



Integral Healthcare
Solutions

AccrediTrain®

IHS Accreditation Standards e-Training

Program Description

Integral Healthcare Solutions, LLC, (“IHS”) offers **AccrediTrain** to applicants for accreditation. *AccrediTrain* trains each employee in the accreditation standards that apply to that employee’s particular role in the organization. *AccrediTrain* is a web application that provides role-based, individualized training on each applicable accreditation standard. *AccrediTrain* also provides the organization with documentation of each employee’s training progress.

How does *AccrediTrain* work?

Organization Assigns Roles for Each Employee

The organization provides IHS with the names and email addresses of each employee. The organization also advises IHS of all the accreditation-relevant roles each employee plays within the organization (e.g., human resources, IT, medical management, and quality management). IHS then assigns each employee a certain collection of applicable accreditation standards.

Employee Logs In

The employee then logs on to the *AccrediTrain* web site with his/her a unique user ID and password. Once logged in, he/she finds the assigned standards in “books”:

Book Assignments

[General Core Standards \(v 2.1\)](#)

[\(22/22\)](#)

[URAC General Tips \(4/14\)](#)

[Case Management v. 3.0/3.1](#)

[\(27/27\)](#)

[Log Off](#)

[Change Password](#)

The AccrediTraining Begins

The employee clicks on the first assigned book, where he/she will find a list of the standards in that book:

General Core Standards (v 2.1)

[View](#)[Edit](#)[Outline](#)

These standards are required training for all employees.

-
- [Welcome to the Integral Healthcare Solutions' Core 2.1 Pages](#)
 - [URAC Core -- Frequently Missed Standards](#)
 - [URAC Core 1 -- Organizational Structure](#)
 - [URAC Core 1 -- Best Practices in Documenting Compliance](#)
 - [URAC Core 3 -- Policy and Procedure Maintenance, Review, and Approval -- v. 2.1 revision](#)
 - [URAC Core 3 -- Policy and Procedure Maintenance, Review, and Approval](#)
 - [URAC Core 10\(d\) -- New Interpretation of Documentation for Board Certification Requirement](#)
 - [URAC Core 11 -- v. 2.1 revision](#)
 - [URAC Core 12 -- Inter-departmental Coordination](#)
 - [URAC Core 15-18 -- Delegation](#)
 - [URAC Core 16 -- v. 2.1 revision](#)
 - [URAC Core 17 -- Delegation Agreements -- Onsite Review Tip](#)
 - [URAC Core 17 -- Delegation Contracts](#)
 - [URAC Core 17\(b\) -- Delegation Agreements and URAC Requirements](#)
 - [URAC Core 18 -- v. 2.1 revision](#)
 - [URAC Core 23 -- Consumer Safety Mechanism -- Suicide Prevention Policy](#)
 - [URAC Core 23 -- Consumer Safety Mechanism](#)

[Welcome to the Integral
Healthcare Solutions'
Core 2.1 Pages >](#)

The employee then clicks on the first link, an introductory video explaining how to go through the training:

Welcome to the Integral Healthcare Solutions' Core 2.1 Pages


[View](#) [Edit](#) [Outline](#)

Submitted by [Tom Goddard](#) on Wed, 2009-05-13 09:48

[Accreditation](#) [Core](#) [Healthcare](#) [URAC Consultant](#)

[Welcome](#)

A short (1:15) video message from Tom Goddard, Chief Executive Officer of Integral Healthcare Solutions, LLC:



[< General Core Standards \(v 2.1\)](#) [up](#) [URAC Core 1 -- Organizational Structure](#) [>](#)

After viewing the video, the employee clicks on the link in the lower right corner to begin the training.

AccrediTrain Meets Three Levels of Instructional Need

A typical page in AccrediTrain addresses the accreditation standard at three levels according to the staff level of the employee (entry level, manager, accreditation team leader):

“The Basics” – this summary of the standard’s requirements is for all employees who have responsibilities related to that standard, regardless of where the employee is in the organization’s hierarchy.

“Management Tips” – this section provides additional information for supervisors and those who develop policies and procedures or trainings.

“Accreditation Tips” – this section targets those directly involved in the accreditation process.

Here is a typical training page in *AccrediTrain*:

HUM - 4 - Review Service Disclosures

[View](#)

[Edit](#)

[Outline](#)

Submitted by [Tom Goddard](#) on Sat, 2009-07-11 14:58

[Disclosures](#)

[Healthcare Accreditation](#)

[URAC Consultant](#)

[Utilization Management](#)

The Basics

This is a straightforward standard with two components:

- ☒ The first requires the organization to implement a policy and procedure requiring its UM staff members to identify themselves by name, title, and the name of the organization. This requirement must apply in all interactions between staff members and outsiders, whether in person or by phone.
- ☒ The second requirement is that the organization's P&Ps mandate that their staff members provide information about UM requirements and procedures, on request, to patients, healthcare providers, and others involved in the UM process.

Management Tips

Note that your staff members need not disclose a last name. Furthermore, if the caller encounters an introductory message on the way into your phone system that identifies your organization by name, your UM staff members do not need to repeat that information.

URAC Accreditation Tips

The first element is weighted 2, while the second is weighted 4.

The documentation required for this is not only the obligatory P&P, but also evidence of its implementation, such as scripts for UM staff members and/or badges for concurrent review nurses. For the onsite review, in addition to having those documents available for the reviewer, the UM staff members should expect either to be asked about how they identify themselves or to simply be observed in the performance of their duties to see if they do, in fact, comply with the P&P and this standard.

[< HUM - 3 - Review](#)

[up](#)

[HUM - 5 - On-Site Review](#)

[Service Communication](#)

[Requirements >](#)

[and Time Frames](#)

Some training pages also include short videos to augment the written training materials.

Training Content – Developed by Experts

Top experts in accreditation develop the content of *AccrediTrain*'s modules. For example, IHS's URAC experts all have over 10 years of experience in URAC, both as former senior executives of URAC and as URAC reviewers with hundreds of accreditation reviews under their belts.

Documentation of Training

Documentation of employees' progress through their assigned training is important. With *AccrediTrain*, the organization's training supervisor can print a report that shows each employee's progress through his/her assigned modules, as well as the beginning and ending dates of the employee's training period:

Trainees Status for

Print | Export | Close

N | B

Roles	Books Assigned
All (Core 2.1)	General Core Standards (v 2.1) (19/19)
Client Relations (Core 2.1)	URAC General Tips (13/13)
Case Management v. 3.1	Communications (Core 2.1) (3/3)
	Case Management v. 3.0/3.1 (27/27)
	First viewed: 2009-06-12 11:55:11
	Most Recently viewed: 2009-06-25 14:18:21
	COMPLETE!

D | B

Roles	Books Assigned
All (Core 2.1)	General Core Standards (v 2.1) (0/19)
Quality (Core 2.1)	URAC General Tips (0/13)
Compliance (Core 2.1)	Quality (Core 2.1) (0/9)
Client Relations (Core 2.1)	Compliance (Core 2.1) (0/5)
Case Management v. 3.1	Communications (Core 2.1) (0/3)
	Case Management v. 3.0/3.1 (0/27)
	No pages viewed.

As you can see, the first employee in this example, N.B., completed all the training in the four areas of training that her role in the organization required over a two-week period from June 12 through June 25. The second employee, D.B., has not started training yet.

This reporting mechanism is useful both as a management tool and for documentation of compliance with the training requirements of regulators and accreditors.

For more information about *AccrediTrain*

Either email us at info@integralhs.com, or call us at (703) 879-8357.