

Meeting the Accreditation Association Standards For Managed Care Organizations

Organizations that apply for an Accreditation Association survey are reviewed against a set of standards that describe the characteristics that AAAHC believes define the high quality care required of an accreditable organization. Applicable standards include:



- **Rights of Members.** Does your organization treat members with respect, consideration and dignity? Are members informed of their right to change providers?
- **Governance.** Does your governing body meet at least annually and properly document its decisions and activities? Is the governing body fully and legally responsible for all aspects of the operation and performance of the organization?
- **Administration.** Does your organization have policies, procedures and controls to ensure orderly and efficient management that assures high quality health services and fulfills the directives of the governing body? Do you employ qualified management personnel and conduct appropriate long- and short-range planning?
- **Quality of Care Provided.** Does your organization ensure all health care professionals have the necessary and appropriate training and skills to deliver high quality services in accordance with the principles of professional practice and ethical conduct?
- **Quality Management and Improvement.** Is management accountable for the quality of services delivered? Do you conduct ongoing quality assurance and improvement activities?
- **Clinical Records and Health Information.** Does your organization maintain appropriate, accurate and complete clinical records to meet the requirements of applicable regulations, including patient privacy?

- **Facilities and Environment.** Does your organization have a system in place to provide a network of primary and specialty care providers whose facilities and environment meet high standards of safety and patient care?

- **Health Education and Promotion.** Does your organization have policies and procedures in place to provide health education and promote healthy practices to its members?

Although this is only a representative sample of the requirements needed to earn accreditation, if you were able to answer yes to these questions, then your organization may be on the right path toward earning AAAHC accreditation. Specific information and additional detail regarding AAAHC standards can be found in the **Accreditation Guidebook for Managed Care Organizations**. The Guidebook explains the Accreditation Association's standards as they apply to MCOs, including information on policies and procedures, and worksheets to help you prepare for your survey. The Guidebook can be ordered at www.aaahc.org or by calling 847-853-6060.



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