



INTERNATIONAL ACCREDITATION PROGRAMME (IAP)

IAP-I-12 TERMS AND CONDITIONS

Participation in ISQua's International Accreditation Programme (IAP) is conditional upon the applicant organisation ("Participant") agreeing to be bound by the terms and conditions set out below.

1. PARTICIPATION POLICY

IAP participation is granted on the following basis:

- 1.1. The Participant, and their services, relate to the independent external evaluation of health and social care.
- 1.2. The participation is based on an ongoing four-year cycle. The Participant acknowledges that the International Society for Quality in Health Care External Evaluation Association (IEEA) allocates resources based upon Participants committing to the programme for four years.
- 1.3. The Participant must pay the fees set out in the IAP schedule fees (Ref IAP Fee Schedule). The fees shall be invoiced in annual instalments and IEEA will advise of the date by which payment must be made. The annual instalment is subject to review and any alteration in the fees will reflect changes in the cost of providing the programme. IEEA will notify client organisations in advance of any changes to fees.
- 1.4. IEEA reserves the right to cancel or postpone scheduled surveys due to non-payment of fees and in other circumstances it considers appropriate. The cancellation or postponement of surveys will be carried out on a case by case basis. Such circumstances may include but not be limited to, significant international events or domestic disturbance such that IEEA surveyors may be placed at risk; where there have been sudden or unexpected changes in the governance and / or structure of the client organisation; or where the evidence indicates that an organisation, its standards or surveyor training programme are not at a sufficient stage of development or readiness for external evaluation.
- 1.5. Where the Participant cancels its IAP participation, including the cancelling or postponement of a scheduled survey, prepaid fees will not be refunded. Where there are unpaid annual instalments in respect of the remainder of the participation period, such fees will be payable in full by the Participant.
- 1.6. An organisation with outstanding fees (beyond 90 days) shall have their accreditation status revoked and their details will be removed from the IEEA website. They may no longer use or display any of the IEEA IAP award logos on their website or other materials.

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2. IAP PARTICIPANT'S ENTITLEMENTS

The Participant is entitled to the following:

- 2.1. Receipt of a peer review based international accreditation service.
- 2.2. Access to IAP related materials including all relevant ISQua / IEEA guides and publications.
- 2.3. Access to technical advice from IEEA on the IAP process.
- 2.4. Access to a technical review: the organisation should submit its draft self-assessment tool and supporting evidence to IEEA for a technical review eight weeks in advance of the survey start date. This will include a review of the organisation's understanding of the requirements and appropriate presentation of evidence. It does not include an evaluation or assessment of the level of achievement demonstrated by the self-assessment.
- 2.5. Receipt of an accreditation report outlining areas of best practice, opportunities for improvement, and recommendations in relation to the applicant service.
- 2.6. Upon receipt of the award of accreditation, the right to display IEEA accreditation logo(s) and certificate(s), subject to IEEA's branding guidelines and usage policy.

3. IAP PARTICIPANT'S RESPONSIBILITIES

The Participant agrees:

- 3.1. To provide all evidence, self-assessments and standards in English.
- 3.2. To co-operate fully with IEEA and its surveyors. To grant IEEA access to records including any relevant evidence of quality activities during the organisation survey.
- 3.3. To undertake the IEEA service applied for or forfeit any annual fees paid.
- 3.4. To agree and adhere to a critical path relating to the key dates of the IAP process including self-assessment submission and survey.
- 3.5. To review the surveyor allocations for the survey team and to provide a rationale to IEEA in the event of a veto for a proposed survey team member.
- 3.6. Travel arrangements for the survey team:
 - a. In the case of on-site surveys where the Participant is booking the flights for surveyors, to discuss and agree flexible economy flight options with the surveyors prior to booking these flights. The definition of flexible economy flights may differ per airline. From an IEEA perspective, flexible economy flights are those which are fully refundable; changes are permitted and upgrades to business class are possible.
 - b. In the case of on-site surveys where the surveyors are making their own travel arrangements, to review and approve flexible economy flight quotes submitted by the surveyors to facilitate booking. To reimburse the surveyors for the flight costs upon production of an invoice or ticket for the flights by the surveyors. This should be completed within one month of booking. Please note that flights are generally booked 3-4 months in advance of the survey.
 - c. To reimburse additional expenses incurred by the surveyors during the on-site survey including travel, accommodation and meals, at the end of the on-site survey if possible, and within at least a month of the on-site survey.
 - d. To discuss and agree with the surveyors an appropriate method of payment and currency for the reimbursement of such expenses.

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- 3.7. To notify IEEA as soon as possible of their intention to cancel or postpone a survey and to explicitly outline to IEEA why they are requesting to cancel or postpone a survey. Surveys may only be **cancelled** on request from the participant's CEO or equivalent. Rescheduling of surveys where specific dates have been requested will be considered on an individual basis. Participants who request postponement of a scheduled survey will be contacted by IEEA within **14 working days** regarding their request. In the event of a successful request for postponement, IEEA will contact the Participant with a new survey date. IEEA will work with each Participant to re-schedule a survey for an appropriate date while being cognisant that this may be longer than 12 months depending on the circumstances for postponement.
- 3.8. To work with IEEA to identify suitable dates for a re-scheduled survey and to confirm to IEEA when the survey dates are appropriate.
- 3.9. In the event of cancellation or postponement of a scheduled on-site survey, to pay any outstanding annual fees and to cover any incurred costs such as flight costs for surveyors if the surveyors have already booked flights based on the agreed survey dates.
- 3.10. To submit continuous assessment reports to IEEA 12- and 30-months post award.
- 3.11. To provide written notification to IEEA of any change of ownership or governance of the Participant and/or any major changes to services, within **30 days** of that change.
- 3.12. The Participant acknowledges that:
 - a) continuing accreditation status will be subject to the submission of continuous assessment reports and payment of relevant fees.
 - b) where the Participant is not awarded accreditation following a survey, the costs of any additional survey must be met by the Participant.
- 3.13. IEEA has the right to terminate the Participant's involvement and accreditation status by notice in writing to the Participant if:
 - a) the Participant's fees are more than 90 days in arrears of the stated payment date. In which case the Participant will remain liable for any outstanding fee, regardless of when participation is cancelled.
 - b) there is a change in the ownership or control of the Participant that affects the Participant's ability or willingness to meet the requirements of IEEA accreditation.
 - c) there is a significant failure in the standard of service provided by the Participant.
 - d) the Participant's standards have changed significantly, and these changes have not been approved by IEEA.
 - e) the Participant fails to reasonably comply with programme requirements.
- 3.14. The relationship between IEEA and the Participant, shall to the full extent permissible, be governed by the laws of Switzerland, or such other jurisdiction as nominated in writing by IEEA.

4. IEEA ACCREDITATION

IEEA is committed to improving its services and post-survey each organisation is asked to complete an online questionnaire on their experiences of the survey. The External Evaluation Award Committee's (EEAC's) award decision will not be communicated to the participant organisation until:

- It has been confirmed that all accreditation-related fees have been paid; and
- In the case of an on-site survey confirmation is received from the survey team that all outstanding surveyor expenses have been reimbursed.

Where IEEA accreditation is granted, a Certificate of Accreditation will be issued to the Participant provided the following conditions are met:

4.1. Disclosure

Subject to all relevant privacy legislation and regulations, IEEA may publicly disclose the full details of the accreditation status of the Participant. IEEA may publish de-identified aggregated data from IEEA surveyors and surveys to encourage improvement in the quality of care.

4.2. Corrections

IEEA reserves the right to publish a public correction of any incorrect material that the Participant publishes related to its participation in the IAP.

4.3. Services Surveyed

The IEEA Certificate(s) of Accreditation shall specify the service (s) surveyed and accredited and the Certificate(s) of Accreditation shall be limited to those services specified. IEEA has the right to refuse accreditation of any service offered by the Participant.

4.4. Licences, Authorities and Approvals

IEEA accreditation will only be granted to a Participant or programme that has all required licences, authorities and approvals, legally required to perform their designated activities. Accreditation will be suspended or cancelled if any required licence, authority or approval is suspended or cancelled.

4.5. Certificates

The IEEA Certificate(s) of Accreditation and any IEEA signage shall remain the sole property of ISQua. The Certificate(s) and IEEA signage shall be held by the Participant under the licence of IEEA and may be recalled by IEEA for non-compliance with standards, non-payment of IAP fees, termination of IAP participation or for any reasonable cause as determined by IEEA. The Participant must promptly surrender the Certificate(s) and IEEA signage upon request.

5. DISPUTE RESOLUTION

If there is concern about any aspect of the findings by IEEA following any of the IEEA services, there are a number of dispute mechanisms available.

5.1. Complaints

Formal complaints to IEEA must be in writing. They will be processed according to the IEEA complaints management system.

5.2. Appeals

Participants may appeal in writing against an accreditation decision. All appeals must be addressed to the Chief Executive Officer (CEO) of IEEA within 28 days of receipt of written advice of the accreditation decision. The appeal must be accompanied by a detailed outline of the grounds for appeal plus the fee (25% of the annual fee).

Appeals can be submitted on any of the following grounds:

- If a client is dissatisfied with the outcome of an accreditation survey and decision because:
 - An error was made in the making of the accreditation decision

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- Relevant and significant evidence was not properly considered or was incorrectly interpreted
- Inappropriate weighting was given to the evidence
- The original decision was inconsistent with the published criteria for accreditation
- If a client has their accreditation award suspended for any reason
- If a client has their accreditation award withdrawn for any reason

The IEEA Board determines the final outcome of an appeal after consideration of the recommendations made by the Appeal Panel. The Participant will be notified in writing of the outcome of its appeal. If the appeal is upheld, the appeal fee is refunded.

6. CONFIDENTIALITY AND PRIVACY

All IEEA Staff (including surveyors) sign a Confidentiality Agreement with IEEA to ensure that all information accessed / sighted / described remains confidential and secure to the Participant.

As part of the survey process, IEEA surveyors review randomly selected employee, surveyor and client records when visiting the Participant. The aim is to ensure that records are adequately kept in accordance with both legislative requirements and good management practice principles.

IEEA is aware that privacy implications may arise from its need to access personal records such as employee and surveyor records for accreditation purposes. Similarly, the Participant needs to provide IEEA and its surveyors access to personal records without breaching their privacy obligations.

Privacy legislation and guidelines differ across jurisdictions and it is not possible to generalise the requirements to comply with all privacy requirements. IEEA therefore strongly encourages participants to include wording in their employee and client consent forms, privacy policies and other relevant patient documentation notifying them that their information may be accessed by organisations, such as IEEA, for the purpose of accreditation activities.

DISCLAIMER

IEEA or any person acting on behalf of IEEA shall not be liable for any loss or damage suffered by a Participant as a result of an act, said or reported on.

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