



Patient-Centered Pharmacy Home™ Accreditation

The Compliance Team's Medicare-approved 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: 35

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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 which are grounded on two core beliefs. 1.) Every patient deserves exemplary care. 2.) It should not be difficult or costly for providers to achieve healthcare delivery excellence.

Process Overview

The Compliance Team's accreditation sets in place a process that allows organizations to standardize everyday patient care practices, streamline 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. It takes, on average, four-hours/week over a four-month period to implement the program.

An Accreditation Advisor is assigned to each new participating organization. Sector-specific plain language Safety-Honesty-Caring® quality standards accompany each program along with authorized one-on-one implementation mentoring, access to The Compliance Team's national patient satisfaction reporting and benchmarking database, and hundreds of document templates.

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

Department of Health & Human Services Authority

Today, in addition to managed care recognition, 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, and Supplies (DMEPOS) services.

Patient-Centered Pharmacy Home™ Accreditation

Better patient medication management starts with better coordination between a patient's pharmacy and prescribing professionals. Patient-Centered Pharmacy Home (PCPH) is the latest addition to The Compliance Team's industry leading Exemplary Provider suite of accreditation programs for Pharmacy Services. PCPH is specifically designed to promote better patient medication management through concise measures that cover access issues, provider coordination, and care planning between a patient's pharmacy and prescribing professionals. The Compliance Team's suite of Pharmacy Services accreditation programs also includes: Tracks for Community Pharmacy, DMEPOS, Compounding (Sterile and Non-Sterile), Specialty Drugs, Long-Term Care, and In-store Clinic.

Product Specifications

■ **Pharmacy Services Accreditation Programs:** Community Pharmacy, including Medicare-approved DMEPOS; Sterile Compounding; Non-Sterile Compounding; Long-Term Care; Specialty Drugs; Infusion; Patient-Centered Pharmacy Home; Travel/Retail Clinic

■ **Additional Health Sector Accreditation Programs:** Medicare-approved Rural Health Clinic; 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 also 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 understood 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/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

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