



Dr Comfort Updates – Mar 14, 2008

Section 2 of Accreditation Requirements

Recall that last week we talked about the guidelines related to the first section that ABC Accreditation will look at – this week, we will summarize the second section.

The second section is entitled **Patient Care and Management Standards**. The Patient care area addresses the *7 essential components* designed to support the delivery of high-quality patient care and to ensure that patient needs are met. The seven essential components are areas that I'm sure you address in your everyday work – these are:

- 1) Policies and procedures, 2) Patient management protocols, 3) Physician interaction and communication, 4) Patient records, 5) Patient rights, 6) Patient and family education, and 7) Patient follow-up care

These seven essential components are weaved throughout the *10 targeted questions*:

- ... the *professional staff provides quality clinical care* to patients according to generally accepted professional practices
- There are *written patient management policies* ... at each physical location
- *Patient care service is provided under the direction of certified personnel* acting within the scope of their practice.
- Appropriate services are available to respond to *patient emergencies* that may occur in the facility – this includes first aid, CPR, etc.
- Referrals, consultations and all other *communications with the referring physician* are documented in the patient's clinical records...
- There is a *patient record system* that permits prompt retrieval of information, are uniform and legible, and are updated accurately in a timely manner – only accessible to staff on a need to know basis.
 - There are lots of sub-points in this particular section.
- *Patient rights are supported* – each patient is treated with respect, dignity and consideration.
- Performance and services are assessed through *patient satisfaction surveys*.
- *The patients and caregivers are provided with education* that enhances the benefits of pedorthic care.
- *Patient follow-up care is consistent with services provided* – the patient's lack of compliance is also so noted in the records.

Next week we will go over **Performance Management and Improvement Standards**. If you want to peek ahead, feel free to go to the ABC web site at www.abcop.org. We are still working with many of the accrediting bodies to develop a cost-effective solution for you – more to come on that.

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