



HEALTHCARE QUALITY
ASSOCIATION
ON ACCREDITATION

HQAA FULL STANDARDS, WHAT'S NEW?

*What is applicable will depend on the products and services
you provide*



ORG 1 MISSION AND VISION

The standard has been edited to remove that the statement is reviewed annually, this requirement is addressed in PRO 1.

PRO1 POLICIES AND PROCEDURES

In addition to the table of contents you submit for your administrative policy and procedure manual you will be asked to submit evidence of annual review of those policies.



PRO 2 CONTRACTED BUSINESS AGREEMENTS

The evidence of compliance section was updated in this standard to give further examples of when and who a contracted business agreement would apply. The following examples were added.

- Organizations providing resupply of PAP Supplies
- Organizations providing follow-up regarding compliance, resupply, etc.
- Organizations providing setup and education either in person or virtually
- Organizations providing direct delivery through shipping
- Organizations providing custom products that your organization is billing for
- Answering service if PHI is shared
- Hospice

Document submission requirement was updated to:

Business agreement/contract containing HIPAA Language if PHI is shared (if no HIPAA language, submit BAA with agreement)

HR 2 Competency Program

This was a big change. Competencies went from being required annually to biennially (every 2 years).




HR 3 Contracted Staff

The organization maintains a signed contract between parties has been added. Remember that all 1099 employees must have a valid executed contract that meets IRS requirements.

HR4 Background Checks

If the organization is providing to Medicare/Medicaid beneficiaries, the organization must verify that the employee is not on the Office of Inspector General (OIG) Exclusions database. These checks ensure that no candidate is hired who could put the client or organization at risk.

<https://exclusions.oig.hhs.gov/?AspxAutoDetectCookieSupport=1>



HR5 Annual Educational Programs

Removed 6-hour requirement, added Compliance and Fraud Waste and Abuse annual training.

ICS 7 DISASTER PLAN

Your Disaster Plan must address how services will be modified during a pandemic following the Federal Center for Disease Control (CDC), local, and state guidelines.

QM 2 SENTINEL/ ADVERSE EVENTS

The policy requirement was updated to describe how an adverse/sentinel event is reported to HQAA and appropriate authorities or regulatory agencies within 2 business days. This is consistent with wording in your agreement with HQAA.

BC 2 CLIENT CHARGES AND COLLECTION OF PAYMENTS

The standard was updated by clarifying that the client must be notified of the total charges for products or services provided.



PS 2 PHYSICIAN ORDERS

The standard title was updated by removing “and coordination of care”

The following were removed from the standard:

- All verbal orders are validated via physician signature
- The requirement for separate coordination of care policy

The following was added to the standard:

“If providing services to Medicare beneficiaries follow the most current order/prescription guidelines.”

MM2 Selection of Equipment, Device, and Supplies

The requirement for the address to be on the equipment sticker has been removed. A name and telephone number are all that is required.

MM 4 PREVENTATIVE MAINTENANCE, REPAIR AND TESTING

Validation section was added that states the surveyor will confirm the availability of testing equipment and maintenance of such equipment used to perform maintenance and repair.

**MM 5 BACK-UP
SYSTEMS
AVAILABLE,
REPLACED,
AND ASSIGNED**

The following was added to the standard: For equipment that has batteries, there is an adequate number of units connected to a power source and/or fully charged.

**DEL 2
TRANSPORTATION,
HANDLING AND
DELIVERY OF
EQUIPMENT/DEVICES**

The following was added to Evidence of Compliance:

If transporting oxygen and carrying a single tank greater than 220 lbs. or the total weight of tanks is greater than 440 lbs., an oxygen manifest is maintained. This is part of the Materials of Trade requirements. See the Power Pack in the HQAA Workroom.

DEL 5 VEHICLE MAINTENANCE, LABELING AND USE

The following was added to the standard: At a minimum, there is a documented monthly inspection of delivery vehicles.

RT 2 PRODUCING A RECEIPT

The requirement for the organization to provide an immediate receipt was changed to: Upon request, an additional receipt that contains all pertinent and relevant information necessary for the client to submit for third-party reimbursement, including item numbers, codes, and any additional specifications is provided.

RT 4 PRODUCT PLACEMENT IN SHOWROOM

Removed the requirement for pricing of all items in the retail area. You will still need to price items if required by state law. See Power Pack in HQAA Workroom for state requirements.

**RT 6 HANDLING
EQUIPMENT
REPAIRS IN
THE RETAIL
AREA**

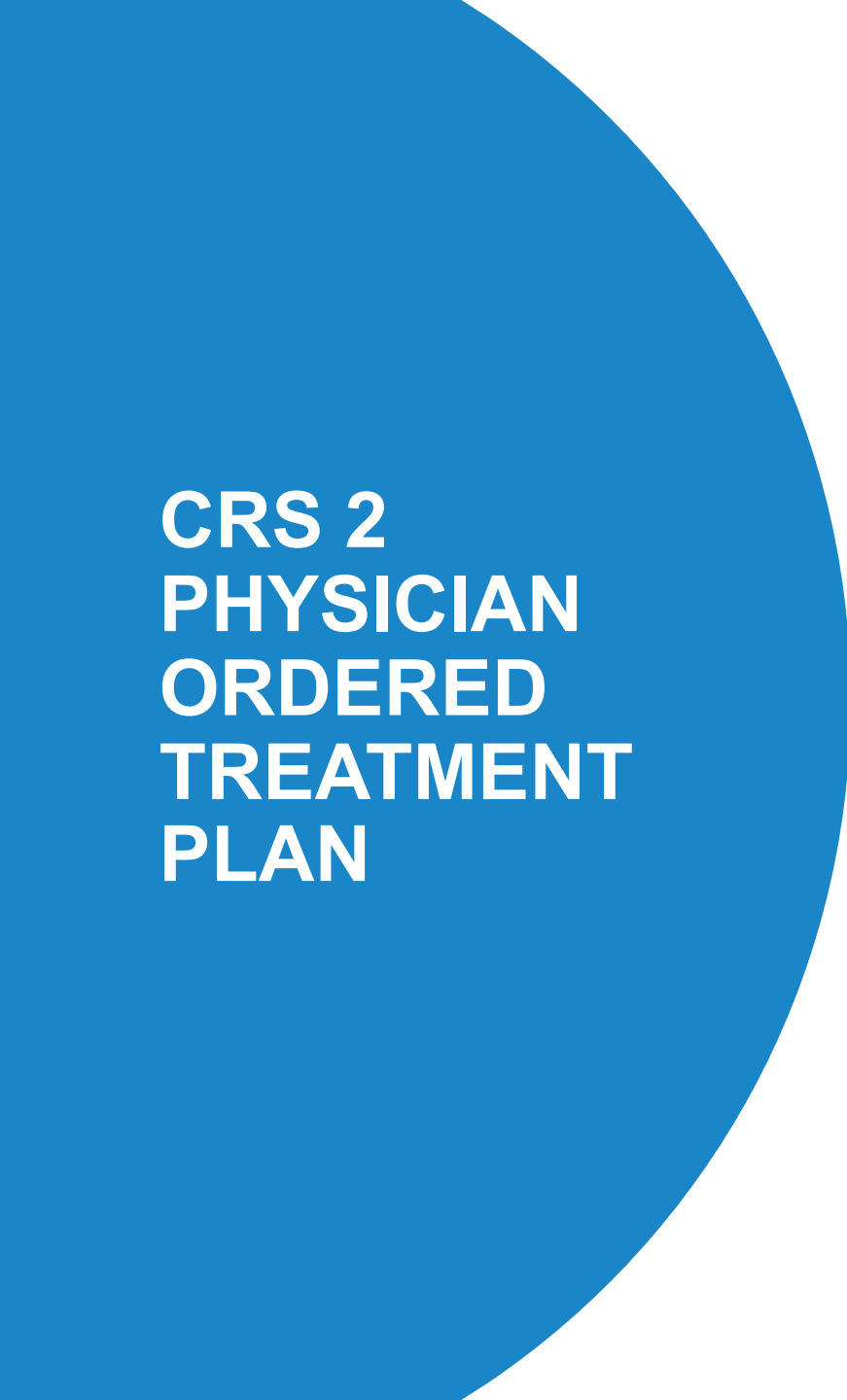
This standard has been removed



RE 5 POWER EQUIPMENT AND TOOLS

This is a new standard:

The organization will establish policies and procedures, if applicable, regarding the safe use of power equipment and tools. The policy would address the manufacturer's safety instruction including the use of Personal Protective Equipment (PPE) and safety guards, if so equipped, and as required by OSHA.

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CRS 2 PHYSICIAN ORDERED TREATMENT PLAN

The standard was updated to include that a new prescription is required at least annually.

COP MODULE

The Custom Orthotics (CO) module was updated to Custom Orthotics and Prosthetics (COP)

The COP module is required for product categories OR01 and PR01.

There is one new standard added to this module.

COP 6 Power Equipment and tools

The organization will establish policies and procedures, if applicable, regarding the safe use of power equipment and tools. The policy would address the manufacturer's safety instruction including the use of Personal Protective Equipment (PPE) and safety guards, if so equipped, and as required by OSHA.



IMV 3 PHYSICIAN ORDERED TREATMENT PLAN

The standard was updated to add that orders need to be obtained annually.





There is no requirement for you to update your policies at this time. You will see these new updates when you sign up for renewal. If you desire to change your policies now you can sign up for ACT which will give you access to your workroom and coach.

THANK YOU FOR CHOOSING HQAA!