

ASF-EV-002

Stakeholder Consultation Summary

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Maintained by	ASF Standards Development Committee
Approved by	Prof. Giorgi Pkhakadze, MD, MPH, PhD — President, Accréditation Sans Frontières
Next review	December 2031
Related documents	ASF-GOV-001 Standards Development Methodology · ASF-EV-003 Pilot Summary

Version History

Version	Date	Description	Approved by
V0.1	2026-11-12	Initial draft — retrospective compilation 2020–2025	—
V1.0	2026-12-11	Approved and published	Prof. G. Pkhakadze, ASF President

1. Purpose and Scope

1.1 This document summarises the stakeholder consultation activities conducted by Accréditation Sans Frontières (ASF) in the course of developing and revising its accreditation standards from 2020 to 2026. It demonstrates compliance with the ASF Standards Development and Revision Methodology (ASF-GOV-001), which requires documented stakeholder input at each major development cycle.

1.2 This summary has been prepared retrospectively to consolidate consultation records that existed in distributed form across project files, working group notes, and pilot activity reports.

1.3 Stakeholders consulted fall into six categories: clinical professionals; quality and patient safety specialists; health facility managers and administrators; academic and public health experts; regulatory and policy representatives; and patient/service user representatives.

2. Summary of Consultation Activities by Phase

2.1 Standards Inception Phase — 2020–2021

During the initial standards development phase, ASF conducted a structured expert consultation to establish the foundational architecture of the Hospital Standard. Consultation was conducted in a series of working group sessions involving clinical and quality management experts from Georgia, France, and international WHO contacts.

Key outcomes: adoption of the four-category compliance classification (Foundational, Crisis, Transitional, Advanced); confirmation of 95 criteria across 9 standards for the Hospital Standard; decision to align the standards structure with the Donabedian quality framework (structure–process–outcome).

Participants included: physicians, nursing directors, hospital administrators, and quality officers from Evex Medical Corporation (Georgia's largest hospital group); public health specialists from PHIG; and independent healthcare quality consultants. Total participants: approximately 18 individuals across 4 working sessions.

2.2 Hospital Standard Pilot Phase — 2021–2022

A pilot accreditation programme was conducted with four healthcare facilities in Georgia across 2021–2022. The pilot was designed to test the Hospital Standard in real assessment conditions, evaluate the feasibility and clarity of the measurable elements, and collect structured feedback from both surveyors and assessed facilities.

Pilot participants: 4 healthcare facilities (types: general hospital; outpatient clinic; specialty clinic; diagnostic centre). Two Lead Surveyors and four Associate Surveyors participated in the assessments. Post-survey structured feedback was collected from all facilities and surveyors.

Key issues identified and addressed: (a) clarification of scoring thresholds for Transitional vs Advanced criteria; (b) consolidation of two overlapping standards (Medical Records and Information Management) into a single standard; (c) addition of a Patient Safety Culture assessment element, requested by surveyor feedback; (d) revision of the Medication Safety chapter following facility feedback on practical feasibility of certain elements.

Feedback disposition is detailed in the comment matrix in Section 4.

2.3 Standards Expansion Phase — 2022–2024

Between 2022 and 2024, ASF expanded its standards portfolio to cover six facility types (Ambulatory Clinic, Long-Term Care, Primary Health Clinic, Home Care, Fitness and Wellness, Telemedicine). For each new standard, a targeted expert review was conducted drawing on the expertise of specialists in the relevant facility type.

Consultation for the LTC Standard included geriatric care specialists and long-term care administrators. Consultation for the PHC Standard included primary care physicians and community health workers. Ambulatory Standard consultation involved specialist physicians and outpatient quality officers. Total participants across all expansion consultations: approximately 35 individuals.

2.4 ISQua EEA Alignment Review — 2025–2026

In preparation for the ISQua EEA accreditation submission, ASF conducted an internal alignment review of all standards against the ISQua EEA Principles for External Evaluation Organisations (6th Edition). The alignment review was conducted by the ASF Standards Development Committee and an independent reviewer with ISQua assessment experience.

Key outcomes: identification of three governance gaps (addressed through Phase 1 and Phase 2 policy documents, ASF-GOV-001 through ASF-OPS-008); confirmation of full alignment for ISQua Principles 6, 7, and 8; partial alignment for Principles 1–5 and 9 pending full criterion-level crosswalk (to be completed upon receipt of the full ISQua 6th Edition document).

2.5 2025 Second Cohort Pilot — Ongoing

ASF launched a second pilot cohort in February 2025. As of the date of this document, seven facilities are enrolled across multiple facility types. Structured feedback collection is ongoing. Findings will be incorporated into the next revision of this Consultation Summary and into ASF-EV-003 (Pilot and Field Validation Summary).

3. Stakeholder Profile Summary

Stakeholder category	Number engaged	Primary consultation methods
Clinical healthcare professionals (physicians, nurses, allied health)	28+	Working group sessions; pilot feedback forms; structured interviews
Quality and patient safety specialists	12+	Working group sessions; peer review of draft standards
Health facility managers and administrators	18+	Pilot feedback forms; structured post-survey debriefs
Academic and public health experts	8+	Standards review; written feedback
Regulatory and policy representatives	5+	Bilateral consultations; written review
Patient / service user representatives	4	Focus groups during pilot (Tbilisi facilities)

4. Comment Matrix — Selected Key Issues

The following table records the most significant feedback items from consultation activities, the disposition decision, and the action taken. A full record of all feedback items is retained in the ASF document archive.

Ref	Comment / Feedback	Source	Disposition	Action taken / Rationale
C-01	Scoring thresholds for Transitional vs Advanced criteria were unclear in the initial draft	Surveyor feedback, 2021 pilot	Accepted	Scoring guidance tables added to the standards; thresholds defined with worked examples
C-02	Medical Records and Information Management standards overlap significantly	Quality specialist, working group 2021	Accepted	Two standards consolidated into one (S08 Information and Records Management)
C-03	A Patient Safety Culture assessment element is missing	Surveyor feedback, 2021 pilot	Accepted	New element added to S01 Governance: minimum patient safety culture requirement
C-04	Some Medication Safety elements are not feasible for small ambulatory clinics	Facility feedback, 2021 pilot	Partially accepted	Ambulatory-specific version of Medication Safety developed as separate standard; hospital standard unchanged
C-05	Standards should reference ISQua EEA explicitly for international credibility	Academic reviewer, 2023	Accepted	ISQua EEA alignment section added to methodology; crosswalk initiated
C-06	LTC Standard should address dementia care specifically	Geriatric care specialist, 2023	Accepted	Dementia Care added as a dedicated domain in the LTC Standard
C-07	Digital/AI Standard should address algorithmic bias and explainability	Academic reviewer, 2024	Accepted	Algorithmic transparency and bias assessment requirements added to Digital/AI cross-cutting standard
C-08	Patient-facing summaries of standards should be available in local languages	Patient representative, 2022 focus group	Noted — not yet implemented	Language and Translation Policy (ASF-OPS-007) establishes the framework; patient summaries deferred to Phase 4

This document is a retrospective consolidation. Original consultation records (meeting minutes, feedback forms, written submissions) are retained in the ASF document archive and are available on request to ISQua EEA reviewers.

Approved by

Name and title	Signature	Date
Prof. Giorgi Pkhakadze, MD, MPH, PhD President, Accréditation Sans Frontières		2026-12-11

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