

TERM OF REFERENCE (TOR) – INTERNATIONAL STANDARD ACCREDITATION FOR PHU YEN EYE HOSPITAL

Project title: *Building High Quality and Learning Eye Hospitals in the central region, Viet Nam (HiQua)*

Country: Viet Nam

Date: 08 Oct 2026

1. Introduction

The Fred Hollows Foundation (The Foundation) is a non-profit public health organization based in Australia, which was founded in 1992 by eminent eye surgeon Professor Fred Hollows. The Foundation focuses on strengthening eye health systems; treatment and prevention of avoidable blindness and visual impairment caused by Cataracts, Trachoma, Diabetic Retinopathy, and Refractive Error (RE). The Foundation operates in more than 20 countries across Australia, The Pacific, South, and Southeast Asia, and Africa. The Foundation was named The Australian Charity of the Year 2013 in the inaugural Australian Charity Awards.

The Foundation began working in Vietnam in 1992. Today it is one of the leading Eye care International non-governmental organizations (INGO) in Vietnam. The Foundation works in partnership with the Government; Ministry of Health, Ministry of Education & Training, Vietnam National Eye Hospital (VNEH); medical universities; Departments of Health, Departments of Education and Training; and more than 20 provincial eye care service providers and other INGOs who are working in Vietnam both in eye health and other fields such as IAPB; WHO in Vietnam.

2. Project background

The Foundation started working in Phu Yen in 1999 with a small fund and IOLs for cataract surgical camps. After a few years, Phu Yen proved they could implement larger projects and expressed their desire to make a dramatic change to the prevention of blindness in the province. In 2003, FHF funded Phu Yen to pilot a Comprehensive Eye Care project. Since then, its eye care has been remarkably developed. Specifically, its former eye station was transformed successfully into an eye centre, then an eye hospital in 2012. Importantly, apart from prioritizing control of cataracts, the leading cause of avoidable blindness, the hospital has provided various eye care services to help the local people access the services locally in the province instead of travelling to metropolitan settings in Ho Chi Minh or Ha Noi. Thus, out-of-pocket expenses are minimized. In addition, compared with other provinces with similar economic and population conditions, Phu Yen Eye Hospital is among the few who can operate independently and no longer need much financial support from the government as they have started to pursue financial autonomy since 2019.

Since 2013, Phu Yen Eye Hospital has been widely recognized as a leading provincial eye hospital for its innovative, efficient, and high-quality eye care model. The hospital has become a destination for learning and professional exchange, attracting eye care professionals from across Viet Nam and neighboring countries. Building on these achievements, the hospital partnered with The Fred Hollows Foundation (FHF) in Viet Nam to implement the “Working toward a Learning Eye Hospital (LEH) Project (2023-2026)”, with the goal of strengthening quality, equity, workforce capacity, and organizational learning, while generating a scalable model for quality eye care across Viet Nam and beyond.

Over the 2023–2026 implementation period, the Learning Eye Hospital (LEH) Project achieved significant milestones in strengthening the quality, efficiency, and sustainability of eye care services at Phu Yen Eye Hospital. Cataract surgical outcomes consistently met WHO’s recommendations on good vision outcomes, demonstrating the hospital’s commitment to clinical excellence and patient safety. Through the introduction of Continuous Quality Improvement (CQI) systems, Phu Yen Eye Hospital emerged as a flagship example of quality improvement within The Fred Hollows Foundation network. Demand services continued

to grow, with both inpatient and outpatient attendance increasing by more than 10% annually, reflecting strong community trust and confidence in the hospital. Patient satisfaction with service quality remained above 90%, highlighting the positive patient experience and responsiveness of care. The hospital has been widely recognized by local communities and provincial health authorities as a trusted provider of high-quality eye care services and a model of innovation and excellence worthy of learning and replication across public health facilities in Vietnam.

Building High Quality and Learning Eye Hospitals in the central region, Viet Nam (HiQua, 2027-2031), HiQUA project aims to strengthen the **Quality, Equity, and Sustainability** of eye care services in Phu Yen, Quang Nam, Ninh Thuan Eye Hospitals. Building on the success of the Learning Eye Hospital model piloted in Phu Yen Eye Hospital, the project promotes Continuous Quality Improvement (CQI), Cataract Surgical Outcomes Monitoring (CSOM), and Mentor–Mentee approaches to enhance clinical governance, patient safety, service quality, and organizational capacity. Through collaboration with the Vietnam National Eye Hospital (VNEH) and Phu Yen, Quang Nam, and Ninh Thuan Eye Hospitals, the project seeks to improve access to quality eye care for vulnerable populations while fostering learning, knowledge sharing, and system-wide improvement.

The project will achieve this through three interconnected outcomes:

- **Outcome 1:** CQI and Mentor Mentee initiatives are accelerated, documented and advocated for replication in Viet Nam
- **Outcome 2:** Vulnerable groups access quality eye care services at Phu Yen, Quang Nam, Ninh Thuận, Vinh Long EHs
- **Outcome 3:** Phu Yen and Quang Nam eye hospitals become learning hubs in central Vietnam

Adopting a locally led approach, the project positions Phu Yen Eye Hospital as a key mentor and learning hub, supporting peer hospitals to drive sustainable improvements while generating evidence and lessons to influence national eye health policies and practices.

3. Purpose of the International Standard Accreditation for Phu Yen Eye Hospital

The purpose of this initiative is to support Phu Yen Eye Hospital in achieving an internationally recognized accreditation standard while strengthening its position as a High-Quality Eye Hospital and a leading eye care institution in Viet Nam.

Specifically, the accreditation process aims to:

- **Strengthen quality, patient safety, and clinical governance** by aligning the hospital's systems, policies, and clinical practices with internationally recognized standards and best practices.
- **Enhance organizational capacity for continuous improvement and learning** by reinforcing patient-centred care, continuous quality improvement (CQI), risk management, and a culture of organizational learning and accountability.
- **Establish a scalable model for the eye health system** by positioning Phu Yen Eye Hospital as a centre of excellence and learning hub, generating lessons and good practices that can be shared and replicated through the HiQUA Project and across other eye hospitals in Viet Nam.

Ultimately, the accreditation process is expected to demonstrate that international standards can be successfully applied in a provincial public eye hospital and contribute to the broader advancement of quality eye care services in Viet Nam.

4. Scope of Work

The Fred Hollows Foundation in Viet Nam (FHFVN) and Phu Yen Eye Hospital (PYEH) are seeking expressions of interest from reputable international accreditation organizations with legal status and recognized expertise in healthcare quality accreditation. Preferred accreditation standards may include internationally recognized standards from the United States, Japan, Australia, or other equivalent international frameworks.

The proposed international healthcare accreditation standard must be officially approved by the Ministry of Health of Viet Nam at the time this TOR is issued. Evidence of such recognition or approval shall be provided as part of the proposal.

The selected international accreditation should be required to identify the exact accreditation standard, its current version, the accreditation body, its recognition status, the accreditation cycle and its suitability for a specialist provincial eye hospital. The selected framework should be clinically relevant, proportionate and feasible within the Vietnamese public hospital context.

The selected organization shall submit a comprehensive, end-to-end proposal, including but not limited to the following services:

4.1. Baseline Assessment

Conduct a comprehensive assessment of the current performance and quality of eye care services at Phu Yen Eye Hospital. The assessment shall include, but not be limited to:

- Quality of care; patient safety; surgical complications, endophthalmitis surveillance; use of the surgical safety checklist
- Clinical governance; clinical effectiveness
- Continuous quality improvement (CQI); Cataract surgical outcome monitoring (CSOM); postoperative follow-up, glasses and referral systems.
- Risk management; clinical audit, incident and serious adverse event management,
- Environmental sustainability and safe healthcare waste management; and
- Other relevant international healthcare quality requirements.

4.2. Baseline Assessment Report

Prepare and submit a detailed assessment report outlining:

- Key findings from the baseline assessment;
- Strengths, gaps, and areas for immediate improvement;
- Benchmark comparisons against the international accreditation standards proposed by the consulting firm/organization; and
- Recommendations to support the hospital's accreditation journey.

4.3. Accreditation roadmap development

Based on the baseline assessment findings, organizational readiness, institutional capacity, and commitment from Phu Yen Eye Hospital's leadership, the organization/consulting firm shall:

- Recommend the most appropriate international accreditation standard and accreditation level for the hospital
- Propose a realistic timeline and target date for achieving accreditation

- Develop a detailed implementation road map
- Identify specific actions, milestones, and deliverables required for accreditation achievement.

4.4. Accreditation Readiness Support

Support Phu Yen Eye Hospital in implementing the accreditation roadmap, including:

- Capacity building and staff development activities; Capacity building should be competency based rather than measured only by training attendance
- Technical assistance and coaching
- Guidance on quality improvement initiatives and system strengthening; and
- Facilitating connections with accredited hospitals and healthcare institutions to enable knowledge sharing and peer learning

4.5. Project Management and Ongoing Technical Support

Assign a dedicated consulting and project management team to work closely with FHFVN and Phu Yen Eye Hospital throughout the accreditation journey until accreditation is achieved.

The Organization/consulting firm's project manager shall:

- Provide regular progress reports against agreed milestones and timelines
- Identify emerging risks and challenges should include a mechanism for immediate escalation of serious clinical or patient-safety concerns to hospital leadership, FHFVN
- Recommend mitigation measures; and
- Enable timely interventions by FHFVN and the Hospital Leadership Board to ensure successful achievement of accreditation objectives

4.6. Mock Accreditation Survey

Conduct one or more mock accreditation assessments/surveys to evaluate the hospital's readiness and identify remaining gaps prior to the formal accreditation process.

4.7. Formal Accreditation Assessment and Certification

Conduct the official accreditation assessment and, where all accreditation requirements are met, award the corresponding international accreditation certification to Phu Yen Eye Hospital.

Notes: The accreditation body may propose an accreditation pathway, methodology, assessment process, and certification requirements that differ from those outlined in this TOR. Such proposals should be clearly justified and demonstrated to meet the intended objectives of the assignment. FHFVN reserves the right to review, discuss, and make the final decision on the proposed approach

5. Financial Proposal

Interested accreditation organizations are requested to submit a comprehensive financial proposal covering all services described above.

The proposed fees should represent a full-package cost and comply with applicable Vietnamese laws and regulations, including the issuance of valid invoices.

Payments will be made by FHFVN in agreed instalment, linked to the completion of key milestones and deliverables throughout the consultancy and accreditation process.

6. Methodology and approach

The accreditation organizations shall propose an appropriate methodology and approach to support Phu Yen Eye Hospital in achieving the international accreditation standard. The proposed methodology and approach shall comply with all applicable requirements, principles, and assessment processes of the accreditation body, while ensuring practicality, effectiveness, and suitability to the hospital's operating context.

The methodology shall be informed by a comprehensive assessment of the hospital's current systems, capacities, and level of readiness, and should build on the hospital's existing strengths, achievements, and experience in continuous quality improvement (CQI), patient safety, clinical governance, and hospital management. The proposed approach must be aligned with the hospital's resources, institutional capacity, and commitment, ensuring that quality improvements are sustainable and can be maintained beyond the accreditation period.

The accreditation organizations are expected to recommend a realistic and achievable roadmap toward accreditation, including key milestones, capacity-strengthening activities, system improvements, change management measures, and mechanisms for monitoring progress. The approach should promote organizational ownership, staff engagement, and the integration of international best practices into routine hospital operations.

The proposed methodology, implementation approach, and accreditation roadmap shall be presented to and discussed with The Fred Hollows Foundation in Viet Nam (FHFVN) and Phu Yen Eye Hospital for review and feedback. Following consultation, the methodology and approach will be finalized and mutually agreed upon by all parties and incorporated as an annex to the contract prior to implementation.

7. Deliverables

Deliverables should include the following:

The accreditation organizations shall deliver all technical, advisory, capacity-strengthening, and assessment support services necessary to guide Phu Yen Eye Hospital through the accreditation journey, from baseline assessment and gap analysis to successful achievement of the selected international accreditation standard. Deliverables shall include an accreditation methodology and roadmap, gap assessment reports, improvement plans, capacity-building activities, systems strengthening interventions, mock assessments, accreditation readiness reviews, support during external assessments, and a sustainability plan to ensure continuous compliance and quality improvement beyond accreditation.

The ultimate deliverable shall be the successful attainment of the selected international accreditation standard, together with strengthened clinical governance, patient safety, quality management, and organizational learning systems that are sustainable and embedded within routine hospital operations.

Deliverable 1: Accreditation Methodology and Roadmap

- Inception report detailing the proposed methodology, approach, implementation plan, timeline, milestones, roles and responsibilities.
- Accreditation roadmap aligned with the selected international standard.
- Agreed methodology and implementation approach endorsed by FHFVN and Phu Yen Eye Hospital and annexed to the contract.

Deliverable 2: Baseline Assessment and Gap Analysis

- Comprehensive baseline assessment against the selected accreditation standards and indicators: visual outcomes after cataract surgery, surgical complications, endophthalmitis, incidents, post follow up
- Gap analysis report identifying strengths, weaknesses, risks, and priority areas for improvement.
- Recommendations and prioritized action plan to achieve accreditation readiness.

Deliverable 3: Accreditation Readiness Improvement Plan

- Detailed improvement plan with activities, targets, timelines, resource requirements, and responsible units.
- Monitoring framework for tracking implementation progress and accreditation readiness.

Deliverable 4: Capacity Building and Technical Support

- Training materials, tools, and guidance documents.
- Capacity-building workshops for hospital leadership, managers, clinical and non-clinical staff include role specific clinical and patient safety competences.
- Coaching and mentoring sessions to support implementation of accreditation requirements.

Deliverable 5: Systems and Documentation Strengthening

- Review and recommendations for strengthening:
 - Clinical governance systems; clinical leadership and accountability
 - Patient safety systems
 - Quality management systems include outcome review and clinical audit
 - Risk management processes; incident and serious adverse event management
 - Infection prevention and control policy
 - Patient-centred care practices
- Support for development, standardization, or revision of policies, SOPs, guidelines, and quality documentation required for accreditation.

Deliverable 6: Internal Assessment and Mock Survey

- Internal audits and readiness assessments conducted against accreditation standards.
- Mock accreditation survey report.
- Corrective action recommendations and support for addressing identified gaps.

Deliverable 7: Accreditation Assessment Support

- Preparation and submission support for accreditation application and required documents.
- Technical assistance during external accreditation assessments.
- Support in responding to assessor findings, recommendations, or corrective actions.

Deliverable 8: International Accreditation Achievement

- Successful achievement of the selected international accreditation certification or recognition for Phu Yen Eye Hospital.
- Accreditation report and certificate issued by the accreditation body, where applicable.

Deliverable 9: Sustainability and Continuous Improvement Plan

- Post-accreditation continuous quality improvement plan.
- Recommendations for maintaining accreditation standards and preparing for future reassessments.
- Final report documenting achievements, lessons learned, key challenges, and recommendations for sustainability.

8. Tentative Schedule

The accreditation process is expected to be implemented over an indicative period of 24 months (maximum), commencing with an inception and gap assessment phase, followed by accreditation readiness planning, capacity strengthening, systems improvement, internal reviews, and external assessment. The Consultant shall propose a detailed timeline and implementation schedule as part of the methodology and approach, including key milestones, deliverables, responsibilities, and dependencies. The final schedule will be reviewed and agreed upon by Phu Yen Eye Hospital, FHFVN, and the Consultant prior to commencement and incorporated into the contract annex.

The proposed schedule should be realistic, achievable, and aligned with the hospital's operational priorities and capacity, while ensuring sufficient time for organizational change, staff engagement, implementation of quality improvements, and compliance with the requirements of the selected international accreditation standard.

Accreditation organizations & Qualifications

The accreditation organizations shall be a reputable organization with demonstrated expertise in international healthcare accreditation, quality improvement, patient safety, and health systems strengthening.

Qualifications

The accreditation organizations shall:

- Be legally registered and authorized to provide consulting services related to healthcare quality improvement and accreditation.
- Have demonstrated experience in implementing internationally recognized healthcare accreditation programs. Any proposed accreditation standard must be compliant with applicable regulations and recognized by the Ministry of Health of Viet Nam for use in the healthcare sector
- Demonstrate a strong track record of successfully delivering accreditation, quality improvement, clinical governance, or patient safety programs in hospitals.
- Have experience working with public hospitals, specialized hospitals, or health systems in low- and middle-income countries, preferably in Asia and Viet Nam.
- Demonstrate expertise in continuous quality improvement (CQI), clinical governance, risk management, patient safety, health service quality, organizational development, and change management.
- Have sufficient technical and administrative capacity to provide ongoing mentoring, coaching, and technical support throughout the accreditation journey.
- Previous experience in Viet Nam and/or with eye hospitals or specialized hospitals.

Key Personnel Qualifications

Team Leader / Lead Accreditation Expert shall:

- Hold an advanced degree in medicine, public health, healthcare management, nursing, quality management, hospital administration, or a related field.
- Have at least ten (10) years of professional experience in healthcare quality improvement and accreditation.
- Demonstrate proven experience in leading international accreditation projects for hospitals.
- Possess strong knowledge of international healthcare accreditation standards, quality management systems, and clinical governance frameworks.
- Demonstrate experience in stakeholder engagement, strategic planning, organizational change management, and capacity strengthening.

Quality Improvement and Patient Safety Expert

The expert shall:

- Hold relevant qualifications in healthcare, nursing, medicine, public health, quality management, or related disciplines.
- Have at least ten (10) years of experience in quality improvement, patient safety, accreditation, or clinical governance.
- Demonstrate experience in developing quality systems, policies, SOPs, performance monitoring frameworks, quality improvement initiatives and support Phu Yen EH to implement and sustain improvement.

Capacity Building and Organizational Development Expert (if applicable)

The expert shall:

- Have demonstrated experience in adult learning, coaching, mentoring, and organizational capacity strengthening.
- Possess strong facilitation and communication skills.
- Have experience supporting hospitals to implement organizational change and quality improvement initiatives.

Preferred Qualifications

Preference will be given to accreditation organizations that:

- Have experience supporting specialty hospitals, particularly eye hospitals.
- Have successfully guided hospitals from quality improvement initiatives to international accreditation.
- Can demonstrate experience in fostering sustainable quality cultures, learning health systems, and continuous improvement models beyond accreditation requirements.
- Have experience working with government health institutions and healthcare partners in Viet Nam.

Project Manager / Accreditation Project Manager

The Project Manager shall:

- Hold a bachelor's or advanced degree in healthcare management, public health, medicine, business administration, project management, or a related field.

- Have at least **10 years of experience** in managing complex healthcare projects, preferably involving hospital quality improvement, accreditation, health systems strengthening, or organizational transformation.
- Demonstrate strong project planning, coordination, monitoring, and stakeholder management skills.
- Have experience coordinating multidisciplinary teams and working with hospital leadership, technical experts, and external partners.
- Be responsible for overall project coordination, implementation oversight, risk management, progress monitoring, and communication with Phu Yen Eye Hospital and FHFVN.
- Ensure that project activities, deliverables, and milestones are completed on schedule and in accordance with agreed quality standards.
- Demonstrate excellent facilitation, reporting, and problem-solving skills.
- Previous experience managing international accreditation projects or healthcare quality improvement initiatives will be considered a strong advantage.

FHFVN project team

FHFVN project team members will be responsible for:

- Providing overall project oversight and coordination throughout the accreditation process.
- Acting as the primary liaison between the accreditation organizations and Phu Yen Eye Hospital to facilitate effective communication, collaboration, and decision-making.
- Reviewing and providing feedback on the proposed methodology, implementation approach, workplan, deliverables, and key project outputs.
- Supporting the accreditation organizations in coordinating meetings, workshops, site visits, and stakeholder consultations as required.
- Monitoring project progress against agreed milestones, deliverables, timelines, and budget.
- Facilitating resolution of implementation challenges and risks in collaboration with the accreditation organizations and Phu Yen Eye Hospital.
- Supporting documentation, knowledge management, and dissemination of lessons learned and good practices emerging from the accreditation journey.
- Ensuring that accreditation-related activities contribute to the broader objectives of strengthening clinical governance, continuous quality improvement (CQI), patient safety, and the development of Phu Yen Eye Hospital as a High-Quality Eye Hospital.
- Reviewing and endorsing key deliverables prior to acceptance and payment, in accordance with the contract requirements.

FHF Medical Advisors

FHF Medical Advisors will be responsible for:

- Providing technical guidance and oversight to ensure that the accreditation process aligns with the objectives, outcomes, and quality standards of the HiQUA Project.
- Reviewing and providing technical feedback on the proposed methodology, accreditation roadmap, assessment reports, improvement plans, and key deliverables.
- Ensuring that accreditation-related activities are aligned with international best practices in quality improvement, patient safety, clinical governance, and learning health systems.
- Advising on the selection, measurement, and monitoring of key performance indicators related to service quality, clinical outcomes, patient safety, patient experience, and organizational performance.

- Providing specialist clinical and technical advice on eye health services, quality standards, cataract surgical quality, clinical governance, infection prevention and control, patient safety, and other relevant technical areas as required.
- Participating in key review meetings, site visits, milestone assessments, and accreditation readiness reviews where appropriate.
- Supporting documentation, learning, knowledge sharing, and dissemination of lessons learned, best practices, and innovations emerging from the accreditation process.
- Ensuring that accreditation efforts contribute to strengthening Phu Yen Eye Hospital's role as a High-Quality Eye Hospital and a model for quality improvement within the Vietnamese eye health system.
- Supporting evidence generation and documentation to facilitate replication and scale-up of successful quality improvement and accreditation approaches across other eye hospitals participating in the HiQUA Project.

Other Expected Participants

The following stakeholders are expected to participate in the accreditation process and contribute to its successful implementation:

Phu Yen Eye Hospital Leadership Team

- Provide leadership, strategic direction, and institutional commitment throughout the accreditation journey.
- Allocate appropriate resources and ensure organizational support for accreditation activities.
- Review and approve key policies, plans, and improvement initiatives.

Accreditation Working Group

- Coordinate day-to-day implementation of accreditation-related activities.
- Monitor progress against agreed actions and timelines.
- Facilitate communication across departments and support evidence collection.

Clinical and Non-Clinical Staff

- Participate in training, coaching, assessments, audits, and improvement activities.
- Contribute to the development and implementation of policies, SOPs, and quality improvement initiatives.
- Demonstrate compliance with accreditation standards within their respective areas of responsibility.

9. Management and Logistics

The two FHFVN staff responsible for managing the HiQUA Project will serve as the primary focal points throughout the accreditation process. They will be responsible for:

- Coordinating communication and information sharing between the Consultant, Phu Yen Eye Hospital, FHFVN, and other relevant stakeholders.
- Supporting administrative and logistical arrangements for meetings, workshops, training activities, assessments, and site visits.
- Monitoring progress against agreed milestones, deliverables, timelines, and contractual requirements.
- Coordinating internal reviews and consolidating feedback from FHFVN team members, Medical Advisors, and hospital stakeholders.
- Facilitating timely review of deliverables and submission of comments to the Consultant.

- Escalating key issues, risks, or implementation challenges to FHFVN management and relevant stakeholders as required.
- Coordinating endorsement and approval of deliverables by the FHFVN Country Manager in accordance with project governance and contractual requirements.
- Maintaining project documentation and records related to the accreditation process.

10. Confidentiality

The accreditation organizations agree not to divulge confidential information to any person or organization for any reason during or after completion of this contract with FHFVN and Phu Yen Eye Hospital. The accreditation organizations shall treat all information, documents, records, reports, assessments, and data obtained through this assignment as confidential and use them solely for the purposes of this contract. Upon completion or termination of this contract, the accreditation organizations undertake to return to FHFVN and Phu Yen Eye Hospital any materials, files, data, or property in its possession that relate to the business affairs of FHFVN and Phu Yen Eye Hospital.

11. Intellectual Property

All intellectual property and/or copyright material produced by the selected consulting firm whilst under contract to The Foundation remain the property of The Foundation and Phu Yen Eye Hospital and will not be shared with third parties without the express permission of The Foundation. The accreditation organizations are required to surrender any copyright material created during the term of the contract to The Foundation upon completion or termination of the contract.

12. Safeguarding People

The Fred Hollows Foundation is committed to ensuring that its activities are implemented in a safe and productive environment which prevents harm and avoids negative impacts on the health and safety of all people, particularly children, vulnerable people, and disadvantaged groups. The Foundation has a zero-tolerance approach to sexual exploitation, abuse, and harassment of any kind. All personnel including contractors/consultants are expected to uphold and promote high standards of professional conduct in line with The Foundation's Safeguarding People Policy including Code of Conduct. Contractors/consultants will be expected to sign and adhere to The Foundation's Safeguarding Code of Conduct and provide any background checks as required.

13. Insurance

Any consultants involved in this international standard accreditation in Phu Yen Eye Hospital will be required to have in place insurance arrangements appropriate to the provision of the requirements in this ToR, including travel insurance.

14. Ethical And Other Considerations

The accreditation organizations shall conduct the assignment in a professional, ethical, and impartial manner and avoid any actual or perceived conflict of interest. Any potential conflict of interest shall be disclosed to FHFVN and Phu Yen Eye Hospital. The accreditation organizations shall comply with all relevant policies, regulations, and confidentiality requirements throughout the duration of the assignment.