



GUIDELINES FOR PREPARING RESPONSES TO RESIDENCY ACCREDITATION SURVEY REPORTS

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 decision making regarding accreditation, continued accreditation, and duration of accreditation.

Guidelines:

- The COC makes accreditation decisions after the site responds to the survey report. The survey response is due within 75 days from the end of the survey. Improvements in pharmacy services and the residency program, and how those are communicated in the response have a positive influence on the accreditation decision.
- Programs surveyed between December 1 and May 7 will be reviewed at the following August COC meeting and programs surveyed between May 8 and November 30 will be reviewed at the following March COC meeting. COC actions are then reviewed by the ASHP Board of Directors, after this review programs receive voted action letters.
- 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 non- and partial compliance. 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.
- Surveyors and COC members do not have access PharmAcademic™ when reviewing responses.
- Do **NOT** respond to consultative recommendations in the response.

STEP 1:

Review the following examples:

1. [Sample transmittal letter](#)
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](#)

REQUIRED DOCUMENTS

The survey response requires the following DOCUMENTS:

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.

STEP 2:

Download the applicable [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). It is not necessary to reference the standard for findings of non-compliance or partial compliance (e.g., Standard 3.1.a.1)

STEP 3:

Briefly **describe** progress that has been made in implementing remedies to each finding of non-and partial compliance. 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. Please see Appendix A (final page of this document) and [Report Response Tips for Success slides](#) for survey response best practices.

Reference supporting evidence (appendices) documenting the changes planned/implemented. When necessary, download and attach examples from 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 included to illustrate to the COC how the documents have been utilized.

STEP 4:

The following items are required your survey response:

- **Survey transmittal letter** (submit as a separate file)
- **Survey response**
- **COMBINED and bookmarked PDF** of supporting evidence (appendices) associated with survey report findings

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

STEP 5: RESPONSE SUBMISSION

UPLOAD the following as 3 separate files PDF of as noted in STEP 4 (See [Electronic Response Submission Instructions](#)) by the due date documented in the letter accompanying your survey report (approximately 75 days after your survey) the survey visit:

1. **Survey transmittal letter** (submit as a separate file)
2. **Survey response**
3. **COMBINED and bookmarked PDF** of supporting evidence (appendices) for each finding

Appendix A: Survey Response Best Practices

Within your survey response, please 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 non- and partial compliance – do not 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