

An aerial photograph of a makeshift settlement. In the upper left, two women are walking on a dirt path. The central area shows several tents made from plastic and fabric, some with white sheets draped over them. A wooden structure, possibly a gate or fence, is visible in the upper right. The ground is dirt and littered with some trash. The overall scene depicts a densely packed, informal living area.

SafeCare

HEALTHCARE STANDARDS

**SafeCare
Certification Process**

Amsterdam - 12 February 2021

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1 Introduction

This policy document describes the process of refusing an application for SafeCare Certification, the awarding of SafeCare Certificates, the withdrawal, expiry and renewal of a SafeCare Certificate and the options to appeal.

2 Refusing an application

PharmAccess conducts a review of every application for SafeCare Certification received, to determine the capability to undertake the SafeCare certification applied for.

Reasons for declining an application are:

- Lack of a valid facility license
- Threats to impartiality
- Certification services requested are not within the scope of PharmAccess
- Information provided about the facility is inaccurate.

Once an application has been declined. PharmAccess informs the client accordingly.

3 Awarding a SafeCare Certificate

The SafeCare Certification procedure recognizes a healthcare organization with a certificate based on the outcome of a SafeCare certification assessment. A certification algorithm has been designed to correctly identify levels of achievement, reduction in risk and improvement in quality. The certification algorithm is the basis for the certificate level the facility gets awarded, SafeCare certificate level 1 showing the lowest quality and SafeCare certificate level 5 the highest.

SafeCare certificates are valid for two years.

4 Change in certification status of organizations

4.1 Expired certificates

After two years a SafeCare certificate will automatically expire. Should a healthcare organization wish to be assured of holding a SafeCare certificate, a new assessment must be requested no later than 2 months before the expiry of the current certificate.

4.2 Organization withdraws from the Certification program

Organizations that do not request a new assessment, will be automatically withdrawn from the program. Their certificates expire after two years.

4.3 SafeCare withdraws the certificate

SafeCare can withdraw the certificate from an organization for any one or more of the following reasons:

- a) The organization has lost its license
- b) The organization is engaged in litigation regarding the quality or safety of care
- c) The organization has closed buildings for fire safety reasons or public health reasons
- d) The organization's leader or leadership has resigned for reasons of ethical lapses, fraud, or gross mismanagement; or
- e) Other reasons as determined by the leadership of SafeCare.

Organizations for which SafeCare has withdrawn the certificate cannot re-enter the program for eighteen (18) months. The organization will be considered a new applicant to the program.

5 Appeals

Appeals can be of three types:

- 1) the organization does not accept the assessment findings, or
- 2) the organization does not accept the final Certification decision,
- 3) the organization contests the withdrawal of certification from the organization.

The SafeCare Certificate Process, including all the above, has been described in detail in an internal document that can be obtained via quality@pharmaccess.org.