

Quality and Accreditation Institute

Centre for Accreditation of Health & Social Care



Change Adapt Improve

INFORMATION BROCHURE OF CERTIFICATION STANDARDS FOR PERFORMANCE EVALUTAIION AND LEARNING PROGRAMME IN HEALTHCARE (QAI PEAL)

QAI CAHSC 2401

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CONTENTS

Sl. No.	Title	Page No.
1.	About Quality and Accreditation Institute (QAI)	3
2.	Organisation Structure	4
3.	Accreditations and Certification Programmes	5
4.	Benefits of Certification	6
5.	QAI Certification Programme for <i>Performance Evaluation and Learning Programme in Healthcare (QAI PEAL)</i>	7
6.	Eligibility and Preparation for Certification	7
7.	Certification Process	8
8.	Assessment Criteria and Fee Structure	11
9.	QAI-CAHSC Publications	11



1. About Quality and Accreditation Institute (QAI)

Quality and Accreditation Institute Pvt. Ltd. is incorporated by Registrar of Companies under the Companies Act 1956. QAI was set up to create an ecosystem of quality & safety through accreditation/ certification, education, and training. We aim to provide a platform to stakeholders including professionals and organisations, associated with quality in some way, to share their wisdom and knowledge in order to support delivery of better services and products. This will further provide tremendous opportunities to all concerned to learn and contribute in improving organisations. Different activities were initiated under different verticals in a manner that they remain independent of each other. QAI aims to operate globally. One of the verticals set up within QAI is the Centre for Accreditation of Health and Social Care (CAHSC). It is responsible to run various accreditation/ certification activities in health and social care.

1.1 Centre for Accreditation of Health and Social Care (CAHSC)

QAI CAHSC endeavours to operate various Certification Programmes in the space of health and social care. We are aiming to provide value addition to such organisations through a unique process of self-assessment, peer review and ongoing monitoring. Accreditation being a voluntary process, we encourage organisations in moving forward on a self-regulated improvement journey.

Vision

Nurturing the largest global pool of organisations and people through quality and accreditation framework.

Mission

To conceive and deliver education, training, accreditation and related programmes in partnership with stakeholders using an approach of co-design and co-creation.

Values

Listener: Seek continuous feedback from stakeholders to address their concerns

Competitive: Look for viable options to benefit users of our services

Transparency: Clearly defined policies made available in public domain

Innovation: Continuously evolve using co-design and co-creation

1.2 International Affiliations

QAI is an institutional member of the International Society for Quality in Health Care (ISQua) (www.isqua.org).



QAI CAHSC is a member of the Accreditation Council of the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA).

QAI becomes the first accreditation body in India to achieve ISQuaEEA Organisation Accreditation in less than five years of operations.

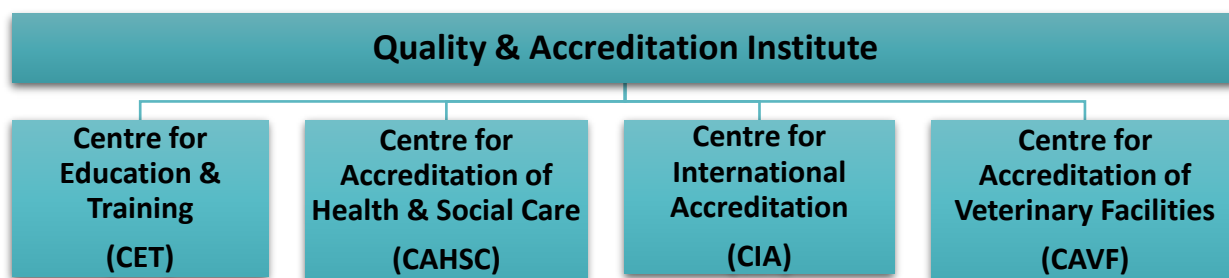


QAI Accreditation is recognised by the Central Government Health Scheme (CGHS), Ministry of Health & Family Welfare, Govt. of India for empanelment of Private Hospitals, Eye Centres, Dental Centres & Imaging Centres.

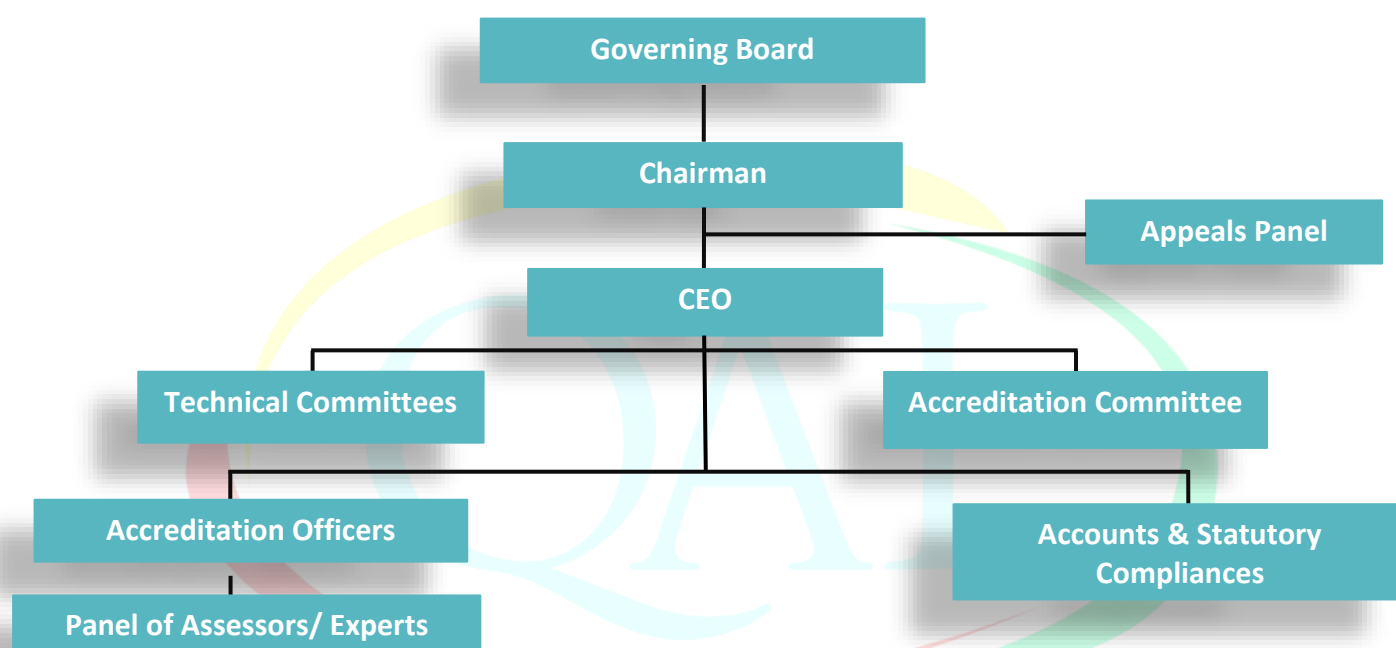
2. Organisation structure

The organisation structure of QAI's Centre for Accreditation of Health and Social Care has been designed to meet the requirements of an effective and efficient accreditation system. The Centre is governed by a Board represented by experts and policy makers. The Board frames and approve policies and provide direction. CEO is the Member Secretary of the Board.

CAHSC operates its accreditation process through a structured framework of competent staff, pool of empanelled Lead Assessors and Assessors covering specified expertise, Technical Committees and Accreditation Committee. Membership of various committees is drawn from reputed organisations, experts in the field, experienced assessors, academic institutions, important professional bodies, regulatory agencies/ bodies etc.



Organogram of CAHSC



3. Accreditation Programmes

QAI CAHSC has emerged as a Comprehensive Specialist Accreditation Body covering the entire patient care continuum i.e. pre-organisation, organisation and post-organisation care. Currently, following accreditation/ certification/ recognition programmes are operational:

- Accreditation Programme for Organisations
- Accreditation Programme for Small Organisations
- Accreditation Programme for Assisted Reproductive Technology (ART)/ IVF Centres
- Accreditation Programme for Home Health Care
- Accreditation Programme for Dialysis Centres
- Accreditation Programme for Green Health Care Facility
- Accreditation Programme for Clinics
- Accreditation Programme for Ambulatory Care Facility (Dental Centres)

- Accreditation Programme for Ambulatory Care Facility (Imaging Centres etc.)
- Accreditation Programme for Ambulatory Care Facility (Eye Care Centres)
- Accreditation Programme for Ambulatory Care Facility (Day Care Surgery Centres etc.)
- Accreditation Programme for Telehealth Services
- Accreditation Programme for Hotels and Home Stays
- Accreditation Programme for Emergency Department
- Accreditation Programme for Transition Care/ Inpatient Rehabilitation Centre
- Recognition Programme for Telemedicine Practitioners
- Accreditation Programme for Stroke Centres and Advanced Stroke Centres
- Accreditation Programme for Hair Transplant Clinics
- Accreditation Programme for Vision Centres
- Accreditation Programme for Healthcare Facilities as per QAI 7101^{plus}
- Accreditation Programme for Medical Transport Organisations (MTOs)/ Ambulance Services
- Accreditation Programme for Care Homes (non-healthcare facilities)
- Accreditation Programme for Hematopoietic Cell Transplantation & Cellular Therapy (HCT) - Product Collection, Processing, and Administration
- Certification Programme for Organisations and Small Organisations (Entry Level)
- Certification Programme based on WHO Patient Safety Friendly Organisation Standards
- **Certification Standards for Performance Evaluation and Learning Programme in Healthcare**

4. Benefits of Certification

Certification against performance evaluation and learning programme supports the organisation in improvement of its services. Certification enables the organisation in demonstrating commitment to deliver quality and safe patient care. It is a process to stimulate continual improvement. It may provide opportunity for benchmarking by comparing their own outcomes over a period of time.

Certification process helps in improving patient satisfaction scores, reduction in medical errors and enhance trust amongst stakeholders.

5. Special Features of Certification Programme

- Comprehensive Assessment Management System to allow quick turnaround time for the certification process as each step is linked to a defined period.
- Endorsement of a documented quality and improvement programme as per the intent of the standard.
- Based on comprehensive self-assessment and document review process providing opportunity to facility for a thorough review of their own documentation and implementation of requirements of standards.
- Rigorous Assessor Management System including a transparent monitoring and evaluation process.
- 'Client First' approach

6. Eligibility and Preparation for Certification

6.1 Eligibility for Certification

The applicant organisation must check whether they are eligible to apply by looking at their size and scope of services. These standards are applicable to whole organisation and not a specific service/ department. Organisation should have sufficient data to demonstrate operation of its performance evaluation programme. Organisation should implement QAI certification standards for at least two months before applying for certification to have sufficient data and records to verify during the assessment.

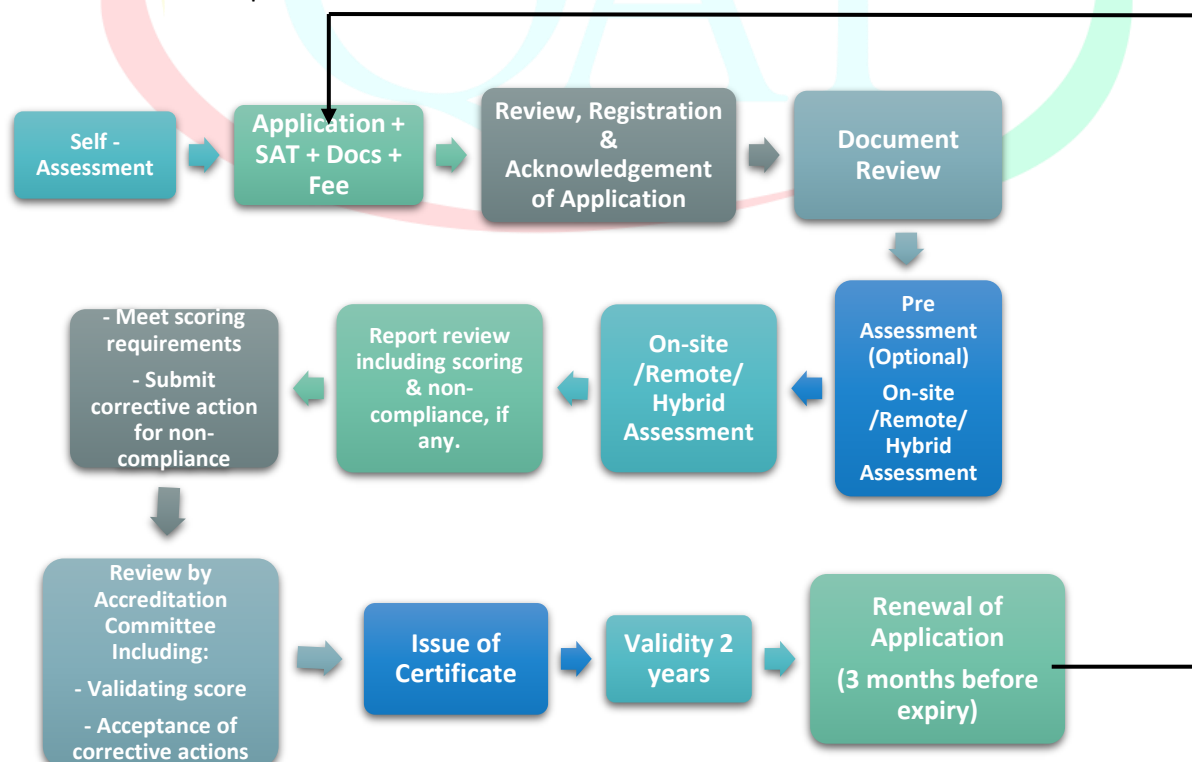
6.2 Preparing for Certification

Management of the organisation shall first decide about getting certification from QAI, make a definite plan of action and nominate a person to co-ordinate all activities. The nominated official should be familiar with the certification standards.

Organisation must procure a copy of the relevant QAI Certification standards. A self-assessment tool can also be requested from the Secretariat. The organisation seeking certification shall understand the QAI assessment process. The organisation shall ensure that all the requirements of the standard are implemented. The organisation may get its personnel trained in understanding and implementation of certification standards. Such training programmes are conducted by QAI from time to time.

7. Certification Process

Certification process is shown below:



7.1 Self-Assessment

Organisation first carries out self-assessment using self-assessment tool which is based on the requirements of the certification standards. It gives an opportunity to the organisation to examine all its documentation and their implementation. It will also give a comprehensive view of its documentation to the Assessment Team. A self-assessment tool can be requested from the Secretariat.

7.2 Application

Applicant is requested to submit the following:

- Soft copy of completed application form (available on website)
- Soft copy of Self-assessment tool along with referenced documents
- Prescribed application fees
- Soft copy of signed QAI-CAHSC 003 'Terms and Conditions for Obtaining and Maintaining Accreditation/ Certification' (available on website)

7.3 Review, Registration and Acknowledgement of Application

CAHSC Secretariat on receipt of application form, self-assessment tool, referenced documents and the fees reviews the application for its completeness, and a unique ID number is allocated which is used for correspondence with the organisation. Secretariat may ask for additional information/ clarification(s) at this stage, if found necessary.

7.4 Document Review

Secretariat appoints an assessment team and shares application form, self-assessment tool and any other relevant document provided by the organisation. CAHSC seeks organisation's acceptance for the proposed assessment team. The organisation can refuse any member of the proposed assessment team by giving specific reason(s) for their non-acceptance. Once the team and dates are finalized, lead assessor takes over to initiate the further process. The assessment team carry out document review by going through the application form, self-assessment tool and referenced documents, and provide feedback to the Secretariat. This feedback is shared with the organisation for taking necessary corrective actions.

7.5 Assessment

Appointed assessment team conducts the assessment (remote/ hybrid/ on-site). CAHSC may also nominate an observer which is either an assessor-in-training or a Secretariat staff. The assessment team keeps the secretariat in loop for any communication with the organisation. During assessment, the assessment team validate the scoring of self-assessment by reviewing documents, records, observation, interaction with staff and patients. The assessment report containing the findings of the assessment is prepared by the team. The non-compliances (a criterion receiving a score of 0 & 5), if identified are reported in the assessment report. The report is endorsed by the authorized signatory of the organisation. The report prepared by the assessment team is sent to CAHSC Secretariat. A copy of summary of assessment report and non-compliances, if any, are provided to the organisation at the end of the assessment.

7.6 Review of Assessment Report and Decision Making

The assessment report is reviewed by the Secretariat for its completeness, scoring and non-compliances, if any. However, if there were non-compliances, the Organisation continues working to address those non-compliances within the time period of 60 days.

7.7 Issue of Certificate

Based on the scoring, QAI-Secretariat processes for issue of certificate after approval of the CEO. Certificate has a unique number, name of certification standard, and period of certification i.e., dates of validity. The certificate is valid for two years. The certificate is issued under the signatures of the CEO.

7.8 Certification Mark

Certified Organisation is authorised to use following certification mark subject to requirements specified in QAI CAHSC 019-Policy and guidelines for use of QAI certification mark.



7.9 Maintaining Certification

Compliance to applicable standards and other requirements

The certified organisation at all times shall comply with the requirements of the standards as well as any other laid down requirements.

Terms and Conditions

The certified organisation is required to comply at all times with the terms and conditions given in CAHSC 003 'Terms & Conditions for Obtaining and Maintaining Accreditation/Certification'. The Organisation is required to submit a signed soft copy of the same before issue of the certificate.

Adverse Decision against the Healthcare Facility

If the Organisation at any point of time does not comply with the applicable standards and/ or does not maintain the terms and conditions; or is not able to align itself to the modified criteria,

CAHSC may take adverse decision against the Organisation like abeyance, denial of certification, suspension or forced withdrawal as per laid down policy.

7.10 Reassessment

The certified Organisation is subjected to re-assessment every 2 years for renewal of certification. The Organisation has to apply three months before the expiry of certification in order to complete all formalities for renewal of certification before the expiry of the current certification so that continuity of the certification is maintained. The renewal application is submitted in the prescribed form along with required documents as mentioned in the application form. Rest of the process is same as for initial assessment.

Applicant organisation is requested to submit the application to info@gai.org.in

8. Assessment Criteria and Fee Structure

A uniform fee structure is maintained for all organisations and the charges are maintained at a reasonable level. The fee structure is kept simple and economical to facilitate maximum number of participations, less invoices and bank transactions. The information about the fee structure is given on the website.

9. QAI-CAHSC Publications

All relevant publications are available on our website www.gai.org.in.



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