

AADE DEAP POLICY



POLICY NUMBER: 8

TITLE: APPEALING ACCREDITATION DECISIONS

POLICY

DSMT programs applying for initial accreditation may be denied accreditation if a determination was made that the program is not in substantial compliance with the National Standards for Diabetes Self-Management Education and Support (see *Policy 3: Decision-Making Process*). An accredited DSMT program may be found to be out of compliance with accreditation standards and requirements any time during the accreditation period or during the renewal process. A DSMT program may request an appeal of decisions for denial of initial accreditation or withdrawal of the DSMT program's accreditation.

PROCEDURE

Accreditation Actions

- AADE will inform the DSMT program in writing of accreditation decisions. DSMT entities denied initial accreditation, or granted accreditation with conditions after having been granted full accreditation, or whose accreditation has been withdrawn, may request an appeal of the decision as described below.

Timing of Appeal

- The written notice of a decision to grant accreditation with conditions or of a decision to deny or withdraw accreditation will identify the basis of the decision including the specific areas of noncompliance that support imposition of the action. Within thirty days of the notice, the DSMT program must notify the Director of Accreditation in writing of its decision to request an appeal. The notice of appeal must state the reasons why the DSMT program believes that the AADE accreditation decision was improper.

Conduct of Appeal

- The appeal process will include a review of the accreditation decision by an independent ad hoc committee. The Director of Accreditation selects three members from the on-site audit team to serve as an appeal Task Force. The ad hoc committee will consist of three AADE members who are affiliated with accredited DSMT programs and who had no role in the accreditation decision under appeal. The ad hoc committee is appointed by the accreditation program advisory group within ten days of the date the DSMT program requested the appeal. To remain impartial, once the ad hoc committee has been established it will have no communication with any of the parties involved in the appeal.
- Within ten days of the date that the ad hoc committee is convened, the AADE staff will send the complete file pertaining to the accreditation decision on appeal to the ad hoc committee. The ad hoc committee makes a decision on the basis of the record. The ad hoc committee advises the accreditation program appeal task force whether to affirm or reconsider the initial accreditation decision. The ad hoc committee makes a decision

within sixty days of receiving the record on appeal. The DSMT program will be notified in writing of the ad hoc committee's decision.

Appeal before the Board

- A DSMT program that is dissatisfied with the decision of the ad hoc committee may request a hearing before the AADE Board. A request for a hearing before the Board must be made in writing, stating the reasons for the request within ten days of the ad hoc committee's decision. No member of the ad hoc committee that considered the appeal can participate in the hearing before the Board. Any Board member who participated in the accreditation decision under appeal must recuse himself or herself. Any Board member with a conflict of interest as defined in the *Policy 3: Decision-Making Process* is also disqualified from participating in the appeal.
- The DSMT program requesting the appeal will be given at least sixty days' notice of the date for the hearing before the Board. The DSMT program will be permitted to have representatives present at the hearing, to be represented by counsel, and to submit a written response to the findings of deficiencies with the standards that resulted in the accreditation decision under appeal. The DSMT program must specify in writing its intent to have representative or counsel present at the hearing and must submit its written statement fifteen days before the hearing date.
- At the hearing before the Board, the DSMT program will have at least one hour to make an oral presentation after which the Board may ask questions. The Board may, at its discretion, meet in executive session following the question and answer period. The DSMT program will be permitted to make a brief closing statement before the meeting adjourns.
- Following the meeting, the Board will meet in executive session to review the appeal record and the information presented during the hearing. The Board will consider whether each of the deficiencies resulting in the accreditation decision under appeal is supported by substantial credible evidence. The Board will determine by a majority vote of those present whether the initial accreditation decision is supported by substantial credible evidence and whether the decision should be affirmed, reversed, or modified. The Board's decision is the final action on the accreditation decision. The DSMT program will be notified in writing of the Board's decision within thirty days of the hearing.

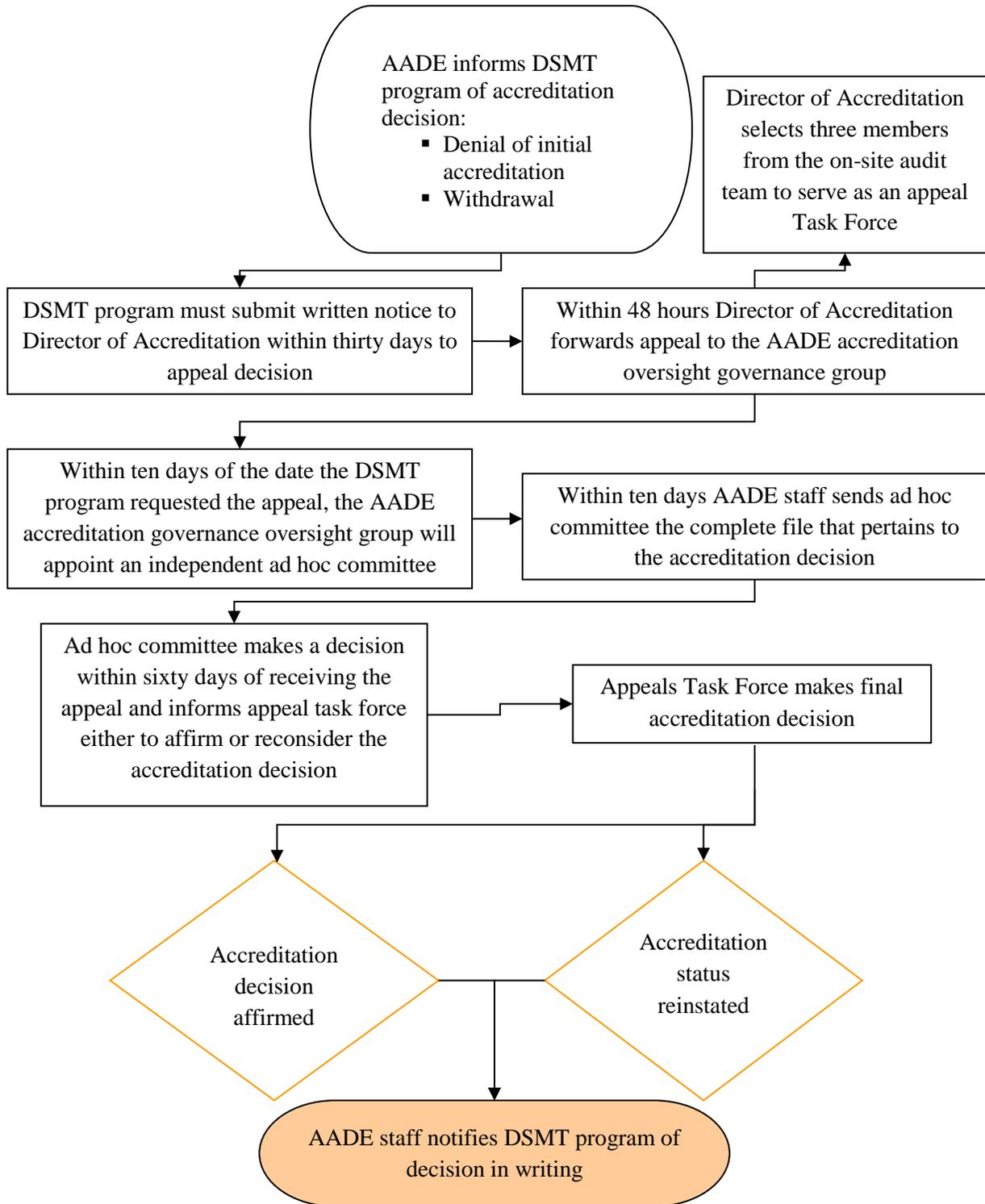
On the Record Appeal

- A DSMT program may notify the Board that it does not want to make a presentation before the Board. In that case, the Board may consider the appeal based on the written record and the decision of the ad hoc committee. At its next regularly scheduled meeting, the Board will determine whether there is substantial credible evidence in the record to support the accreditation decision on appeal. A majority of Board members present will determine whether to affirm, reverse or modify the accreditation decision on appeal. The DSMT program will be notified of the board's decision in writing within thirty days of the meeting.

Appeal Costs

- The DSMT program initiating the appeal will bear its own costs of the appeal. The Board will bear its own administrative costs in conducting the appeal and the cost of transcribing the appeal hearing, but the DSMT program will pay the costs of any transcripts it orders.

APPEALING ACCREDITATION DECISION PROCESS



SECOND APPEAL ACCREDITATION DECISION PROCESS

