered Medical Home (PCMH); Immediate Care Clinic; Sleep Care Management; DMEPOS-Medicare-approved; Ocularist/Anaplastologist; Private Duty

Testimonials

"After going through the (Exemplary Provider®) accreditation process with The Compliance Team, we're not only a better business, but a better pharmacy."

— John Richards, Pharm. D, Professional Village Pharmacy, Sacramento, CA

"The Compliance Team encourages and coaches you when you are doing the right things, and corrects and guides you when you are not. They are more like an advisor helping you succeed. A friend, not a foe."

— Keith Diamond, RPh Dermer, Pharmacy & Surgical, Brooklyn, NY

"The Compliance Team understands our business and was able to implement the program to our business model; not the other way around."

— David Svenson, Discount Drug Mart, Medina, OH

Trade Shows/Meetings Attended

AMCP-Managed Care & Specialty Pharmacy; Asembia-Specialty Pharmacy Summit; CPHA-California Pharmacists Association-Western Pharmacy Exchange; Cardinal Health-RBC Conference; McKesson ideaShare; Medtrade; NCPA; NACDS Total Store Expo

GPO Affiliate

MHA-Managed Health Care Associates; TOPCO

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