



# Patient-Centered, Pharmacy Home™ Accreditation by The Compliance Team

The Compliance Team's (TCT) new Exemplary Provider® accreditation track acts as an everyday operations template for the continuous improvement of advanced pharmacy practices in the medication management of chronically ill patients.

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

**Founded:** 1994

**Employees:** 35

**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](http://www.TheComplianceTeam.org)



## Company Background

Inspired by the teachings of Florence Nightingale, and modern-day quality icons W. Edwards Deming and Masaaki Imai, Sandra Canally, founder and CEO of The Compliance Team™ starting in 1994 has developed healthcare's first suite of simplified operations-based accreditation programs. These programs are grounded on two core beliefs: one, every patient deserves exemplary care, and two, it should not be difficult or costly for providers to achieve healthcare delivery excellence.

## Process Overview

The Compliance Team's operations-based accreditation process standardizes everyday patient care practices and streamlines business operations while verifying and validating quality claims. (There is no need for participating providers to change their business models.) First time applicants enroll for three-years. It takes on average four-hours per week over a four-month period to implement the program.

An accreditation advisor is assigned to each new participating organization. Using our plain language Safety-Honesty-Caring® quality standards for guidance, they conduct a series of one-on-one implementation webinars covering 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. In addition, participants are given access to The Compliance Team's national patient satisfaction reporting and benchmarking database, hundreds of document templates and regular update notices. The net effect is a dramatically simplified and cost-effective accreditation process.

## Department of Health & Human Services Authority

The Compliance Team through its Exemplary Provider®-branded programs is authorized by the Secretary of the Department of Health and Human Services to accredit providers who bill Medicare for Part A — Rural Health Clinic and Part B — durable medical equipment, prosthetics, orthotics, supplies (DMEPOS) services.

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## Patient-Centered Pharmacy Home™ Accreditation

With the emerging value-based payment era clearly in mind, The Compliance Team's new Patient-Centered Pharmacy Home™ accreditation spotlights the critical role that community pharmacies play as the prime medication managers for problematic chronically ill patients.

We believe that better patient medication management starts with better coordination between a patient's pharmacy and prescribing professionals. That's why our PCPH program is designed to improve your advanced pharmacy practices by focusing on better communications and care coordination.

TCT's PCPH program goals are three-fold: one, reduce emergency department visits and hospital re-admissions of problematic patients, two, lessen prescribing clinician workloads, and three, increase your pharmacy's prescription business via by the development of agreements with prescribers. In short, our operations-based program provides the framework by which your community pharmacy can better engage with chronic care patients and their prescribers.

In addition, The Compliance Team's Exemplary Provider® accredited status for Patient-Centered Pharmacy Home™ will serve as public notice to patients and payers alike that your community pharmacy routinely demonstrates outstanding advanced care practices, and that your organization is striving to achieve better outcomes for your problematic patients by focusing on enhanced care planning, patient follow-up, and establishing agreements with prescribing clinicians.

## Testimonial

*"These high standards (TCT's) reflect and validate our commitment to continuously strive to improve patient health outcomes in every community that we serve. We are extremely proud of our pharmacists who provide unparalleled care every day, and are very grateful to The Compliance Team, whose innovative and industry leading accreditation strategies have helped us achieve this incredibly important milestone in the growth of our professional pharmacy services."*

— David Adsit, RPh, Director of Pharmacy Operations, Kinney Drugs, Gouverneur, NY

## Trade Shows/Meeting Attended

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

## GPO Affiliate

Managed Health Care Associates (MHA); TOPCO; Alliant Rx; Western States Pharmacy Coalition