

STANDARDS RECOGNITION PROGRAMME

SRP-I-1 TERMS AND CONDITIONS

Participation in the International Society for Quality in Health Care External Evaluation Association (ISQua EEA) Standards Recognition Programme (SRP) is conditional upon the applicant organisation (“Participant”) agreeing to be bound by the terms and conditions set out below.

1. PARTICIPATION POLICY

Participation in the Standards Recognition Programme (SRP) is granted on the following basis:

- The Participant, and their services, relate to the independent external evaluation of health and social care.
- 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 (ISQua EEA) allocates resources based upon Participants committing to the programme for four years.
- The Participant must pay the fees set out in the SRP schedule fees (Ref SRP Fee Schedule). The fees shall be invoiced in annual instalments, and ISQua EEA 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. ISQua EEA will notify client organisations in advance of any changes to fees.
- ISQua EEA 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 the organisation cannot proceed with the scheduled survey; 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’s standards are not at a sufficient stage of development or readiness for external evaluation.
- Where the Participant cancels its SRP 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.
- An organisation with outstanding fees (beyond 90 days) shall have their recognition status revoked, and their details will be removed from the ISQua EEA website. They may no longer use or display any of the ISQua EEA SRP award logos on their website or other materials.

2. SRP PARTICIPANT'S ENTITLEMENTS

The Participant is entitled to the following:

- 2.1. Receipt of a peer review-based international external evaluation service.
- 2.2. Access to SRP-related materials, including all relevant ISQua EEA guides and publications.
- 2.3. Access to technical advice from ISQua EEA on the SRP process.
- 2.4. Access to a technical review: the organisation should submit its draft self-assessment tool and supporting evidence to ISQua EEA 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 assessment report outlining areas of best practice, opportunities for improvement, and recommendations in relation to the applicant's standards.
- 2.6. Upon receipt of the award of recognition, the right to display ISQua EEA recognition logo(s) and certificate(s), subject to ISQua EEA's branding guidelines and usage policy.

3. SRP 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 ISQua EEA and its surveyors.
- 3.3. To undertake the ISQua EEA 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 SRP process, including self-assessment submission and survey.
- 3.5. To review the surveyor allocation for the survey team and to provide a rationale to ISQua EEA in the event of a veto for a proposed surveyor.
- 3.6. To notify ISQua EEA as soon as possible of their intention to cancel or postpone a survey and to explicitly outline to ISQua EEA 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 the postponement of a scheduled survey will be contacted by ISQua EEA within **14 working days** regarding their request. In the event of a successful request for postponement, ISQua EEA will contact the Participant with a new survey date. ISQua EEA 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.
- 3.7. To work with ISQua EEA to identify suitable dates for a re-scheduled survey and to confirm to ISQua EEA when the survey dates are appropriate.
- 3.8. To submit continuous assessment reports to ISQua EEA annually.
- 3.9. To provide written notification to ISQua EEA of any change of ownership or governance of the Participant and/or any major changes to services within **30 days** of that change.
- 3.10. The Participant acknowledges that:
 - a) continuing recognition status will be subject to the submission of continuous assessment reports and payment of relevant fees.
 - b) where the Participant is not awarded recognition following a survey, the costs of any additional survey must be met by the Participant.
- 3.11. ISQua EEA has the right to terminate the Participant's involvement and recognition 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 this 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 ISQua EEA recognition.

- c) the Participant's standards have changed significantly, and these changes have not been approved by ISQua EEA.
 - d) the Participant fails to reasonably comply with programme requirements.
- 3.12. The relationship between ISQua EEA 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 ISQua EEA.

4. ISQua EEA RECOGNITION

ISQua EEA 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 confirmation has been received that all recognition programme fees have been paid.

Where ISQua EEA recognition is granted, a Certificate of Recognition will be issued to the Participant following confirmation that the above conditions have been met.

4.1. Disclosure

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

4.2. Corrections

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

4.3. Services Surveyed

The ISQua EEA Certificate(s) of Recognition shall specify the set of standards surveyed, including the year of publication and edition and version number where specified. The Certificate(s) of Recognition shall be limited to the set of standards assessed at the time and detailed in the certificate. ISQua EEA has the right to refuse recognition of any standards developed by the Participant.

4.4. Licences, Authorities and Approvals

ISQua EEA recognition will only be granted to a Participant that has all required licences, authorities, and approvals legally required to perform their designated activities. Recognition will be suspended or cancelled if any required licence, authority, or approval is suspended or cancelled.

4.5. Certificates

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

5. DISPUTE RESOLUTION

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

5.1. Complaints

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

5.2. Appeals

Participants may appeal in writing against an award decision. All appeals must be addressed to the Chief Executive Officer (CEO) of ISQua EEA within 28 days of receipt of written advice of the recognition decision. The appeal must be accompanied by a detailed outline of the grounds for the 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 a recognition survey and decision because:
 - An error was made in the making of the recognition decision
 - 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 recognition
- If a client has their recognition award suspended for any reason
- If a client has their recognition award withdrawn for any reason

The ISQua EEA 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 their appeal. If the appeal is upheld, the appeal fee is refunded.

6. CONFIDENTIALITY AND PRIVACY

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

Privacy legislation and guidelines differ across jurisdictions, and it is not possible to generalise the requirements to comply with all privacy requirements. ISQua EEA, 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 ISQua EEA, for the purpose of recognition activities.

DISCLAIMER

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