

Quality and Accreditation Institute

Centre for Accreditation of Health & Social Care



Change Adapt Improve

INFORMATION BROCHURE FOR ACCREDITATION OF MEDICAL VALUE TRAVEL FACILITATORS

AS PER

QAI 22525^{Plus}

(Based on ISO 22525/ IS 17942 Modified)

(Medical Tourism- Service Requirements)

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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 accreditation/ certification, education, training and quality improvement. We aim to provide a platform to stakeholders including professionals and organisations, associated with quality in any way, to share their wisdom and knowledge in order to make healthcare services delivering better outcomes. 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 is operating 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.

We are aiming to provide value addition to such organisations through a unique process of self-assessment and peer review. We would assist 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

International Affiliations

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



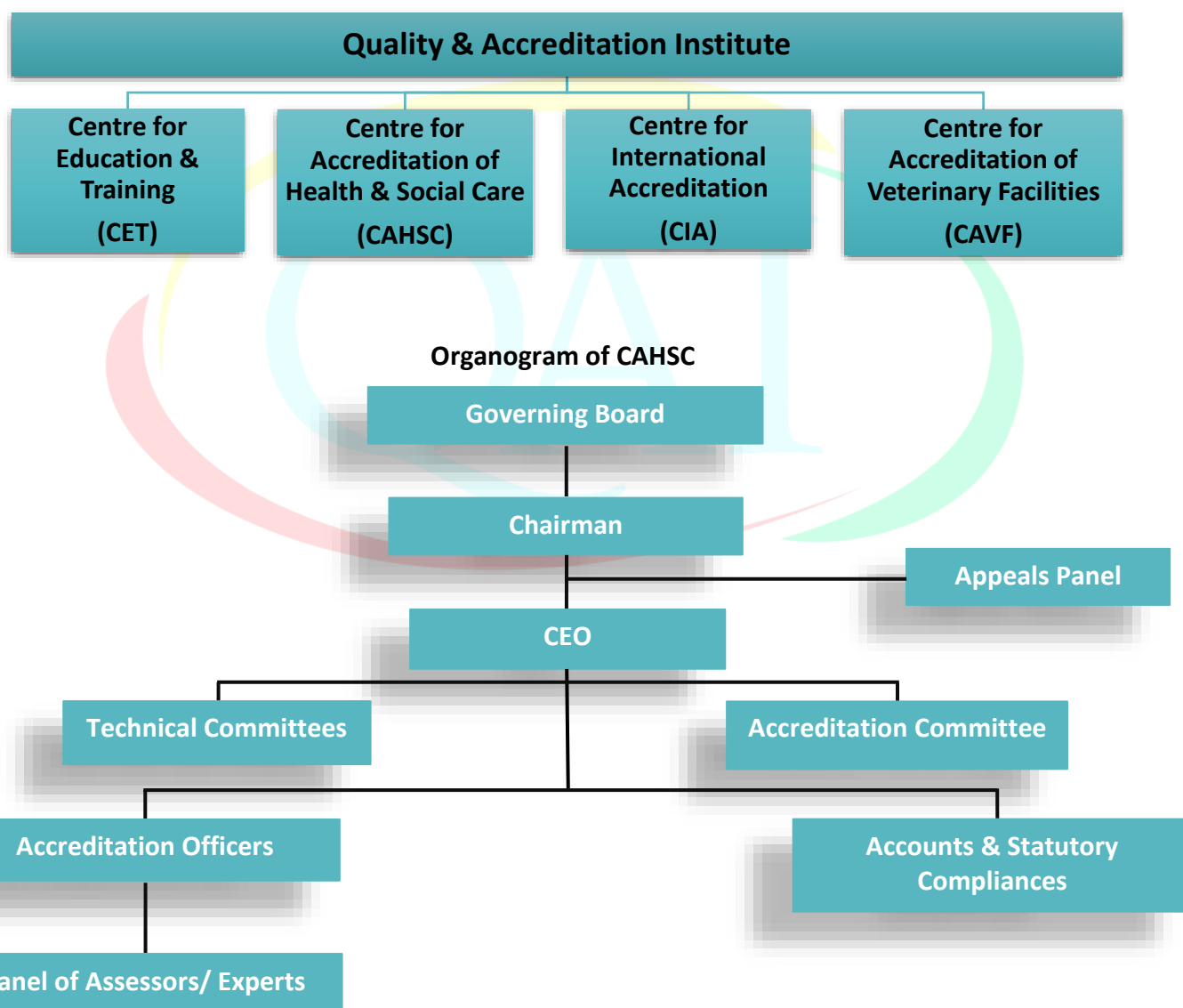
QAI is an institutional Member of the International Society for Telemedicine and eHealth (ISfTeH) (www.isfteh.org).



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. The Board frames and approve policies and provide direction. CEO is the Member Secretary of the Board.

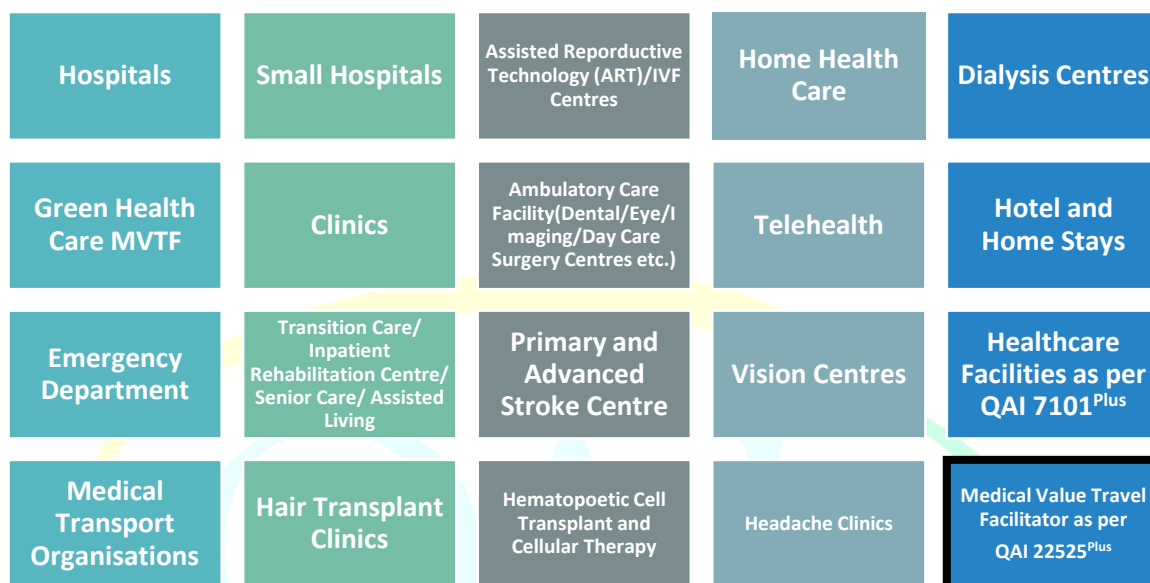
CAHSC operates its accreditation/certification process through a structured framework of competent staff, pool of empanelled Lead Assessors and Assessors covering specified expertise, technical committees and accreditation committee. Membership of various committees is drawn from reputed organisations,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



3. QAI's Centre for Accreditation of Health and Social Care (CAHSC)

It was set up to operate accreditation/ certification programmes in health and social care sector. Initially, it was targeted to launch those programmes which were not existing in India and there was a need felt by stakeholders to start such programmes. Currently, following accreditation/ certification/ recognition programmes are operational:

Accreditation Programmes



Certification Programmes:



Recognition Programme:



QAI becomes the first accreditation body in India to achieve ISQuaEEA Accreditation in less than five years of operations. QAI is the ONLY accreditation body in India having ISQua Accreditation as an Organisation and Two Sets of Standards.



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

4. Accreditation Programme for Medical Value Travel Facilitators (MVTF)

The standard ISO 22525:2020 (Tourism and related services- Medical tourism- Service requirements) which provides requirements for medical-tourism-specialized intermediary which aids the medical tourist in the process of contracting medical services. They are often termed as Medical Value Travel Facilitators (MVTF).

There is a growing trend to travel across the countries for seeking healthcare services. Several countries including India have emerged popular destinations due to high quality of medical services at a comparative affordable cost. Amongst others, India is leading medical tourism (medical value travel) due to the presence of world-class hospitals, skilled medical professionals and superior quality healthcare; low treatment costs compared to other countries; unavailability of treatment in medical tourists' home countries or desire of medical tourists to skip long waiting lists; and credibility in Indian traditional systems of medicine (Ayush) as well as increased global demand for wellness services like Yoga and Meditation.

QAI 22525^{Plus} accreditation programme is developed based on ISO 22525/ IS 17942. **QAI 22525^{Plus} must be read in conjunction with the ISO 22525/ IS 17942.** Any MVTF wishes to get QAI 22525^{Plus} accreditation should use this document i.e., QAI 22525^{Plus} and ISO 22525/ IS 17942- Modified together. ISO 22525/ IS 17942 remains the base document and it is supplemented by additional requirements given in this (QAI 22525^{Plus}) document. Additional requirements may change based on the requirements for accreditation from time to time.

5. Special Features of Accreditation Programme

- Comprehensive Assessment Management System to allow quick turnaround time for the accreditation process as each step is linked to a defined period.
- Based on an international standard
- 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 MVTF for a thorough review of their own documentation and implementation of requirements of standard.
- Rigorous Assessor Management System including a transparent monitoring and evaluation process.
- 'Client First' approach
- Support to the global community for better treatment opportunities
- Harmonising local, national, regional and global framework
- Blend of global strategy, experience and leadership
- Economic yet global benchmarking

6. Scope of Accreditation

QAI's accreditation programme for MVTFs as per QAI 22525^{Plus} is meant for the accreditation of standalone MVTF as well MVTF which is part of a larger organisation. Following type/ range of services are covered under the scope of accreditation:

A. System of Medicine:

A.1 Modern Medicine

A.2 Ayush (Ayurveda, Yoga & Naturopathy, Unani, Siddha, Sowa Rigpa and Homoeopathy)

A.3 Any other system of Medicine

B. Following type/ range of services are covered under each type of system of medicine:

Sl. No.	Type of Services	Range of Services
B.1	Pre-treatment Phase	• Clinical evaluation and consultation support
		• Treatment plans
		• Information about healthcare facilities
		• Visa support
		• Local travel and accommodation support
		• Any other
B.2	Treatment Phase	• Care management support
		• Local travel support
		• Communications (Translation/ Interpreter) support
		• Any other
B.3	Post-treatment Phase	• Medical records management
		• Medication supply support
		• Post-discharge appointment management
		• Local travel and accommodation support

		• Periodic follow-up support
		• Health screening support
		• Health & wellness packages support
		• Tourism support
		• Any other

7. Benefits of Accreditation

For Medical Tourists

- In an accredited MVTF, medical tourist receives higher quality of services
- Safety of medical tourist is given a priority through accredited healthcare facilities
- Rights of medical tourist are respected and protected
- Medical tourist satisfaction is regularly evaluated which provides an opportunity to patients to express about their experience
- Medical tourist gets an opportunity to be part of their own care

For MVTFs

- Accreditation enables the MVTF in demonstrating commitment to deliver quality services.
- Accreditation assures medical tourists about the quality of services and better health outcomes.
- Accreditation helps demonstrating that MVTF functions in transparent and ethical manner.
- It also acts as a potential mechanism of risk management to safeguard provider from potential legal liability.
- It is a process to stimulate continual improvement.
- Act as a mechanism of self-regulation.

For Third Parties

- Accreditation provides an objective system of evaluation and empanelment by third parties like insurance companies, other payers, government etc.
- Accreditation helps in access to reliable and documented information on facilities, infrastructure, services and level of care through contracted healthcare organisations.

8. Eligibility and Preparation for Accreditation

8.1 Eligibility for Accreditation

The applicant MVTF must check whether they are eligible to apply by looking at the accreditation requirements. This programme is meant for the accreditation of standalone MVTF as well MVTF which is part of a larger organisation. MVTF should be fully functional and have implemented accreditation standards for at least two months before applying for accreditation to have sufficient data and records to verify during the assessment.

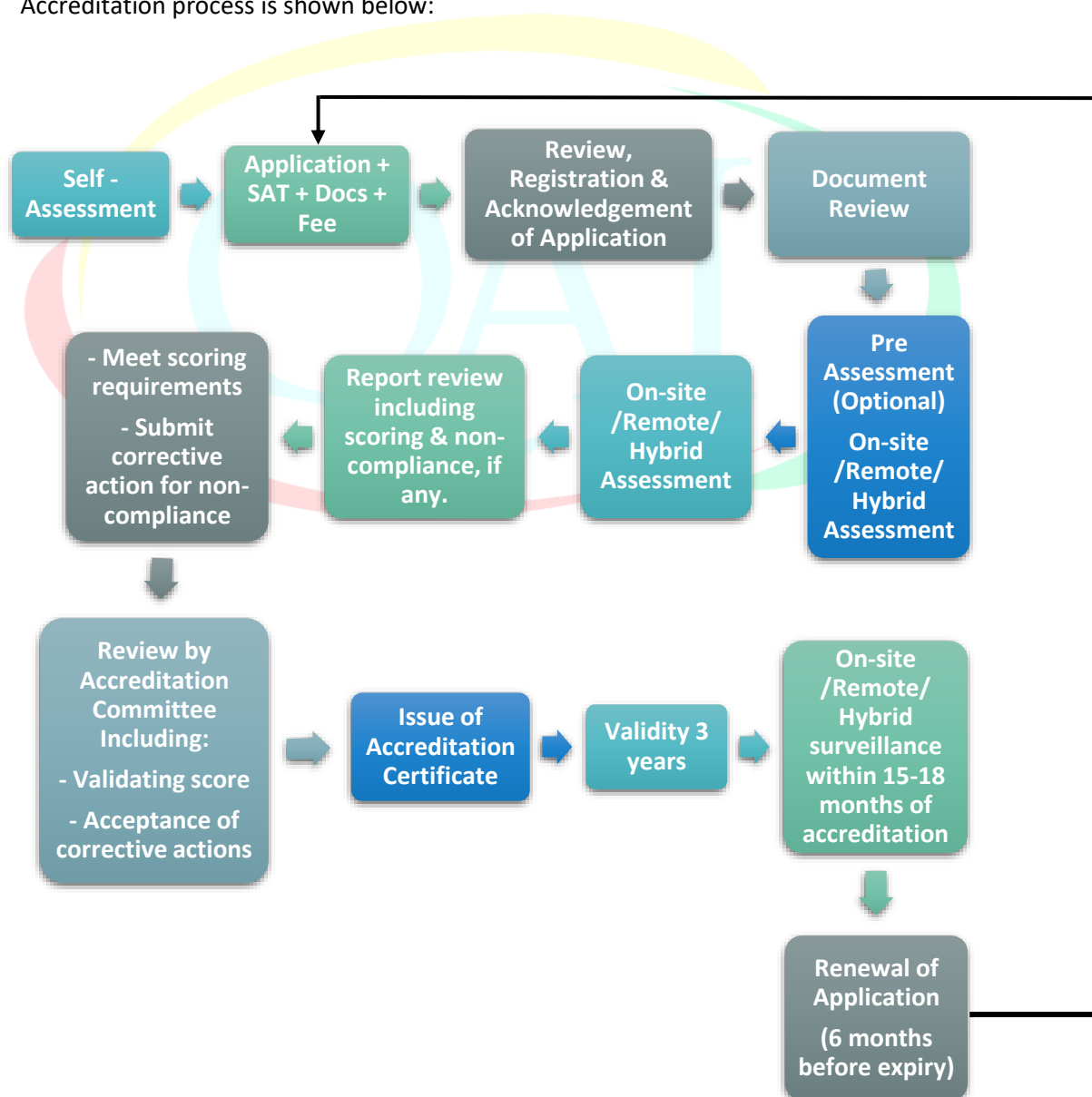
8.2 Preparing for Accreditation

Management of the MVTF shall first decide about getting Accreditation from QAI. It is important for the MVTF to make a definite plan of action for obtaining accreditation and nominate a person to co-ordinate all activities related to seeking accreditation. The nominated official should be familiar with existing policies, procedures and documents of the MVTF.

MVTF must obtain relevant documents of QAI 22525^{plus} accreditation programme. A self-assessment tool may be requested from the QAI Secretariat. MVTF should obtain a copy of ISO 22525 or IS 17942. The MVTF seeking accreditation shall understand the QAI assessment process. The MVTF shall ensure that all the requirements of the standard are implemented. The MVTF may get its personnel trained in understanding and implementation of accreditation standards. Such training programmes are conducted by QAI from time to time.

9. Accreditation Process

Accreditation process is shown below:



9.1 Self-Assessment

MVTF first carries out self-assessment using self-assessment tool which is based on the requirements of this accreditation standard (QAI 22525^{plus} based on ISO 22525/ IS 17942. It gives an opportunity to the MVTF 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.

9.2 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 'Terms and Conditions for Obtaining and Maintaining Accreditation/ Certification' (available on website)

9.3 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 MVTF. Secretariat may ask for additional information/ clarification(s) at this stage, if found necessary.

9.4 Document Review

Secretariat appoints an assessment team and shares application form, self-assessment tool and any other relevant document provided by the MVTF. CAHSC seeks MVTF's acceptance for the proposed assessment team. The MVTF can refuse any member of the proposed assessment team by giving specific reason(s) for their non-acceptance. Once the team and dates are finalised, 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 MVTF for taking necessary corrective actions.

9.5 Pre-Assessment (Optional):

QAI has introduced pre-assessment as optional. The MVTFs shall inform QAI while applying in case they wish to undergo pre-assessment. All MVTFs are not required to undergo the same and can directly move to the final assessment. Appointed assessor or assessment team shall conduct the pre-assessment (remote/ hybrid/ on-site). Lead assessor shall submit the pre-assessment report to QAI. The MVTF shall take corrective actions on the non-conformities raised by the lead assessor/ assessment team. The MVTF shall be required to pay the pre-assessment fee.

9.6 Final 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 MVTF. 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 authorised signatory of the MVTF. 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 MVTF at the end of the assessment.

9.7 Review of Assessment Report and Decision Making

The assessment report is reviewed by the Secretariat for its completeness, scoring and non-compliances, if any. If the MVTF meets the scoring for accreditation, however there are non-compliances, the MVTF is asked to submit corrective actions against those non-compliances. The MVTF shall get a time period of 90 days to submit all the corrective actions to QAI Secretariat. The corrective actions shall be reviewed by the respective Lead assessor/ assessor for the acceptance.

Once corrective actions are received, the report along with all documents is placed before the accreditation committee for its review and recommendation. All decisions taken by CAHSC regarding grant of accreditation are open to appeal by the MVTF as per laid down appeal process.

9.8 Issue of Accreditation Certificate

If the recommendation of the accreditation committee results in the grant of accreditation, QAI-Secretariat processes for approval and issue of the accreditation certificate. Certificate has a unique number, name of accreditation standard, and period of accreditation i.e., dates of validity. The accreditation certificate is valid for three years. The certificate is issued under the signatures of the CEO and the Chair, CAHSC.

Accreditation Mark

Accredited MVTF is authorised to use following accreditation mark subject to requirements specified in QAI CAHSC 019-Policy and guidelines for use of QAI accreditation/ certification mark.



Medical Value Travel Facilitator

9.9 Maintaining Accreditation

Compliance to applicable standards and other requirements

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

Terms and Conditions

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

Adverse Decision against the Healthcare Organisation

If the MVTF 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 MVTF like abeyance, denial of accreditation, suspension or forced withdrawal as per laid down policy.

9.10 Surveillance

The accreditation certificate is valid for a period of three years. CAHSC shall conduct surveillance (Remote/ Hybrid/ On-site/ Desktop) within 15-18 months of accreditation. It is aimed at evaluating continued compliance with the applicable standards and other requirements stipulated from time to time. In addition to the regular surveillance, a surprise assessment may also be conducted to check compliance to the accreditation requirements.

9.11 Reassessment

The accredited MVTF is subjected to re-assessment every three years for renewal of accreditation. The MVTF has to apply six months before the expiry of accreditation in order to complete all formalities for renewal of accreditation before the expiry of the current accreditation so that continuity of the accreditation 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 Medical Value Travel Facilitator (MVTF) is requested to submit the application to info@qai.org.in

10. Assessment Criteria and Fee Structure

A uniform fee structure is maintained for all MVTF and the charges are maintained at a reasonable level so that MVTFs are not denied participation in the accreditation process because of unreasonable financial conditions. 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.

Fee Payment:

All payments through Demand Draft/ Check/ Bank Transfer shall be made in favour of 'Quality and Accreditation Institute Pvt. Ltd.' payable at Noida/ New Delhi.

Bank Transfer details are:

Beneficiary name: Quality and Accreditation Institute Pvt. Ltd.

Beneficiary address: A-34, Sector 48, Noida-201304, India

Bank Account number: 003105031612

Bank Details: ICICI Bank Limited, K-1, Senior Mall, Sector 18, Noida-201301, India

Bank IFSC Code: ICIC0000031

Bank Swift Code: ICICINBBNRI

PAN No.: AADCI3230L

GSTIN: 09AADCI3230L1ZK

UDYAM Registration Number: UDYAM-UP-28-0035644

Note: Any bank charges for transfer of fee are to be paid by the sender.

11. QAI-CAHSC Publications

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

