

- Presence of an immediate threat to the safety of patients, visitors or staff that is observed by CBAHI surveyors during the on-site survey.
- Significant noncompliance with the accreditation standards at the time of the on-site survey.
- Failure of timely submission of the post survey requirements after conditional accreditation.
- The hospital has received conditional accreditation and was subjected to a follow up focused survey but still could not meet the requirements for accreditation.
- Reasonable evidence exists of fraud, plagiarism, or falsified information related to the accreditation process. Falsification is defined as the fabrication of any information (given by verbal communication, or paper/electronic document) provided to CBAHI by an applicant or accredited healthcare facility through redrafting, additions, or deletions of a document content without proper attribution. Plagiarism is perceived by CBAHI as the deliberate use of other healthcare facility original (not common-knowledge) material without acknowledging its source. In this case, the hospital is required to respond to CBAHI by sending an official clarification letter within five working days of the communication.
- Refusal by the hospital to receive the survey team and conduct a survey. In this case, the hospital will receive upfront denial of accreditation and will be subject for exclusion from the national accreditation program.

### **Denial of Accreditation:**

Results when a health care facility shows a significant noncompliance with the accreditation standards at the time of the on-site survey. It also results if one or more of the other reasons leading to preliminary denial of accreditation have not been resolved. When the hospital is denied accreditation, it is prohibited from participating in the accreditation program for a period of six months, unless the Director General of CBAHI, for good reason, waives all or a portion of the waiting period.

#### Scoring Guidelines:

- Overall score less than 75% and/or
- More than 25% of the essential safety requirements are not in satisfactory compliance.

## **Appeal against Accreditation Decision.**

A surveyed healthcare facility can appeal against the following accreditation outcomes:

- Preliminary Denial of Accreditation (provided it is not due to failure of timely submission of the post survey requirements after granting accreditation or after conditional accreditation, or due to the facility remains conditionally accredited after a follow up focused survey).
- Suspension/Revocation of Accreditation.

All appeals shall be made within maximum of (15) calendar days from receiving the official survey report, through a covering letter sent from the chief executive officer to the CBAHI Director General via registered mail/fast courier along with documentation to support argument for the appeal, and a completed Appeal Request Form (ARF) located on CBAHI's portal. Letters sent via electronic mail or facsimile will not be considered.