

# HOT TIPS FOR A POSITIVE VALIDATION EXPERIENCE

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## 1. PREPARATION

Preparation begins well before an ACFI validation is booked in. Good systems and training is what's required to lower stress levels and workloads around ACFI validation time.

- Maintain a supporting evidence pack while completing your ACFI pack so you don't need to dig through archives during the visit. This pack contains all the additional information that validates your claim including information about allied health, hospital discharge, progress notes, x-ray/pathology results etc.
- Let your team know that an ACFI validation has been booked and brief them on what is required. Ensure your care team understand completely their role in the ACFI process and why it's important to follow a care plan.
- Conduct mock ACFI validation interviews of your team members often to ensure they are used to the pressure and the kinds of questions they are likely to be asked.

## 2. ENSURE YOUR DOCUMENTATION IS CONGRUENT WITH THE CARE PROVIDED

- Ensure ACFI packs are based on comprehensive assessment and reflect the care that is being delivered.
- Conduct regular mini audits to ensure the above system is working and to ensure dates, directives and signatures are correct on all documentation.
- The introduction of the Omnibus Bill in 2016 made it easier for severe penalties to be applied and allow for the charging of a fee if approved Providers seek reconsideration of a classification downgrade. This means it is crucial that Residents are comprehensively assessed and care needs are congruent with the corresponding care plan. For a simple take on what the Omnibus bill means and other changes, visit our article <https://providerassist.com.au/news-resources/the-omnibus-bill-2016-what-does-it-mean-for-you/>

## 3. BE NICE

The Review Officers are people too and just doing their job. They are there to ensure your ACFI packs, care plans and the care being delivered are all congruent.

- Meet and greet the Review Officers. Show them around and introduce them to your team. An offer for a coffee definitely wouldn't hurt.
- Ensure they are set up in a quiet workspace, with privacy for interviews and plenty of space to review documents.

- Be aware of your rights; but also be aware of your responsibilities. Let's make it a positive experience.
- It's important to remain calm and professional throughout the visit.



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See more at: <https://providerassist.com.au/news-resources/hot-tips-for-a-positive-validation-experience/>