

through various survey activities and methods, such as review of documents, review of medical records and personnel files, staff or patient interviews, and the findings observed during facility tour and units visits. Whatever the methodology used, CBAHI survey is structured to be an intelligent search for areas of nonconformance to the standards, rather than a check-list exercise. As a general rule, the hospital survey team is composed of seven (7) healthcare professionals:

- The Core team, composed of three surveyors: administrator, nurse, and physician.
- The Specialty Team, composed of four surveyors: Pharmacist, Infection Control specialist, Laboratory specialist, and facility management and safety specialist.

The survey is conducted under the leadership of a Survey Team Leader (Lead Surveyor) that has been designated by CBAHI. The team leader is responsible for assuring that all survey activities are completed within the specified time frames and according to CBAHI's policies and survey protocols. The hospital under surveying is required to facilitate the work of the survey team members and to allow the survey team leader to practice his role and responsibilities which include:

- Preparation and communication of the survey plan to the hospital;
- Chairing the opening and closing meetings;
- Communicating with hospital leadership regarding survey progress and initial findings;
- Evaluating team progress and adjusting survey plans as needed;
- Coordination and preparation of the survey report and submission of report to CBAHI central office.

Further details about the survey team and dynamics of the survey visit can be found in the Hospital Accreditation Guide provided to all hospitals upon successful registration.

Rescheduling / Postponement of Surveys

Hospitals scheduled for surveys are strongly encouraged to adhere to the survey date proposed by the Healthcare Accreditation Department at CBAHI. However, rescheduling or postponement may be considered for review, at the discretion of CBAHI and on a case by case basis, only upon:

- A rationale for postponement that is acceptable to CBAHI (e.g. events that will hinder the flow of the survey process such as changes in the management team/leadership of the hospital, natural or other disasters, or relocation of the hospital to another building).
- At least (30) days advance notice (an official letter from the hospital chief executive officer indicating the reason(s) for postponement).

Occasionally, requests for postponement (or cancellation of the survey visit) that meet the above conditions are accepted with no penalties, and another more realistic date is selected and agreed on with the hospital, provided this does not happen more than once during one accreditation cycle. However, requests for postponement or cancellation that do not meet the above conditions are subject to rejection (and the survey is to be conducted) or a "penalty charge" equal to (25%) of the required survey fee.