Electronic Medical Services

An Informational Kit for State Governments

How We Assure Accreditation that Meets Your Standards



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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.

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Learn More…

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

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