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# INDIAN SPEECH-LANGUAGE & HEARING ASSOCIATION

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GUIDELINES FOR ACCREDITATION OF SPEECH,  
LANGUAGE, SWALLOWING, HEARING AND BALANCE  
CLINICS IN INDIA



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## **INTRODUCTION:**

The Indian Speech-Language and Hearing Association is the professional association of Speech-Language Pathologists and Audiologists working in India.

## **VISION STATEMENT:**

ISHA envisages professional excellence in speech language and hearing services, safeguarding professional ethics and the interests of professionals and people with speech, language, swallowing, hearing, and balance disorders.

## **MISSION STATEMENT:**

ISHA promotes excellence in Speech Language and Hearing profession and rehabilitation services through advocacy, leadership, unique and continued education, both for public and professional awareness, ethical considerations and outcome monitoring and professional networking and support to research.

ISHA is striving hard to frame professional standards in delivering clinical services to persons with communication disorders. This document is intended to assess the clinics both in terms of quantitative and qualitative metrics. ISHA will facilitate the volunteering clinical facilities to assess their performance vis-a-vis set parameters through introspection and an objective and subjective process reviewed by professional peers.

## **BENEFITS OF ACCREDITATION OF CLINICS:**

1. Visibility of quality clinical services to persons with communication disorders
2. Clinics will know its strengths, weaknesses, and opportunities through an informed review process
3. Authentication of clinical services by a third party
4. Persons with communication disorders look for reliable information on the quality of services. ISHA-accredited clinics will be notified on its website. Similarly, the clinics can notify ISHA accreditation on its website, sign boards, publicity avenues and platforms.
5. Identification of internal areas of planning and resource allocation, expand the clinical services
6. Better referral services

7. In the near future may pave way to cover services under insurance
8. Clinics can evolve and advocate best practices, initiate innovative and modern methods of clinical delivery, etc
9. Peer validation and accreditation by National Professional Association will pave the way for newer directions and identity for clinics
10. Employees look for reliable information on the quality of services, managerial policies, and employee benefits offered to prospective recruits by companies or clinics
11. Intra and inter-clinical interactions, company and industry recognition.
12. Priority in future engagements in clinical programs (such as -The voice program) will be given to accredited clinics.
13. Referrals for joint clinical and research programs.
14. Opportunity for engagement in ISHA-organised webinars/ workshops/seminars/RCI-CRE programs.
15. Certified clinic details will be placed before the AGB of ISHA.
16. Certified Clinics will be featured in that year's edition of PATHFINDER.

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### **ELIGIBILITY CRITERIA**

1. Clinics that has been functional as a full-time out-patient/residential/rehabilitation facility for at least three financial years shall be eligible to seek ISHA clinic accreditation.
2. Clinics shall be owned by a Speech Language Pathologist and/or Audiologist or managed by ASLPs (designated as partner, managing director/director, Clinical Head, etc.), or shall be part of an RCI-recognized training program.
3. All Speech-Language Pathologists and/ or Audiologists who work in the clinic seeking accreditation must
  - a. Hold a valid ISHA life membership for at least three financial years at the time of applying for ISHA accreditation
  - b. Hold a valid ISHA state branch/chapter life membership for at least three financial years at the time of applying for ISHA accreditation
  - c. Hold an active RCI registration for at least three financial years at the time of submitting an application for ISHA accreditation
  - d. Not be black listed by ISHA and Rehabilitation council of India

- e. Not be debarred from ISHA and the state branch/ chapters

### **CATEGORIES OF CLINICS WHO CAN APPLY FOR ISHA ACCREDITATION**

ISHA has developed a process to assess and grade the clinics in a more objective manner. The various clinics have been broadly divided in the following five categories

1. Single owned clinical setup delivering only Speech, Language, Swallowing, Hearing and Balance services
2. Single owned clinical setup delivering multi rehabilitation services such Speech, Language, Swallowing, Hearing and Balance services, Physiotherapy, Occupational therapy and any other
3. Company owned clinical setup(s) delivering only Speech, Language, Swallowing, Hearing and Balance services
4. Company owned clinical setup(s) delivering multi rehabilitation services such Speech, Language, Swallowing, Hearing and Balance services, Physiotherapy, Occupational therapy and any other
5. Corporate based independent clinical setup(s) headed and managed by Speech Language Pathologist and or Audiologist

**Grading of Clinics:** The clinical setups will be graded under four categories

SLNo.	Grading	Denotation	Percentage
1	A+	Excellent	90 % and above
2	A	Very Good	75-89%
2	B	Good	60-74%
3	C	Average	44-59%
4	D	Not accredited	43 and less

### **PARAMETERS FOR ACCREDITATION**

Clinical setup(s) will be assessed and rated on the following criteria. The criteria are broadly divided in the following domains

1. Demographic profile of clinical setup(s)
2. Essential criteria
3. Desirable criteria

***Demographic profile of clinical setup(s)***

This section is subjective in nature and basic information about the clinical setup(s) will be obtained. This will be pre-requisite section, based on the information provided along with the supporting documents, the assessment and grading shall be done. The following demographic details of the clinical setup(s) have to be stated with supporting documentary evidence

***Demographic Details of Clinical Setup(s)***

1. Name of the clinical set up(s)
2. Address of the clinical setup (Include phone no, website if any)
3. Type of setup:
  - a) Hearing and Balance set up
  - b) Speech Language Swallowing Setup
  - c) Speech, Language, Swallowing, Hearing and Balance setup
  - d) Multi-rehabilitation setup
  - e) Corporate setup
4. Date, month and year of establishment
5. Date, month and year of registration (with whom)
6. Name of the owner
7. Qualification of the owner
8. Valid ISHA life membership
9. Valid state branch/Chapter life membership No:
10. Valid RCI registration No
11. Registration number within the corporation limit
12. Registration with the department of Disability/ child and women or any other as applicable in the respective state and union territory

13. Nature of management (a) owned (b) Trust (c) Company (d) Corporate (e) any other

14. Registered under RPwD Act 2016 Yes or No, If yes Registration No

**Criteria for Speech, Language, Swallowing, Hearing and Balance setup**

*Essential criteria*

<b>1 Building and infrastructure</b>					<b>Points to be awarded</b>			<b>Raw score A</b>	<b>Weightage B</b>	<b>Score AxB</b>
<b>Sl. No</b>	<b>Heading</b>	<b>Requirement</b>	<b>Available</b>	<b>90-100% 4</b>	<b>70% - 89% 3</b>	<b>60% - 69% 1</b>	<b>59% or less 0</b>	<b>4</b>	<b>2</b>	
1	Furnished space for reception where patients are registered	10x10						4	2	8
2	Furnished room for case history, diagnostic room and interviews-01	6x8						4	2	8
3	Furnished Speech Therapy Rooms/cabins (completely partitioned/sound isolated)-02	6x8						4	2	8
4	Furnished Two room sound treated audiometric suite with control and test room situation	10x10						4	2	8
5	Furnished Electrophysiological cum hearing aid fitting Otoscope, Immittance, Diagnostic Audiometer with Speech Audiometry facilities	10x10						4	2	8
								<b>Total</b>		<b>40</b>

<b>2 Professional and Personnel</b>		<b>Points to be awarded</b>			
<b>Heading</b>	<b>Yes 3</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Qualification of Speech Language Pathologists /Audiologists as per RCI norms			3	2	6
Practices as Speech Language Pathologists /Audiologists as per RCI norms			3	2	6
Qualification of other professionals/personnel as per RCI norms/other statutory bodies			3	2	6
Practices as professionals/personnel as per the			3	2	6

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qualifications and RCI norms/other statutory bodies					
Uses original tests and tools (WAB in regional language, CAPE-V, Speech Intelligibility rating, FDA)			3	2	6
			<b>Total</b>		<b>30</b>

<b>3. Records, documentation and others</b> <b>Heading</b>	<b>Points to be awarded</b>				
	<b>Yes 2</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Maintains documents for receipts and payments			1	2	2
Payments and receipts are audited by CA			1	2	2
Regularly files ITR			1	2	2
Maintains and preserve patients records			1	2	2
Regular calibration of equipments			1	2	2
Renews registration licence of the clinical setup regularly from the concerned corporation or any other bodies			1	2	2
Have displayed the charges for various services in a prominent place in the clinical setup			1	2	2
Have displayed the qualification and valid registration number of Professional and Personnel in a prominent place in the clinical setup			1	2	2
Have displayed the services offered in the clinical setup in a prominent place in the clinical setup			1	2	2
Attends minimum one RCI/CRE programs or any other knowledge based programs in a financial year			1	2	2
Have displayed pamphlets, other materials, some dos and don'ts for prevention, the early identification and managements of various Speech Language Swallowing and Hearing disorders			1	1	1
Have provision for obtaining feedback from patients and or their caregivers			1	1	1
Maintenance of dispensing data of hearing aids			1	1	1
Provision for calculation of percentage of disability and guidance for the rights of speech-language and hearing disability			1	1	1
Issuing of provision of Assessment and discharge reports to the patients			1	1	1
			<b>Total</b>		<b>25</b>

*Desirable criteria*

<b>Amenities</b> <b>Heading</b>	<b>Points to be awarded</b>				
	<b>Yes 1</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Have a provision of working CCTV surveillance with a provision for backup of preserving forage for a minimum of seven days backup			1	1	1
Celebrates various days such as International day for persons with disabilities, Speech and Hearing week or Conducts screening camp, Newspaper articles and talks as a part of social responsibilities towards nation etc.			1	1	1

Provision for any concessions and rebate in services to poor people			1	1	1
Barrier Free Environment			1	1	1
Provisions for railing or lift or wheelchair					
Space for Recreation			1	0.5	0.5
Washroom facility			1	0.5	0.5
			<b>Total</b>		<b>5</b>

**Criteria for Speech Language Pathology Set up**

*Essential criteria*

<b>1 Building and infrastructure (should we separate for audiology/SLP clinic/Speech &amp; Hearing)</b>					<b>Points to be awarded</b>			<b>Raw score A</b>	<b>Weightage B</b>	<b>Score AxB</b>
<b>Sl. No</b>	<b>Heading</b>	<b>Requirement</b>	<b>Available</b>	<b>90-100% 4</b>	<b>70% - 89% 3</b>	<b>60% - 69% 1</b>	<b>59% or less 0</b>	<b>4</b>	<b>2</b>	
1	Furnished space for reception where patients are registered	10x10						4	2	8
2	Furnished room for case history, diagnostic room and interviews-01	6x8						4	2	8
3	Furnished Speech Therapy Rooms/cabins (completely partitioned/sound isolated)-02	6x8						4	2	8
4	Consultation room	6x8						4	2	8
5	Furnished physiological labs for speech assessment	10x10						4	2	8
								<b>Total</b>		<b>40</b>

<b>2 Professional and Personnel</b>	<b>Points to be awarded</b>				
<b>Heading</b>	<b>Yes 3</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Qualification of Speech Language Pathologists as per RCI norms			3	2	6
Practices as Speech Language Pathologists as per RCI norms			3	2	6
Qualification of other professionals/personnel as per RCI norms/other statutory bodies			3	2	6
Practices as professionals/personnel as per the qualifications and RCI norms/other statutory bodies			3	2	6
Uses original tests and tools (WAB in			3	2	6

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regional language, CAPE-V, Speech Intelligibility rating, FDA)					
			<b>Total</b>		<b>30</b>

<b>3. Records, documentation and others</b>	<b>Points to be awarded</b>				
<b>Heading</b>	<b>Yes 2</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Maintains documents for receipts and payments			1	2	2
Payments and receipts are audited by CA			1	2	2
Regularly files ITR			1	2	2
Maintenance of patients records			1	2	2
Regular calibration of equipments			1	2	2
Renews registration licence of the clinical setup regularly from the concerned corporation or any other bodies			1	2	2
Have displayed the charges for various services in a prominent place in the clinical setup			1	2	2
Have displayed the qualification and valid registration number of Professional and Personnel in a prominent place in the clinical setup			1	2	2
Have displayed the services offered in the clinical setup in a prominent place in the clinical setup			1	2	2
Attends minimum one RCI/CRE programs or any other knowledge based programs in a financial year			1	2	2
Have displayed pamphlets, other materials, some dos and don'ts for prevention, the early identification and managements of various Speech Language Swallowing and Hearing disorders			1	1	1
Have provision for obtaining feedback from patients and or their caregivers			1	1	1
Preserving the patients record			1	1	1
Provision for calculation of percentage of disability and guidance for the rights of speech-language and hearing disability			1	1	1
Issuing of provision of Assessment and discharge reports to the patients			1	1	1
			<b>Total</b>		<b>25</b>

*Desirable criteria*

<b>Amenities</b>	<b>Points to be awarded</b>				
<b>Heading</b>	<b>Yes 1</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Have a provision of working CCTV surveillance with a provision for backup of preserving forage for a minimum of seven days backup			1	1	1
Celebrates various days such as International day for persons with disabilities, Speech and Hearing week or Conducts			1	1	1

screening camp, Newspaper articles and talks as a part of social responsibilities towards nation etc.				
Provision for any concessions and rebate in services to poor people			1	1
Barrier Free Environment Provisions for railing or lift or wheelchair			1	1
Space for Recreation			1	0.5
Washroom facility			1	0.5
			<b>Total</b>	<b>5</b>

### Criteria for Audiology Set up

#### *Essential criteria*

<b>1 Building and infrastructure (should we separate for audiology/SLP clinic/Speech &amp; Hearing)</b>				<b>Points to be awarded</b>				<b>Raw score A</b>	<b>Weightage B</b>	<b>Score AxB</b>
<b>Sl. No</b>	<b>Heading</b>	<b>Requirement</b>	<b>Available</b>	<b>90-100% 4</b>	<b>70% - 89% 3</b>	<b>60% - 69% 1</b>	<b>59% or less 0</b>	<b>4</b>	<b>2</b>	
1	Furnished space for reception where patients are registered	10x10						4	2	8
2	Furnished room for case history, diagnostic room and interviews-01	6x8						4	2	8
3	Furnished Therapy Rooms/cabins (completely partitioned/sound isolated)-02	6x8						4	2	8
4	Furnished Two room sound treated audiometric suite with control and test room situation	10x10						4	2	8
5	Furnished Electrophysiological cum hearing aid fitting-Otoscope, Immittance, Diagnostic Audiometer with Speech Audiometry facilities	10x10						4	2	8
								<b>Total</b>		<b>40</b>

<b>2 Professional and Personnel</b>		<b>Points to be awarded</b>			
<b>Heading</b>	<b>Yes 3</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Qualification of			3	2	6

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Audiologists as per RCI norms				
Practices as Audiologists as per RCI norms		3	2	6
Qualification of other professionals/personnel as per RCI norms/other statutory bodies		3	2	6
Practices as professionals/personnel as per the qualifications and RCI norms/other statutory bodies		3	2	6
Speech Audiometry Test materials		3	2	6
		<b>Total</b>		<b>30</b>

<b>3. Records, documentation and others</b>	<b>Points to be awarded</b>				
<b>Heading</b>	<b>Yes 2</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Maintains documents for receipts and payments			1	2	2
Payments and receipts are audited by CA			1	2	2
Regularly files ITR			1	2	2
Maintains and preserve patients records			1	2	2
Regular calibration of equipments			1	2	2
Renews registration licence of the clinical setup regularly from the concerned corporation or any other bodies			1	2	2
Have displayed the charges for various services in a prominent place in the clinical setup			1	2	2
Have displayed the qualification and valid registration number of Professional and Personnel in a prominent place in the clinical setup			1	2	2
Have displayed the services offered in the clinical setup in a prominent place in the clinical setup			1	2	2
Attends minimum one RCI/CRE programs or any other knowledge based programs in a financial year			1	2	2
Have displayed pamphlets, other materials, some dos and don'ts for prevention, the early identification and managements of various Speech Language Swallowing and Hearing disorders			1	1	1
Have provision for obtaining feedback from patients and or their caregivers			1	1	1
Maintenance of dispensing data of hearing aids			1	1	1
Provision for calculation of percentage of disability and guidance for the rights of speech-language and hearing disability			1	1	1
Issuing of provision of Assessment and discharge reports to the patients			1	1	1
			<b>Total</b>		<b>25</b>

*Desirable criteria*

<b>Amenities</b>	<b>Points to be awarded</b>				
<b>Heading</b>	<b>Yes 1</b>	<b>No 0</b>	<b>Raw score (A)</b>	<b>Weightage B</b>	<b>Score AxB</b>
Have a provision of working CCTV surveillance with a provision for backup of preserving forage for a minimum of seven days backup			1	1	1

Celebrates various days such as International day for persons with disabilities, Speech and Hearing week or Conducts screening camp, Newspaper articles and talks as a part of social responsibilities towards nation etc.			1	1	1
Provision for any concessions and rebate in services to poor people			1	1	1
Barrier Free Environment			1	1	1
Provisions for railing or lift or wheelchair					
Space for Recreation			1	0.5	0.5
Washroom facility			1	0.5	0.5
			<b>Total</b>		<b>5</b>

### Overall scoring of the Clinical setup(s)

Sl. No	Domain	Total Score	Score obtained by the clinical set up	Percentage	Grading
1	Building and infrastructure	40			
2	Professional and Personnel	30			
3	Records, documentation and others	25			
4	Amenities	5			
	<b>Total</b>	<b>100</b>			

### TIME LINE FOR ACCREDITATION

**Call for application for accreditation:** 1<sup>st</sup> August to September, 30 of every year

**Process of accreditation:** 1 October to 15 November of every year

**Publication of results of accreditation on ISHA website and issuing of certificate:** Between 1-15 December of every month

**Validity of report:** 1st January to December, 30 of the year

### CRITERIA FOR SELECTION OF ASSESSORS

1. Should be a life member of ISHA
2. Should have been certified ISHA accreditation assessor
3. Should have minimum of three years of clinical/research/academic experience

4. Should not have been blacklisted by ISHA for any unethical practices
5. Should not have been debarred from ISHA life membership
6. Should not have been involved in any unethical practices or anti-ISHA/ISHA branch /chapter propaganda
7. Should hold valid RCI registration

### **VALIDITY OF THE ASSESSMENT**

Sl. No	Cycle	Validity
1	First cycle	Two years from the date of issuing of accreditation
2	Second cycle	Three years from the date of issuing of accreditation
3	Subsequent cycles with grading B and above	Four years from the date of issuing of accreditation
4	Subsequent cycles grading B and less	Three years from the date of issuing of accreditation

### **Fee structure**

Sl. No	Heading	Amount	Remarks
1.	Pre-qualifying application fee	1000.00	
2	Accreditation processing fee	5000.00	
3	TA for two assessor for site visit- Actuals to be paid for airfare/road/train	Airfare /AC two tier and single accommodation not below three star hotel for two days	
4	DA to assessor for three days	@1000x2x3: 6000	

5	Assessment fee for three assessors – two at the site and one via virtual mode	2000 per clinical	
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**INDIAN SPEECH-LANGUAGE AND  
HEARING ASSOCIATION**

**CERTIFICATE OF ACCREDITATION**

*The Executive Committee of the Indian Speech-Language  
and Hearing Association (ISHA) is pleased to declare*

.....  
*(Name & Address of the Clinical setup)*

**ACCREDITED**

*with ... (Percentage) of*

*..... Grade valid up to .....(date)*

\_\_\_\_\_  
**SECRETARY**

\_\_\_\_\_  
**CHAIRPERSON QUALITY  
CELL**

\_\_\_\_\_  
**PRESIDENT**

**ISSUED ON:**