



Quality, Safety and Experience Standard

One assurance process and architecture, two independent standards, aligning quality, safety and experience of care.

The global quality transformation moment

Governments across India and internationally are investing in healthcare quality transformation at a scale and pace not seen in a generation.

Global healthcare development and state level development programmes are driving unprecedented investment in quality, safety and patient experience. Ministries, health clusters and hospital groups are actively seeking international certification frameworks that demonstrate to governments, investors and patients that their facilities meet world-class standards.

The existing options leave significant gaps, and no single organisation currently offers an integrated quality, safety and experience certification.

The new Quality, Safety and Experience Standard from Picker addresses all these gaps, with one integrated certification process, CIHQ accreditation authority and Picker measurement infrastructure, together for the first time.



A single standard covering four dimensions of excellence

Picker's Quality, Safety and Experience Standard is a single accredited standard that provides organisations with a clear, coordinated approach to quality, safety and person centred care. It delivers globally recognised, independent accreditation while aligning governance, workforce capability and insight within one integrated framework.

1. Quality and safety accreditation

The Standard incorporates the full CIHQ standards framework, covering medical staff and human resources, care environment, infection prevention and control, emergency preparedness, patient rights, medication management, nursing services, provision of care, information management and quality assessment. CIHQ has held CMS deeming authority since 1999.

2. Experience maturity assessment

The Quality, Safety and Experience Standard assesses your organisation's maturity in listening to and acting on what matters most to patients and staff. Through a structured evaluation of how person centred care is embedded across the organisation, it provides an evidence-based maturity rating alongside a clear roadmap for improvement and strategic alignment.

3. Person centred competency

A workforce capability assessment against the Picker Person Centred Care Competency Framework, it defines the skills, behaviours, and capabilities essential for delivering experience-led excellence and ensures future training, CPD, and development activities build the right capabilities.

4. Patient and staff experience rigour

The Standard validates the quality of your measurement and insight practices, ensuring evidence is robust, accessible, and understood. It provides independent assurance so colleagues can engage with insights, act confidently, and benchmark performance against the highest standards.

A single, coherent accreditation process

The Quality, Safety and Experience Standard is a single, unified certification architecture. One entry assessment. One set of on-site review activities. One report. Two internationally recognised certifications – US-based CIHQ accreditation authority and European Picker Experience Standard – issued through the same process.

1

Entry assessment

The process begins with an experience maturity assessment, workforce competency baseline and experience measurement system review. This includes an individual leader perception survey and 360-degree colleague survey, creating a clear baseline, gap analysis and priority recommendations.

2

Remote review

During the remote review stage, documentation is reviewed, a governance assessment is undertaken and supporting evidence is validated. A findings report is then prepared and shared before on-site review activities.

3

On-site audit and lived experience review

A CIHQ-led onsite survey validates governance and standards in practice. Alongside this, Picker's lived experience methodology examines how care is experienced by patients, families and staff. The surveyor then submits a recommendation package to CIHQ International and Picker for final review.

4

Certification determination

CIHQ reviews all evidence gathered through the process and issues the final report and certification determination. The organisation's maturity level is confirmed and published, with reassessment scheduled for 36 months.

Following certification, organisations have access to Picker and CIHQ's trusted international forums, awards and peer networks, accelerating improvement through shared learning and sector recognition.

How the QSE Standard compares

The QSE Standard is the only integrated certification combining CIHQI quality and safety accreditation with the Picker Experience Standard, in a single, coherent process. One entry assessment. One set of on-site review activities. One report. Two internationally recognised certifications.

For ministries, health clusters and international hospital groups investing in world-class quality transformation. Designed for organisations that want genuine improvement, not a compliance checklist.

Ready to explore what the Quality, Safety and Experience Standard could deliver for your organisation? Speak to us.

Talk to us today – scan the QR code or [click here](#)



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