

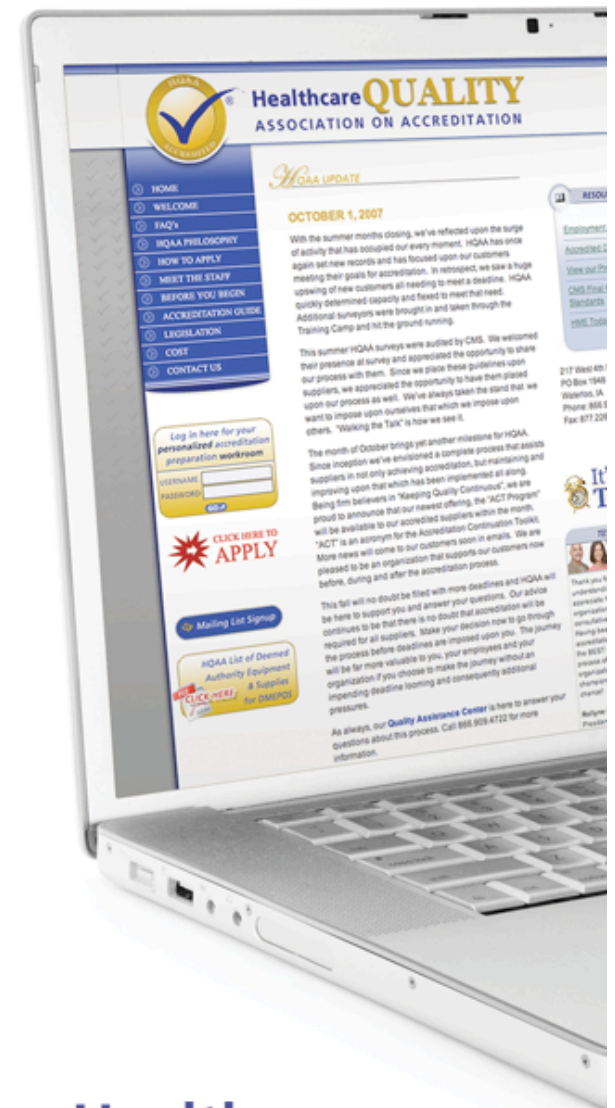
Healthcare  
**QUALITY**  
ASSOCIATION ON ACCREDITATION®



# Quality care for more patients.

*"Having been through many other accreditation cycles in the past, this is the BEST way to move through the process of accreditation and organizational improvement. I will be a champion for HQAA whenever I get a chance!"*

– Rollyne Klem, President & CEO, Ciscura™ Infusion Services



**Healthcare**  
**QUALITY**  
ASSOCIATION ON ACCREDITATION®



# Overview

- Who We Are
- Our Standards
- How It Works
- Patient Benefits
- Why HQAA

# Who We Are

*"The reason we chose HQAA was that HQAA WAS OUR SOLUTION ... we can pursue accreditation at times that fit our schedule. At first the Internet design was intimidating to me, but now I realize that HQAA is our only hope of maintaining high standards in our business."*

– Glenn Kosirog, Kosirog Pharmacy



**Healthcare**  
**QUALITY**  
ASSOCIATION ON ACCREDITATION®





# Who We Are

- HQAA is a Medicare-deemed accreditation authority **created specifically for home medical equipment** (HME) providers
- We pioneered the **first online** accreditation process
- We are the only accrediting authority that offers **all-electronic documentation combined with individualized coaching**
- We offer an **ongoing online maintenance program** that assists HMEs in maintaining quality standards post-accreditation



## Who We Are (cont.)

- We have accredited 1,030 locations
- 2,200 additional locations are working toward accreditation
- HQAA covers this comprehensive list of ancillary care services:
  - HME suppliers
  - Medical supply provider services
  - Diabetic supply services
  - Clinical respiratory, nebulizer and CPAP programs
  - Complex rehabilitation technology supplier services
  - Home IV infusion companies
  - Pharmacies
  - Chain pharmacies
  - Specialty pharmacies
  - Pharmacies located within grocery stores

# Our Standards

*"After 16 years of owning and operating an HME company, I now feel that I know what I am doing. Thank you so much HQAA for the most informative, educational experience I have had since I first opened the doors to my business."*

– Portales Home Medical Equipment



**Healthcare**  
**QUALITY**  
ASSOCIATION ON ACCREDITATION ®



## Our Standards

- **HQAA offers the highest in quality standards**, such as the requirement to establish ethical business guidelines, a compliance program and rigorous patient education requirements
- Our standards are **specifically customized to meet the unique healthcare considerations** for patients needing home medical equipment





## Our Standards (cont.)

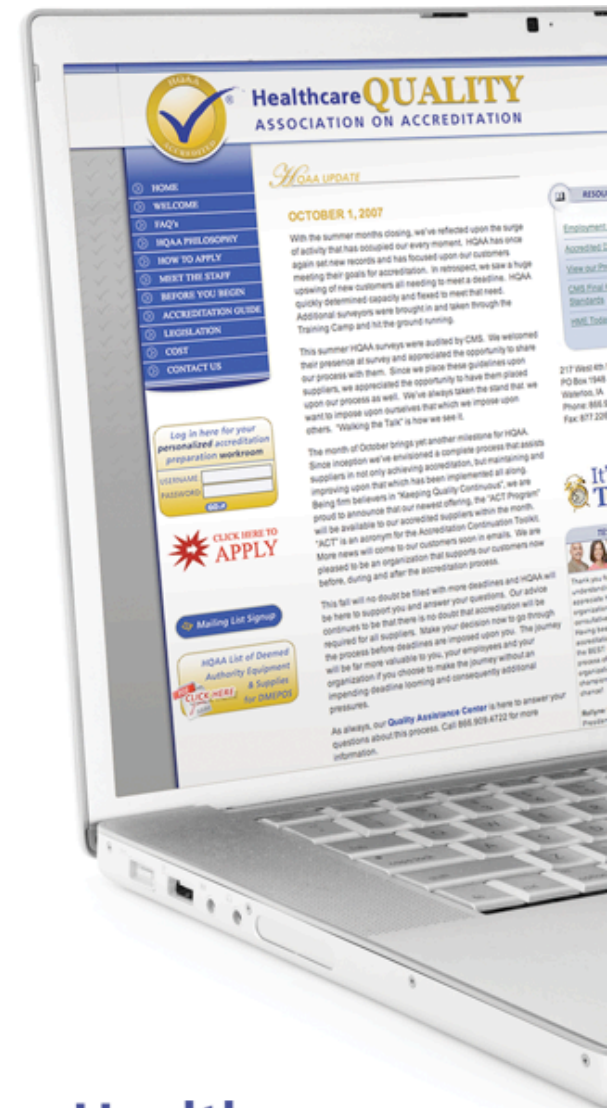
HQAA standards cover:

- Organization and administration
- Program and service operations
- Financial stability
- Human resources
- Infection/safety control
- Quality monitoring and performance
- Billing and collections
- Delivery and set-up
- Complex rehabilitation
- Clinical respiratory
- Mail order
- Custom orthotics
- Medications

# How It Works

*"Rick, my Workroom Coach, was a blessing. What a kind and friendly person to have a "phone call away" during a stressful time in this industry – and the accreditation process."*

– Comfort Medical Supply, LLC



**Healthcare**  
**QUALITY**  
ASSOCIATION ON ACCREDITATION ®



# How It Works

1. **HQAA assigns an accreditation coach to the HME provider**
  - The coach will **review** the provider's documentation as it is uploaded
  - The coach will provide **timely feedback** on whether or not **documentation meets the standard criteria**
  - The coach is **available via phone, e-mail and instant messenger** to answer questions or provide additional resources



## How It Works (cont.)

### 2. HME provider completes online Workroom

- The provider uploads/submits documentation **standard-by-standard**
- The **provider receives feedback** from his/her coach relating to each standard
- The Workroom includes a “**virtual block timeline**” to help manage progress
- On average, it takes **3 to 6 months** to complete the Workroom



A gold-colored circular medal with a large checkmark in the center. The words "HQAA" are at the top and "ACCREDITED" is at the bottom. It is suspended from a ribbon with vertical stripes of blue, white, and red.

## How It Works (cont.)

### 3. HQAA conducts unannounced survey

- Site surveys include verification of standards documentation, along with **observation of patient care and processes**
- HQAA consistently garners **high customer satisfaction ratings** with their accredited providers

*"We strongly believe that going through this process has made us a stronger company. The HQAA surveyors brought a professional, refreshing approach to the survey process ... offering a wealth of business advice that far exceeded their role as surveyors."*

– Susan Kelly, President, MetroCare Home Medical

# Patient Benefits

*"The HQAA process was extremely user-friendly; it has given me the tools to develop and implement new programs, and to respond to changes within the industry. I believe it has promoted an increased level of competent and safe patient care."*

– R.A.S. Respiratory Corporation



**Healthcare**  
**QUALITY**  
ASSOCIATION ON ACCREDITATION®



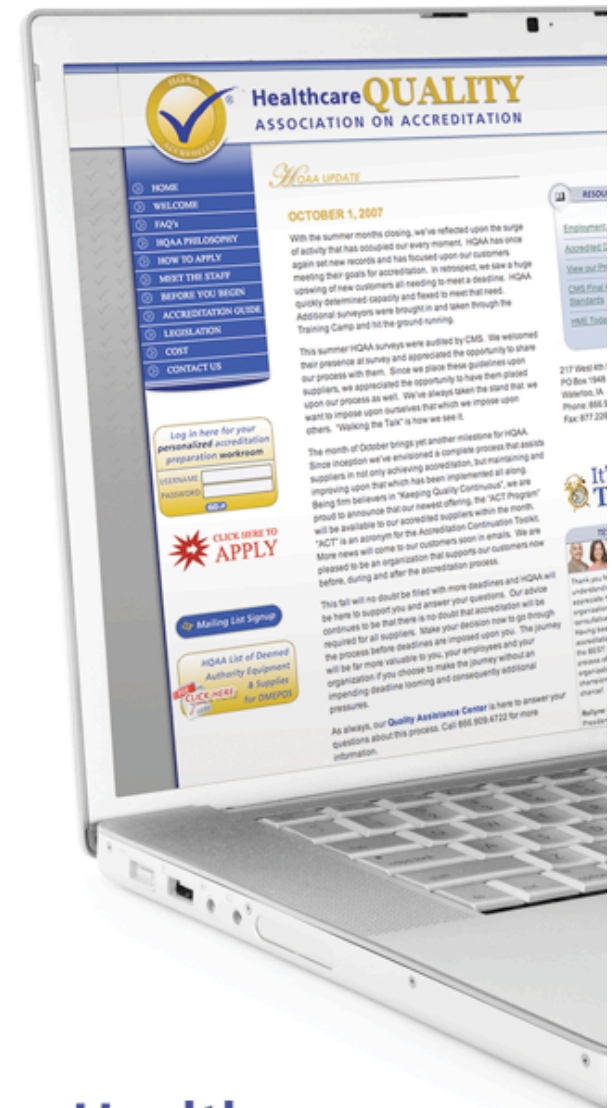
## Patient Benefits

- **More choices** – recognition of HQAA gives your patients more HME providers and pharmacies to choose from
- **Faster access** – more providers mean faster access to medical equipment and services
- **Increased value** – HQAA's "bite size" process saves HME providers time and money, allowing them to offer higher-quality care at lower costs

# Why HQAA

*"HQAA isn't the police-dog type of accreditation company I have seen in the past. They truly want you to be compliant and organized, which only makes day-to-day operations easier and less stressful."*

– Comfort Medical Supply, LLC



**Healthcare**  
**QUALITY**  
ASSOCIATION ON ACCREDITATION ®



A gold medal with a red, white, and blue ribbon. The medal features a large checkmark in the center, the text "HQAA" at the top, and "ACCREDITED" at the bottom.

## Why HQAA

- You add **more quality HME providers** to your preferred-provider list or network
- **Your patients** get faster access to quality care – at increased value
- You have happier, healthier patients – **which costs everyone less**

**... and that's good for the health of our entire industry.**

# Thank You

*"We sincerely appreciate your time and the opportunity to share the information about our organization with you. We look forward to partnering with you to provide quality care for more patients."*

– Mary K. Nicholas, Executive Director, HQAA



**Healthcare**  
**QUALITY**  
ASSOCIATION ON ACCREDITATION ®