



## UCAOA Accreditation FAQs

**Q: What is the difference between UCAOA Certification and UCAOA Accreditation?**

A: [Urgent Care Certification](#) defines **WHAT** an urgent care center is. In other words the **SCOPE** of urgent care. The Certification program was designed to help organizations differentiate themselves and to help the industry establish a baseline definition for urgent care centers.

[Accreditation](#) recognizes an organization that meets national standards for SAFETY, QUALITY *and* SCOPE for urgent care. UCAOA's Accreditation program offers the **only** accreditation program to include the **scope** of services. The UCAOA Accreditation encompasses a customized focus on the nuances and uniqueness of the urgent care delivery model.

Through the UCAOA Accreditation, a facility demonstrates that it has met or exceeded published standards and expectations for excellence in the following areas (in addition to demonstrating that the center(s) meets the scope of care criteria):

- Governance
- Human Resources
- Patient Care Processes
- Physical Environment
- Quality Improvement
- Health Record Management
- Patient Privacy/Rights/Responsibilities
- Scope of care

**Q: What if my organization is already a UCAOA Certified Center?**

A: UCAOA Certified Centers applying for accreditation will receive a 10% discount on their initial Accreditation application fee. Following the initial survey, the achievement of the dual distinction will be on the same cycle and renewals will be accomplished through a return survey.

**Q: Can I get accredited if I do not meet the CUC criteria?**

A: The UCAOA accreditation encompasses the scope of Urgent Care which is covered by the Urgent Care Certification criteria. Thus, centers must meet the [CUC criteria](#) to be eligible to receive UCAOA Accreditation.

**Q: Can you briefly describe the process?**

A: The process includes the following steps:

- An Organization may obtain an Accreditation and Standards Preparation Manual to assist in the preparation process as follows:
  1. **Pre-purchase** the manual for \$150 (recommended) to assist with decision to pursue the Accreditation process. This will also allow additional time to prepare for the process as survey is scheduled AFTER an organization submits a completed application; or,
  2. Complete the application and pay in full. Receive a copy of the Accreditation and Standards Preparation Manual at no additional cost.
- Completion of the application.
- Upon receipt of a completed application, an onsite survey is scheduled within six months. Date(s) will be determined by UCAOA according to Surveyor availability. The applying organization shall be notified of the survey date(s).
- A scheduled announced survey takes place over a (on average) 1-2 day time frame depending on organization size/# of locations, geographic proximity, etc.
- Depending on the size of an organization, more than one surveyor may be assigned to the process.
- The Surveyor reports findings to the Accreditation Committee.
- The Accreditation Committee makes a final recommendation within 30 days of the onsite survey.
- If necessary, organization responds to final recommended improvements/action items within 45 days and the committee reviews and issues a final response.
- The organization receives Accreditation or pending Accreditation based on Surveyor findings and Committee decisions.

**Q: How long will it take me to prepare? Do I need to have a history showing that I have been in compliance for a specific period of time?**

A: It should take most organizations approximately 90 – 120 days to prepare. **The Standards and Preparation Manual** will greatly assist in preparation for the onsite survey. You will be able to easily determine any areas needing improvement. UCAOA strongly recommends purchasing the Standards and Preparation Manual prior to applying for Accreditation. This will give you additional time to prepare your organization prior to submitting the formal application.

At the initial survey, not all criteria need to demonstrate a 'history' within the organization. The expectation is that a process has been put in place to demonstrate compliance with the standard going forward. If a history is not evident but a process or policy meets the criteria, it will be assumed that the center has met the standard. Follow-up will occur at the next announced survey (~three years from date of previous survey) to ensure that what the center

stated would be in place has indeed been implemented and sustained throughout the accreditation period.

**Q: What is the cost for UCAOA Accreditation?**

A: The application fee for UCAOA Accreditation depends on your organization's UCAOA Membership status, the number of centers to be accredited and whether you already hold Joint Commission Accreditation and/or UCAOA Certification. [See the full UCAOA Accreditation Pricing Structure.](#)

**Q: An insurance carrier requires me to be accredited prior to contracting with my organization. Can I become accredited prior to opening?**

A: Yes. For pre-opening accreditation, an organization must complete a pre-opening application up to 6 months prior to the anticipated opening date, submit applicable fees and complete an attestation form. Before the center opens, an onsite survey will be scheduled within a 30 – 60 day period after the scheduled opening. There is an additional early accreditation fee of \$200 beyond the posted costs of accreditation to cover the extra administrative functions associated with this process.

**Q: I am a new start-up intending to open in six (6) months. Is it too early for me to consider UCAOA Accreditation?**

A: Not at all! UCAOA recommends purchasing the **Standards and Preparation Manual** in the UCAOA online store which will help you develop protocols, processes and policies that align with best practices encompassing Quality, Safety and Scope within the urgent care industry.

**Q: Besides the Preparation Manual, does UCAOA have any other resources that can help me prepare for Accreditation?**

A: Available in the UCAOA on-line store, is a **Policy and Procedure Manual** filled with over 250 template sample policies. Organizations can utilize the sample policies as a guideline for developing their own Policy and Procedure manual and align them with the required UCAOA accreditation standards.

**Q: What is the ROI or value proposition that our organization can anticipate?**

A: Other than the improvement to quality and safety within your organization, an exact ROI is unknown and will be unique to each organization. Based on feedback UCAOA has received from organizations who have been awarded UCAOA Accreditation we offer the following:

- Avoiding Possible exclusion from a managed care/third party payer network if it is not an accredited facility
- Improved staff morale

- Potential Risk Management discounts from select malpractice carriers
- Distinguishing of an organization from its competitors in marketing and advertising programs
- Designation on UCAOA's consumer website as an 'Accredited Urgent Care Center'

**Q: How can I find out more about UCAOA Accreditation? Is there additional information on the web site or am I able to contact someone at UCAOA directly?**

A: Organizations can refer to the [\*Introduction to the Accreditation Process\*](#), a helpful document that provides additional information about the UCAOA Accreditation program found on the UCAOA web-site.

Specific questions may be directed to Joan Sampey at [accreditation@ucaoa.org](mailto:accreditation@ucaoa.org) or 877-698-2262.