DISTINCTION IN CUSTOM MOBILITY (CM)
OVERVIEW

- **Topics**
  - What is a Distinction
  - About ACHC Custom Mobility Distinction
  - Requirements
  - Q&A

- **Panelists**
  - Randy Hughes, RRT - Senior Corporate Surveyor
  - Greg Stowell, ATP – Associate Director of Education & Training (ACHCU)
  - Tim Safley, MBA, RCP, RRT – ACHC Program Director
  - Kris Ravotti, RRT, RCP – Clinical Compliance Educator
WHAT IS A DISTINCTION?

- **Definition**
  - “Excellence that sets someone or something apart from others”

- **Accreditation Distinction**
  - Accreditation distinction offers healthcare organizations an additional way to set their business apart through measurable, evidence-based best practices.
  - Allows healthcare organizations to demonstrate their ability to meet standard requirements that exceed industry expectations in the specified field.
  - Earning a distinction differentiates an organization from other healthcare providers.
  - It represents written assurance by a third party of the conformity of a process or service to specified requirements.
DISTINCTION IN CUSTOM MOBILITY

- What is the Distinction in Custom Mobility (CM)?
  - CM services focus on the provision of products and services to mobility- and positioning-compromised patients in a manner that proactively reduces or prevents complications and maintains or improves mobility and the performance of activities of daily life.
  - The goal:
    - Sustain client/patient activities of daily living and overall quality of life through ongoing assessment of needs, proactive goal setting, and documentation.
DISTINCTION IN CUSTOM MOBILITY

- Why was the Distinction in Custom Mobility developed?
  - Evolving referral partner agreements
    - 24/7 availability of services
    - Care/service “accountability”
      - Impact of care/service on patient outcomes
      - Cost justification
  - Need to move beyond the “sale item” mindset
  - Realization of increasing number of custom mobility providers who are committed to improving activities of daily living and health-related quality of life for patients and looking for recognition of the role they play in improving patient outcomes.
DISTINCTION IN CUSTOM MOBILITY

Why should providers consider adding the Distinction in Custom Mobility?

- The AHC Distinction in Custom Mobility is the first in the DMEPOS industry to offer recognition for this area of specialty care
- It demonstrates a provider’s commitment to delivering consistent, quality care and enhancing patient outcomes – “over and above” service/care
  - By supporting a continuous process of treatment that includes patient/caregiver input and a multidisciplinary approach and to identify patient needs, develop goal-specific plans of care, and provide products and services in a manner that assists patients in meeting their established goals
  - Improved outcomes can lead to increased mobility and improved activities of daily living, and lower costs for providers, patients, and payors.
  - It can strengthen trust and confidence in an organization, setting the business apart from competitors, leading to additional referrals.
DISTINCTION IN CUSTOM MOBILITY

- How is CM different from current RTS Accreditation?
  - Standards focus on:
    - Identifying unique needs of each patient
    - Developing individualized plans of care
    - Goal and outcome monitoring
    - Client/patient follow-up
  - Emphasis is on:
    - Improved service
    - Responsive care to clients/patients with conditions requiring mobility support
    - 24/7 access to support
DISTINCTION IN CUSTOM MOBILITY

- What must I do over and above my current RTS accreditation?
  - Develop additional P&P's
    - Patient goal setting and follow-up
    - On-call
    - Defining Telehealth scope, focus and usage
  - Add additional PI indicators and monitoring processes
    - Time interval for getting equipment to patient
    - Proper assembly and performance of equipment
    - Post-delivery follow-up services
    - Communications among care team participants
  - Make service available 24/7
  - Implement care planning, goal setting and outcomes measurement processes
  - Documentation of involvement in local mobility-challenged community
DISTINCTION IN CUSTOM MOBILITY

How do I add this distinction?

- Must currently be accredited by ACHC for RTS services
- If a new provider; apply for RTS and CM
- Notify Account Advisor of interest
- Develop P&P’s and infrastructure/operations support to meet distinction standards
- Undergo additional ½ day survey
- Since distinction is not CMS required, it can be a scheduled survey
  - If adding at time of RTS survey, will need to be unannounced
QUESTIONS?