

GUIDELINES FOR PREPARING RESPONSES TO RESIDENCY ACCREDITATION PROGRESS REPORTS

Preparing Progress Reports

Purpose: The purpose of progress reports is to provide adequate information to the ASHP Commission on Credentialing (COC) for decision making regarding continued accreditation and duration of accreditation.

Guidelines:

- The COC makes accreditation decisions based upon the submitted progress report and associated evidence (appendices). Progress reports are due in advance (at least 75 days) of the scheduled COC meeting where the program's progress will be evaluated.
- The purpose of the progress report is to communicate improvements that have been made since the previous response. Improvements in pharmacy services and the residency program since the previous response and how those are communicated in the progress report have a positive influence on the COC decision.
- Restate each finding of non-compliance and partial compliance from the original survey report summary page(s). Your report should address the findings in the same numerical order as listed in the summary section of the survey report. Please [use this survey response template](#).
- The response must, at minimum, indicate a specific plan with timetable to resolve each area of non- and partial compliance that has not been previously designated as resolved by the COC. The optimal response is to indicate improvements that have been **IMPLEMENTED** to fully address each citation, including **EVIDENCE** which documents improvements. Completed forms such as resident evaluations, resident development plans, evidence of capital improvements, and minutes from meetings are examples of evidence.
- Findings of non- and partial compliance from previous reports that have been deemed resolved by the COC do not require updated information. This information can be found in your prior voted action letter and your progress report request letter.
- Follow Survey Response Best Practices as found in Appendix A at the end of this document.

STEP 1:

Review the following:

1. [Sample transmittal letter \(single program\)](#)
2. Survey Response Template
3. Example documents to be sent with a Report Response
 - a. [Programs surveyed Pre-July 2023](#)
 - b. [Programs Surveyed on 2023 Standard](#)
4. [How to Combine and Bookmark PDF Files for Submission](#)
5. [Electronic response submission instructions](#)
6. [Report Response Tips for Success](#)

REQUIRED DOCUMENTS

The progress report requires submission of the following:

1. Survey transmittal letter that includes the name and signatures of the program director, the pharmacy executive, and the CEO (or equivalent party) of the organization.
2. Survey response
3. Supplemental appendices documenting evidence of progress for each finding of non- and partial compliance that has not previously been determined to be resolved by the COC.

STEP 2:

Download the [Survey Response Template](#). Within the template, copy and paste each finding of non-compliance and partial compliance from the survey report summary to the farthest left column (one row per finding). Your report should address the findings in the same numerical order as listed in the summary section of the survey report (NC1, NC 2, PC1, PC2).

STEP 3:

Briefly **describe** progress that has been made since the previous response/ progress report submission to remedy each finding of non-and partial compliance that has not been determined to be resolved. Responses should describe specific changes that have been implemented and the time frame of implementation. If changes have not occurred but are planned, timelines for future plans must be provided, and responsible individual(s) should be identified.

Reference supporting evidence—Include documentation (appendices) to support the changes summarized. Appendices may include examples of forms or other concise, specific examples of pertinent documents. In all cases, copies of completed documents (rather than blank forms/templates) should be included to illustrate to the COC how the documents have been utilized. If the documentation is available in PharmAcademic™, it does **not** need to be separately downloaded and included in the bookmarked PDF appendices. Instead, Lead Surveyors will access PharmAcademic™ to review the documentation directly. However, the narrative for the applicable finding **must** include the name of the specific item(s) in PharmAcademic™ showing evidence of resolution/progress and the location within PharmAcademic™ for the Lead Surveyor to locate the intended documentation.

STEP 4:

COMBINE PDFs of all supporting evidence (appendices) into a bookmarked PDF file in the **SAME ORDER** and using the **SAME TITLES** listed on the survey response.

[How to Combine and Bookmark PDF Files for Submission](#)

STEP 5:

UPLOAD the following items as 3 separate PDF files by your response deadline as noted in STEP 4 (See [Electronic Response Submission Instructions](#))

- Transmittal letter
- Progress report (using survey response template)
- Combined and bookmarked PDF of supporting evidence (appendices) for each finding of non- and partial compliance that has not been deemed resolved by the COC

APPENDIX A: SURVEY RESPONSE BEST PRACTICES

- 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"
"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 data/metrics if appropriate