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

Change   Adapt   Improve

QAI'S STANDARDS DEVELOPMENT PROCESS

Issue No.: 03   **Issue Date: October 2021**

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
2.	QAI CAHSC 016	02	03	October 2021 (26 October 2021)	Modification in the process resulting from change in Board's TOR and bringing more clarity.

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. **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 and consulting the available literature and existing standards. TC follows the standard development plan prepared for the purpose. TC may meet face to face and/or remotely through electronic media. TC submits the final draft to CEO.

5. **Public/ Stakeholder consultation**
   Draft standards are subjected to public/ stakeholder consultation process. This is done by by hosting on the website for about 2 weeks and also emailing draft standards to service providers, professionals and experts. 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 consideration and a final draft is prepared by the TC and submitted to the CEO.

6. **Pilot testing for new standards**
   Final draft is tested/evaluated by organisations and assessors. The purpose of this testing/ evaluation is to check whether standards meet the RUMBA principles (Relevant-Understandable-Measurable-Beneficial-Achievable). During the process, assessors also check appropriateness of scoring methodology (measurement of the criterion and standard). Feedback is collected to make improvement, if any. TC sign off the final standards and submit to the CEO.

7. **Developing evaluation methodology including decision making for accreditation**
   Before 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.

8. **Board approval of the standards**
    After the final sign off by the TC, standards are put to the Board for its approval.

9. **Launch of accreditation programme**
    After Board's approval, the accreditation programme is launched for the users.

10. **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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