

## NHI Bahamas - Facility Inspection Checklist

### What is the purpose of NHI Bahamas facility inspections?

Providers applying for registration under NHI Bahamas must undergo an on-site facility inspection for each facility where NHI services will be delivered. NHI Bahamas-authorized inspectors will carry out all site visits and inspections.

The purpose of the inspection process is to:

- evaluate eligible facilities according to a common set of registration standards;
- establish benchmarks against which facilities can be assessed, gaps identified and strengths recognized; and
- provide evidence of compliance with registration requirements.

Providers are encouraged to perform a self-assessment for each facility using the NHI Bahamas Facility Inspection Checklist (“Checklist”) prior to registering for NHI Bahamas. This is the same Checklist that inspectors will use during site visits.

The Checklist includes items that cover the following topics:

- Staffing Leadership and Staffing Credentialing;
- Facility Management;
- Equipment and Supplies;
- Patient Information Management;
- Patient Feedback;
- Patient Rights and Consent;
- Medication Safety & Surveillance;
- Waste Management;
- Environmental Services;
- Infection and Prevention Control; and
- Fire and Electrical Safety.

Items included in the Checklist will vary by Provider type (e.g., physician, pharmacy, lab, diagnostic imaging).

Requirements on the Checklist are divided into two types:

1. **Mandatory requirements** –necessary requirements that must be met in order to be registered with NHI Bahamas. These requirements were developed by the NHI Bahamas in conjunction with the Hospital and Health Care Facilities Licencing Board and Pharmacy Council, as applicable.
2. **Scored requirements** – requirements designed by the NHI Bahamas in accordance with leading medical practice. While these requirements are non-mandatory, they are strongly encouraged

and will be evaluated as “meets requirement”, “does not meet requirement” or “not applicable” by inspectors.

### How is the Checklist scored?

An overall percentage score will be calculated out of the total requirements deemed applicable to the facility, which will vary by Provider type (e.g., physician, pharmacy, lab, diagnostic imaging). The percentage will indicate a proposed Registration Grade, as outlined in Table 1.

*Table 1. Registration Grades for Provider Facilities*

Registration Grade	Definition	Assessment scores (%)
Registered with Merits	This registration grade indicates that all mandatory standards and a high percentage of the registration standards are met.	91-100
Registered	This registration grade indicates that all mandatory and a minimum of registration standards are met.	81-90
Provisional Registration	This registration grade indicates that all mandatory standards are met but gaps remain in several core areas. Facilities receiving Provisional Registration require re-assessment according to a Quality Improvement Programme.	60-80

Following the on-site inspection, an executive-level panel will review the inspection results, proposed Registration Grade and any other supporting information. A formal written report of the decision and final Registration Grade will be provided to the Provider for each facility inspected.

Registration will not be granted if the facility does not meet all mandatory requirements and/or the facility does not achieve an assessment score percentage of 60 or above.

### What is the purpose of a Registration Grade?

The primary purpose of a Registration Grade is to determine whether or not a Provider facility qualifies for NHI Bahamas and can be registered. The secondary purpose of a Registration Grade is to encourage continuous improvement.

Provider facilities that receive Provisional Registration will be required to submit a quality improvement plan within 60 business days of receiving their Registration Grade. Quality improvement plans must address gaps identified during the inspection process. Providers will not be permitted to register beneficiaries until the quality improvement plan is approved.

Facilities will be required to demonstrate progress against the plan within 6 months of registration. Plans will be specific to each facility and may include interim milestones or targets to enable an

evaluation of progress against the plan. Evaluation of progress against a quality improvement plan will include on-site inspection.

Completion of the quality improvement plan is required within 12 months of Provisional Registration. Any adjustments to the plan or consequences for missed milestones/targets are subject to the discretion of NHI Bahamas. Under no circumstances will more than one amendment or missed milestone/ target be permitted. Under no circumstances will a quality improvement plan extend beyond 24 months.

Failure to complete the quality improvement plan will result in revocation of registration, and the Provider facility must re-start the registration process.

### Can inspection results and Registration Grades be appealed?

Yes. A Provider facility that has been denied registration, or that has its registration revoked, may apply for another assessment after 30 business days of the decision.

Provider facilities that are denied registration, or that seek to challenge the decision made, may appeal to NHI Bahamas within 10 business days of receipt of the decision. An appeal must take the form of a formal written notice.

An appeal will be submitted to an independent tribunal established by NHI Bahamas for evaluation of appeals. The independent tribunal will decide whether to issue a decision upon review of the appeal or whether a hearing is required. The independent tribunal will provide a decision on appeals within 30 business days following the review or hearing.