

GUIDELINES FOR PREPARING RESPONSES TO RESIDENCY ACCREDITATION SURVEY REPORTS AND PROGRESS REPORTS

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Preparing Responses to Survey Reports

Purpose: The purpose of survey responses and progress reports is to provide adequate information to the ASHP Commission on Credentialing (COC) for them to make decisions about length of accreditation of your program and continued accreditation of your program.

Guidelines:

- Accreditation decisions aren't made until the site's response to the report is received and reviewed by the COC. The survey response is due within 75 days from the end of the survey. Improvements in pharmacy services and residency program, and how you communicate them in your response, have a positive influence on your accreditation status.
- Programs surveyed between December 1 and May 15 will be reviewed at the following August Commission on Credentialing (COC) meeting and programs surveyed between May 15 and November 30 will be reviewed at the following March COC meeting. The COC decision is forwarded to the site subsequent to ASHP Board approval.
- The purpose of the site's response is to communicate improvements that have been made for all compliance citations that were noted during the survey. The response must, at minimum, indicate a specific plan with timetable to resolve each area of partial or non-compliance. The optimal response is to indicate improvements that have been IMPLEMENTED to fully address each citation, including EVIDENCE which documents the improvements. Completed forms such as resident evaluations, resident development plans, evidence of capital improvements, and minutes from meetings are examples of evidence.
- Restate each finding of non-compliance and partial compliance from the survey report summary. Your report should address the findings in the same numerical order as listed in the summary section of the survey report. (It is not necessary to reference the standard for findings of non-compliance or partial compliance.)
- Describe progress that has been made in implementing remedies to findings of non-compliance and partial compliance. Responses should describe specific changes that have been implemented and the timeframe of implementation. If changes have not occurred but are planned, timelines for future plans must be provided and a responsible individual should be identified.
- Attach appendices to support responses. When necessary, download and attach examples from PharmAcademic. Surveyors do not access PharmAcademic when reviewing reports and COC members do not have access to PharmAcademic. Appendices could include examples of forms or other concise, specific examples of pertinent documents. In all cases, copies of completed documents, as opposed to blank forms, should be forwarded to illustrate to the COC how the documents have been utilized.
- Special attention should be paid to items identified as "Critical Factors". These have greater weight and are important in accreditation decisions. They are bolded in the pre-survey checklist.

The response transmittal letter must be signed by the program director, the director of pharmacy or senior manager, and the CEO (or equivalent party) of the organization. All reports are to be submitted electronically to asd@ashp.org. Should you have any questions regarding report submission requirements, call 301-664-8835 or send a message to asd@ashp.org.

- Please send 2 separate files: (1) Your transmittal letter and the survey responses and (2) the supporting appendices/attachments in one bookmarked PDF (not scanned) by your response deadline.
- If needed, a second bookmarked PDF containing additional attachments (if file size of (2) above is too large to email) may be included. Please click on the link below for instructions on electronic submission of the Residency Survey Response. (<https://www.ashp.org/-/media/assets/professional-development/residencies/docs/electronic-response-submission-job-aid-2018-1101.ashx?la=en&hash=4638CB41CC9E904A37FF402BE9EC35ACF3CE225D>)
- *ASHP Regulations on Accreditation of Pharmacy Residencies* may be found at the following: [ASHP Regulations on Residency Accreditation](#)
- Response Examples:
 - When responding, first review the list of words and phrases to use and avoid.

What to Say (specific)	What NOT to Say (vague)
"The plan is...."	"It is hoped or anticipated..."
"We have revised..."	"We encourage"
"The timeline for implementation is as follows..."	"Soon"
"Evaluations from PharmAcademic™ are in Appendix..."	"It's in PharmAcademic™"
"We have approved..."	"Will be a focus of discussion"
"We are addressing this issue by..."	"If..., it may be possible t..."

- Extra tips to help your response:
 - Resolve simple issues immediately
 - Address the areas of noncompliance or partial compliance – don't talk around the issue
 - Get clarification if needed from your lead surveyor
 - Be succinct
 - Provide specific action plan
 - Share specific timeline(s)
 - Assign responsible person
 - Provide actual examples and documentation
 - Provide statistics if appropriate

Guidelines for Progress Reports

Purpose: ASHP regards evaluation of accredited residency programs as a continuous process; accordingly, the COC requests that directors of accredited programs submit periodic written status reports to assist the COC in evaluating the continued conformance of individual programs to the applicable accreditation standard(s). The progress report is required as a condition of continued accreditation.

- Written reports shall be required from program directors when requested by the Commission on Credentialing and can be requested at any interval of time. Accreditation Services Office shall notify the program director electronically when a written report has been requested and the submission deadline. Failure to submit a progress report as requested may impact the program's accreditation status.
- The report should address any progress, beyond that previously reported, that has been made in addressing areas of non- and partial compliance, and in implementing recommendations set forth in the last survey report. *Any other information concerning major changes in the residency program or pharmacy services should also be included.*

- When you have been notified that the COC considers a finding of non-compliance or partial compliance resolved, you should include that finding and your previous response in the report and mark it as resolved by the COC. You do not need to provide updated information on findings that the COC has determined resolved.
- You must respond to all areas not determined as resolved by the COC. Please do not respond to the consultative recommendations on follow up progress reports.
- Describe progress that has been made in implementing remedies to findings of non-compliance and partial compliance. Information should be presented in a way that conveys the positive steps that have been taken since the accreditation survey to address areas that were cited in the survey report.
- Your responses should describe specific changes that have been implemented and the specific time of implementation. If changes have not occurred but are planned, timelines for future plans must be provided and a responsible individual should be identified.
- Attach appendices to support responses when appropriate. When necessary, download and attach examples from PharmAcademic. Surveyors do not access PharmAcademic when reviewing reports and COC members do not have access to PharmAcademic. Appendices might include examples of forms or other concise, specific examples of pertinent documents. In all cases, copies of completed documents, as opposed to blank forms, should be forwarded to illustrate to the COC how the documents have been utilized.

The response transmittal letter must be signed by the program director, the director of pharmacy or senior manager, and the CEO (or equivalent party) of the organization. Accreditation Services Office will notify the program of the deadline for submission of the program's progress reports.

- All reports are to be submitted electronically to asd@ashp.org. Should you have any questions regarding report submission requirements, call 301-664-8835 or write asd@ashp.org.
 - Please send 2 separate files: (1) Your transmittal letter and the survey responses and (2) the supporting appendices/attachments in one bookmarked PDF (not scanned) by your response deadline.
 - If needed, a second bookmarked PDF containing additional attachments (if file size of (2) above is too large to email) may be included.
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