



HealthCare ConsultLink



CONNECTING AGENCIES TO QUALITY AND
COMPLIANCE SINCE 1996



Our team of experts provide consulting services for the following service lines and accreditation organization options:

HOSPICE AGENCIES

LICENSED & CERTIFIED HOME HEALTH AGENCIES

LICENSED-ONLY HOME HEALTH AGENCIES, INCLUDING PEDIATRICS

ATTENDANT CARE AGENCIES

ASSISTANCE WITH ACCREDITATION PROCESSES

Accreditation Commission for Health Care (ACHC)

Community Health Accreditation Partner (CHAP)

The Joint Commission (TJC)



PolicyLink

Powered by HealthCare ConsultLink

ONLINE POLICY MANUALS

HealthCare ConsultLink has a dedicated team of regulatory, clinical, and editorial staff focused on the regular monitoring of industry changes that require agency compliance and updates to policies or forms.

- Home health, hospice, and attendant services policy manuals
 - Federal and state specific
 - Accreditation specific (ACHC, CHAP, and TJC)
 - Web-based
 - Fully searchable
 - Hyperlinked table of contents to specific documents
 - Accessible by agency manual administrator and team members
 - Real-time access to regulatory and content updates
- Manuals include the following components:
 - › Agency forms
 - › Admit pack
 - › QAPI
 - › Infection control
 - › Business profile
 - › General orientation
 - › Emergency preparedness
 - › Volunteer (hospice)
 - › Bereavement (hospice)



QUALITY & OPERATIONAL CONSULTING SUPPORT

Development/completion of:

- Agency QAPI (record reviews, result aggregation)
- Comprehensive and focused clinical record reviews
- Performance improvement Plans (PIP)
- Annual Agency Evaluation (AAE)
- Mock surveys
- Plans of correction following surveys
- Emergency Preparedness Plans (EPP)
- Federal and state licenses and certification
- Accreditation applications
- Additional Documentation Requests (ADRs) initial and appeal responses
- Operational process reviews and recommendations
- Customized agency education

SALES AND MARKETING CONSULTING SUPPORT

- On-site and/or remote sales and marketing training and support
- Agency SWOT analysis

MERGERS & ACQUISITIONS SUPPORT

Buyer and seller clinical due diligence that includes patient record and claims review for compliance with the following:

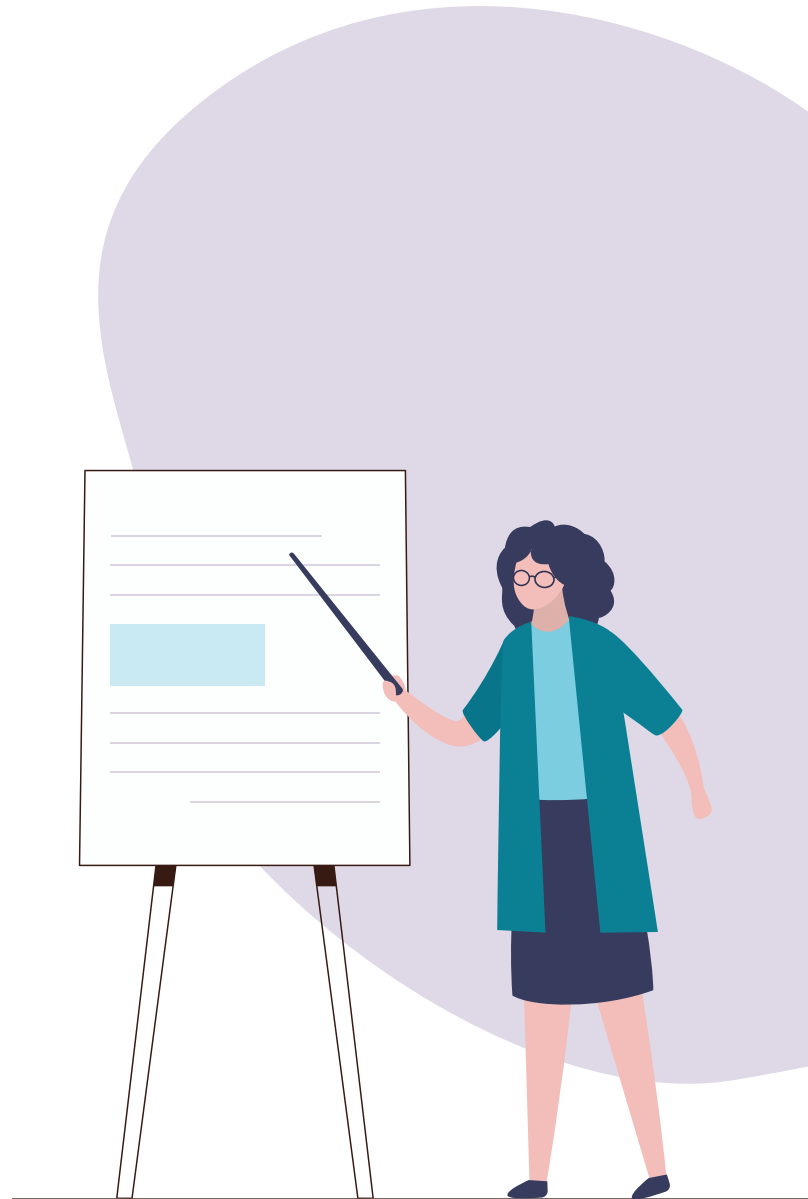
- Federal regulations
- State regulations
- Accreditation standards
- Conditions of payment that may impact financial reimbursement and recoupment risk

AGENCY START-UP SUPPORT

- State and federal applications for licensure and/or certification
- Accreditation application
- Documentation review
- Emergency Preparedness Plan
- Initial QAPI completion
- Mock survey in advance of initial survey
- Post-survey plan of correction, as needed
- Staff education and training throughout the start-up process with a primary assigned consultant

EDUCATION ACTIVITIES

- Group seminars and on-site agency-level education
 - Remote/virtual training options
 - State-approved administrator training
 - Topic-based trainings include:
 - › OASIS
 - › *Home Health Value-Based Purchasing*
 - › *Coding*
 - › *STAR ratings and improvement strategies*
 - › *Hospice eligibility and appropriate documentation*
 - › *Hospice Quality Reporting Program (HQRP)*
 - › *Patient-Driven Groupings Model (PDGM)*
 - › *Quality Assessment Performance Improvement (QAPI) processes and requirements*
-more available upon request!



HealthCare ConsultLink is approved as a provider of nursing continuing professional development by the New Mexico Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. HealthCare ConsultLink is an approved provider of Administrator's Training by the Texas Health and Human Services Commission.



**HealthCare
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 888.391.3764

 [hc-link.com](https://www.hc-link.com)



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Since 1996, HealthCare ConsultLink (HCL) client agencies have relied on our team of experienced professionals to help them navigate the constantly changing regulatory and operational environment. Our consultants and specialists provide consulting and education services across multiple states for hospice, home health, and attendant care agencies. Focus areas covered include clinical, compliance, regulatory, operations, sales and marketing, and mergers and acquisitions. HCL has built a strong reputation by following our core values.

Core Values

INTEGRITY

Be honest. Always do the right thing.

COMPASSION

Show kindness to others in need or distress.

CUSTOMER SATISFACTION

Meet or surpass the customer's expectations.

TEAM ATTITUDE

Create a positive work environment.
Everyone is a vital part of the team.

COMPLIANCE

Exceed the standard.

PROFESSIONALISM

Perform daily activities with high ethical standards and excellence.

COMMITMENT

Loyalty to our clients and to each other.