

violation. Again, surveys can include either all of a hospital's services or only those areas where a serious concern may exist. Hospitals are usually charged for these surveys, regardless of the outcome, and results can affect the hospital accreditation status. If the hospital does not allow CBAHI surveyors to conduct the survey, CBAHI may change the hospital's status to Revocation of Accreditation.

It should be noted that when the hospital accreditation is suspended, the hospital can regain accreditation once the causative violation has been rectified, but suspension will not be lifted before a prohibition period of (12) months from the date of suspension.

The revocation of accreditation is a more serious complication that prohibits participation in CBAHI accreditation program for minimum of (18) months from the date of revoke. In both suspension and revocation of accreditation, CBAHI will communicate the new accreditation decision with the relevant authorities and will display it on its website. The Director General of CBAHI, for good reason, can waive all or a portion of the prohibition period.

## Random Surveys

To support CBAHI's ongoing quality assurance initiatives, an accredited hospital may be selected for a random survey from (9) to (30) months after an accreditation survey. Random surveys are unannounced. Five per cent sample of all accredited hospitals is randomly selected each year for this activity. These unannounced surveys, which are usually conducted by 2-3 surveyors but could be full surveys, are a means by which CBAHI can evaluate the consistency and quality of its program, while also demonstrating to the public and regulators that accredited hospitals remain committed to CBAHI standards throughout the accreditation cycle. Random surveys also provide CBAHI and its surveyors with opportunities to further consult with accredited hospitals in the interval between regular surveys. No fee shall be charged to the hospital when a random survey is conducted.

## Accreditation Certificate and Seal

Once accreditation is granted, healthcare facilities are encouraged to display CBAHI logo, accreditation certificate and seal on the facility bulletin boards, banners, website, newsletters, brochures, and headed stationery denoting their accreditation status.

CBAHI requires all accredited healthcare facilities to follow the guidelines and conditions for the appropriate use of the CBAHI logo, accreditation certificate and seal. Specifically, CBAHI works to ensure that no accreditation material be used in a way which may mislead the public or others or provide false information related to the accreditation status of a healthcare facility.

Upon receiving the certificate package, accredited hospitals are required to sign and return back a disclaimer/guidelines form related to the conditions of display and publication of CBAHI logo, accreditation certificate and seal, which include:

- Ensuring that printing of the accreditation seal is accurate and legible with no degradation or distortion.
- The size of CBAHI logo and its accreditation seal should remain in the same permitted proportion as provided.
- The CBAHI logo, certificate, and seal should be used in the same format, with avoidance of adding any extra graphics or words.
- The hospital abides by the same colors used in CBAHI logo or black and white, when being used for certain printed materials such as newspaper advertisements, newsletters, brochures, flyers and posters.
- The hospital is prohibited from the use of CBAHI logo or accreditation seal on business cards.
- Upon expiry of the certificate validity period, or suspension/revocation of the accreditation, the hospital shall