Electronic Medical Services

An Informational Kit for State Governments

How We Assure Accreditation that Meets Your Standards



www.electronicmedicalservices.com





An Informational Guide for State Governments

How Electronic Medical Services, LLC Develops Survey Protocol and Determines Accreditation Approval for Home Care Agencies and Adult Day Care Programs…

Electronic Medical Services, LLC (EMS) develops survey protocol and uses it to determine whether a home care agency or an adult day care program qualifies for EMS accreditation approval. This guide describes how EMS works with state governments, how a survey is conducted, and how results and renewals are handled.

Working with State Officials:

EMS begins with the state. Each state publishes its own standards for home care agencies and adult day care programs, and each state has its own priorities for oversight. EMS builds its survey around those standards rather than applying a single generic checklist.

- EMS meets with state officials to learn the state's published standards and priorities.
- EMS designs a survey system specific to that state. Protocols for all states have already been completed.
- State governments may add protocol as needed, and the survey system is adjusted to include it.

How a Provider Qualifies for Accreditation Approval:

Every provider follows the same sequence, so that the state, the provider, and EMS each understand how a determination is reached.

- Initial self-survey: the provider in home care or adult day care first completes a self-survey, which allows the provider to prepare.
- In-person survey: EMS then surveys the provider using the state-specific protocol.
- Determination: EMS determines whether the provider qualifies for accreditation approval.
- Notification: EMS notifies the agency of the results and also notifies the state government.
- Renewal: accreditation is renewed every 2 years.

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Readiness:

Once the state-specific protocol is in place, a state does not need to wait long for surveys to begin.

- EMS can be ready to survey providers in 30 days or less.

Special Focus on Fraud, Waste and Abuse:

State governments with a particular interest in program integrity can ask that the survey be extended to examine fraud, waste, and abuse.

- EMS has special examination mechanisms that can be added to its survey approaches for fraud, waste, and abuse.
- These mechanisms are used in addition to the state-specific survey protocol.

Examination of Digital Assets:

Many providers now rely on software to record who attended, what care was given, and what was documented. The accuracy of those systems bears directly on both quality and program integrity.

- EMS professionals are software literate.
- They can assist in examining the digital assets a provider uses to monitor attendance, documentation, and more.





What Our Clients Say:



"This group of professionals is phenomenal. They led our entry into adult day care, our entry into home care and led the certification preparedness when we added a CORF (Comprehensive Outpatient Rehabilitation Facility) to our adult day care program. Their leadership is reliable, experienced and their attention to detail saved the day multiple times."

— Jacob Galibov – Fox Chase of Philadelphia, PA

"This team led our entry into adult day care in Macon, GA starting in 2013 and from there our becoming Medicare certified as a CORF and then our transition into home care. They are more than coaches, they are friends. Their working closely with clinical professionals such as Direct Care Training & Resource Center, Inc. only gave us more to utilize to add to our quality. Their guidance never ends once the survey process is over, which we appreciate."

— Kalpesh Shah – Central Georgia Adult Day Health & Rehab, Sunrise Home Care – Macon, GA



"We are CARF accredited for rehabilitation services to the traumatically brain injured and a major contributor to that process is Mr. McCollum's team from his various entities. They helped us develop policy, helped us implement policy, taught us how to troubleshoot for potential systemic failures, and provided staff training. We celebrate their competence."

— Mr. Aniema Ubom – Care First Rehabilitation (Michigan)

CF CARE F1RST REHABILITATION



What Our Clients Say:

"From start to finish if you want education in regulatory compliance, developing systems for your care operation and coaching to help you avoid burnout, this team is a must. They utilize the clinical competence and experience of Direct Care Training & Resource Center while using their platform to bring strategy and long-term planning. Corporate compliance is a big part of that. We love their work."

— Stacy Washington Sells – Legacy Family Homes (Michigan)

"First they established us as a home care provider in Georgia, then for immediate income and growth opportunities and familiarity with certain clinical care items, they introduced us to the Michigan no-fault market. There we were led through licensing, certain certifications, and program development in both adult foster care (residential) and home care services. A survey process was used to ensure our regulatory compliance which we rely upon to this day. We are thriving today thanks to the clinical competence, regulatory acumen, and leadership of these wonderful people. " (www.fhcs.health)

Matt Moree – Focused Home Care Services, LLC

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Learn More…

Information on EMS services is updated regularly on our website and blogs.

www.electronicmedicalservices.com