

Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care



QAI'S STANDARDS DEVELOPMENT PROCESS

Issue No.: 02

Issue Date: April 2019

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CHANGE HISTORY

Sl. No.	Doc No.	Current Issue No.	Revised Issue No.	Date of Issue	Reasons
1.	QAI CAHSC 016	01	02	April 2019 (8 April 2019)	Process of Standards development explained

Following process is adopted for the development of standards in QAI:

1. Need identification

A need identification for the development of a new standard is done by the Secretariat. It is based on the market requirements for improving quality and patient safety in different areas of health care. It requires consultation with the specific service providers to understand their views and needs. It may also be the result of a government directive or recommendation to ensure good quality for its citizens. Once the need is established, Secretariat move forward with the process.

2. Resource including subject experts identification

After a need is established, Secretariat starts working on the resources required which include financial and technical. Secretariat ensures that required financial resources are identified and available. Technical experts are identified through one to one conversation, consultation and reference from board members. Consultation during need identification is a major source of identifying required experts.

3. Constitution of a Technical Committee

CEO constitutes the Technical Committee. Technical Committee is constituted out of experts identified. The committee is given a terms of reference to guide its working and functions.

4. Board's approval of Technical Committee (TC)

Technical committee is constituted by the CEO and then taken to the board for approval in the next meeting.

5. Drafting the standards by the technical committee

Technical Committee members are provided with the terms of reference and briefed about the process of standard development including the purpose. TC draft the standard using the ISQua framework for development of standards. TC may meet face to face and/or remotely through electronic media. TC submits the final draft to CEO.

6. Public/ Stakeholder consultation

Draft standards are subjected to public/ stakeholder consultation process. This is done by sending draft standards to service providers, professionals and experts by email and also by hosting on the website for about 2 weeks. Guidance is provided on the purpose of this consultation, to whom, by when and how comments can be provided. All feedback/ comments are collated and reviewed by the TC for acceptance/ rejection and a final draft is prepared by the TC and submitted to the Secretariat.

7. Pilot testing for new standards

Final draft is tested in select organisations for appropriateness and scoring methodology (measurement of the criterion and standard) and feedback is collected to make improvement, if any. It is usually done by TC members to run in their organisation as well as by selecting some organisation coming forward voluntarily. TC sign off the final standards and submit to the Secretariat.

8. Developing evaluation methodology including decision making for accreditation

After successful pilot testing, evaluation methodology is developed to include basis of scoring (10/5/0/NA) and how each criterion, standard and chapter is scored, and outcome decided. Based in the outcome, a decision is made about granting accreditation.

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9. Board approval of the standards

Now, the standard and evaluation methodology including decision making is put to the Board for its approval in next meeting. In case, there is no face to face Board meeting planned in near future, it is done by circulation to all the members.

10. Launch of accreditation programme

After Board’s approval, the accreditation programme is launched for the users.

11. Standards review and revision

As part of the standard review and revision process, standards are normally subjected to review every 3-4 years. This review may be required because of the changing practices, feedback from the users and assessors and changes in the ISQua standards. Such review may lead to the revision of the standards. The process is monitored by the Secretariat and task of review and revision is assigned to TC as per its terms of reference.

Standard Development Plan: Plan is prepared considering different stages of the development process and timelines.

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