

# AYUSH QUALITY MARK PROGRAMME

## ADDITIONAL REQUIREMENTS FOR HEALTHCARE ACCREDITATION BODIES AS PER ISQuaEEA GUIDELINES AND STANDARDS FOR EXTERNAL EVALUATION ORGANIZATION.

### 1. Scope

This document prescribes additional requirements for the healthcare accreditation bodies accredited by ISQuaEEA as per their criteria- “Guidelines and standards for external evaluation organizations”.

### 2. Normative Document

Guidelines and standards for external evaluation organizations issued by ISQuaEEA.

### 3. Definitions:

**Integrity:** Quality of being honest and having a consistent and uncompromising adherence to strong moral and ethical principles and values.

### 4. Requirements:

#### 4.1 Integrity

The Accreditation body shall maintain integrity at all times. It shall implement systems and measures to require all its personnel, internal and external, to maintain integrity. The accreditation body’s system for maintaining integrity shall include measures like having a Code of Integrity and Conduct, which is required to be signed by all individuals (internal and external) involved in AB’s activities, policy on gifts, guidelines for handling situations when offered inducement, etc. (ISQuaEEA Criterion 1.9 and 6.3)

#### 4.2 Independence

The accreditation body shall be independent body, neither owned by nor linked to any entity which is engaged in prohibited activities as prescribed below.

#### 4.3 Impartiality

##### 4.3.1 (ISQuaEEA Criterion 1.7 to be replaced with)

‘The accreditation body shall not engage in consulting’.

##### 4.3.2 (ISQuaEEA Criterion 1.9 and 6.3)

The accreditation body shall require that its assessors do not engage in consulting related to the accreditation standards.

##### 4.3.3 (ISQuaEEA Criterion 7.7)

Arrangements are in place to ensure impartiality and avoidance of conflicts of interest in client relationships.