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The Compliance Team – The FACS That Matter When Choosing Your Pharmacy Accreditation Organization

Flexibility, accessibility, consistency, and most of all simplicity are hallmarks of The Compliance Team's Medicare approved accreditation process.

Founder & CEO: Sandra C. Canally, RN

Established: 1994

Employees: 37

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Company Background

The Compliance Team, Inc. (TCT) is the USA's first woman-owned and nurse-led nationally recognized healthcare accreditation organization. Accreditation process simplification (reform) has been our passion since our incorporation in 1994. Indeed, we believe that it should not be difficult or costly for providers to consistently demonstrate patient care delivery excellence.

Our Exemplary Provider® Award programs are Medicare-approved and authorized by the Secretary of Health and Human Services to accredit Part A – patient-centered medical home and rural health clinics, as well as all Part B – durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) providers.

In addition, we also offer a complete suite of pharmacy services accreditation programs covering: community and long-term care pharmacy, DMEPOS, infusion, sterile and non-sterile compounding (USP chapters 795, 797, and 800), in-store clinic, mail order, DSMT, telepharmacy, and Patient-Centered Pharmacy Home™; our program for top-of-license pharmacist services.

Process Simplification

TCT's Safety-Honesty-Caring® quality assurance methods represent healthcare's first "operations-based" accreditation process that simplifies accreditation by standardizing day-to-day patient care reporting practices. One-on-one mentoring and healthcare's first plain-language service-specific quality standards combine with hundreds of value-added extras that result in a dramatically simplified yet thoroughly comprehensive as well as scalable accreditation validation process.

The Details

Daily pharmacy operations are streamlined so that they become integral parts of a measurable quality improvement process. Participants need *not* change their business models. Friendly to chain drug stores and smaller independents alike.

A TCT advisor leads step-by-step implementation webinars that can be accessed and downloaded for future employee training. A subscription to Patient Quality Measurement™, our national patient satisfaction reporting and benchmarking database is also included, along with hundreds of document templates, regular update notices, great customer service, and much more.

FACS

What to look for in an Rx accreditation organization (AO).

■ **Flexibility:** The Compliance Team™ was the first AO to match its quality standards to an individual provider organization's business model; not the other way around. We also offer a full line of "operations-based" pharmacy services accreditation tracks that gives pharmacies the opportunity to use them as blueprints to expand into new impactful revenue streams.

■ **Accessibility:** The Compliance Team™ was the first AO to feature one-on-one on-going expert mentoring, coast-to-coast coverage during business hours, and 24/7 access to our national patient satisfaction benchmarking database and archived training webinars. Senior management and even our founder and CEO, Sandy Canally, RN, are available most days to take calls.

■ **Consistency:** The Compliance Team™ is no slouch when it comes to training our corps of accreditation advisors and office staff. Our customers benefit across the board by getting consistently accurate information and answers to their queries. Regular refresher webinars are reinforced through annual company-wide gatherings that keep us on top of our game.

■ **Simplicity:** The Compliance Team™ was the first AO to place an emphasis on accreditation process simplification starting with our industry leading plain language Safety-Honesty-Caring® quality standards that can be adapted to fit any and all pharmacy business models.

Testimonials

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

— David Svenson, Director Home Health Care, Discount Drug Mart, Medina, OH

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

— John Richards, PharmD, Professional Village Pharmacy, Sacramento, CA

"Being an Exemplary Provider® in specialty pharmacy has given me assurance that our patients and providers are receiving top-notch service. The standards provide a framework for me to build upon to meet the needs of my patients and comply with regulations."

— Morgan Miller, PharmD, Alps Pharmacy, Springfield, MO