**The Association for the Bladder Exstrophy Community**

**Centers of Excellence (COE)**

**Application Requirements for Designation – Updated October 30, 2017**

INTRODUCTION: The Center of Excellence designation is given out to those facilities/institutions that demonstrate excellent patient care in the areas of bladder and cloacal exstrophy.

Designation is determined by a consensus of the A-BE-C medical advisory board. The process of COE designation consists of:

1. The Facility applications and additional documentation

2. An annual administration fee of $1750.00 USD

COE designation is in effect for five years.

Quality Improvement and Evaluation is to be repeated every 5 years

**Application Deadline for 2018 Designation:**

Applications accepted before December 31, 2017 will be invoiced in January 2018. After January 1, 2018 the administration fee is due with the application.

**Application Checklist**:

Please ensure that you complete the full application provided below, and have included all appropriate additional documentation needed as a part of this application. Additional documents needed:

1. Support Staff CVs
2. Summary of the latest patient satisfaction survey results within the most recent 12-month period
3. Educational material available to patients

**Facility Application**

Please complete the following application for your facility.

*Institution/Facility Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility Street Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility State: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility Zip: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility Website: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility Contact Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility Contact Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Institution/Facility Contact Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Evidence of Overall Commitment to Clinical Program Excellence**

**Organizational Chart**

Please provide an organizational chart illustrating the relationship of the applying physicians within the practice to any other healthcare provider or facility that may also provide care and treatment to patients of the applying physicians. The organizational chart should reflect the following:

* Applicant’s relationship to other healthcare providers; use a solid line to signify this relationship.
* Applicants’ relationship to an acute care hospital; use a solid line to signify this relationship.
* Applicant’s relationship to any other area hospitals or freestanding facilities utilized for BE patients; use a dotted line to signify this relationship.
* Applicant’s relationship to the facility where the majority of surgical procedures are performed; use a solid line if there is equity interest of the applicant physicians, and a dotted line if there is no equity interest of the applicant physicians.

**CASE VOLUME OF EXPERIENCE AND SCOPE OF PRACTICE**

**Overall** **Facility Experience**

Facilities applying for a Center of Excellence designation must have ample experience in treating patients with bladder and bowel health issues. Each applicant physician must have a database of:

1. At least 50 cases of exstrophy

A physician who does not perform surgery may apply as part of a Center of Excellence but there still must be at least two applicant surgeons present. Non-surgeons applying for a COE designation must still meet the case volume requirements.

**ROLE OF MEDICAL DIRECTOR**

**Medical Director Job Description**

The applicant maintains a single designated physician as Medical Director for the organization’s center. A qualified, board certified surgeon, appointed through the facility’s administrative/medical staffing process, should hold this position.

*Please provide the following information regarding your Center’s Medical Director:*

*1. Name the institution’s/facility’s physician medical director of the Center responsible for chief oversight of the Center’s patients: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*2. Please indicate if this physician:*

*a. Is currently Board Certified: Yes/No*

*b. Has completed at least 5 years post-fellowship training in pediatric urology: Yes/No*

*c. Regularly participates in administrative meetings of the institution/facility of  which he or she is a part: Yes/No*

*3. Describe the role of the Medical Director at your facility: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**STAFF SUPPORT AND REFERRAL NETWORK**

**Staff Support CVs and Referral Network Links**

As a Center of Excellence, it is important to provide patients with care related to all areas of bladder and bowel health. Areas may include gynecology, radiology, orthopedic surgery, pediatric anesthesiology, plastic surgery, neurosurgery, physical therapy, and occupational therapy. These areas may be supported through a referral alliance, or may be comprised of staff members within the applying organization.

Specialties that are supported by staff members are required to submit a CV along with this application, to verify their existence. These staff members should have clinical experience in managing all aspects within their designated specialty, including:

* Post-operative adverse events
* Management of a compromised patient until he or she is sufficiently stable to be discharged from the facility

*Please answer the following questions regarding support staff members and referral alliances:*

*1. Please verify that you maintain staff consultative services, or referral alliances, in the following areas. If the individual is a staff member, circle “On Staff”, and provide that individual’s name below, as well as a CV with this application. If the individual is a referral alliance, circle “Referral Alliance”, and provide the name, along with a link to the physician’s website, verifying their status.*

1. *Gynecology: On Staff/Referral Alliance \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
2. *Radiology: On Staff/Referral Alliance \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
3. *Orthopedic Surgery: On Staff/Referral Alliance \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
4. *Pediatric Anesthesiology: On Staff/Referral Alliance \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
5. *Plastic Surgery: On Staff/Referral Alliance \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
6. *Neurosurgery: On Staff/Referral Alliance \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
7. *Additional: On Staff/Referral Alliance*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**DEDICATION OF THE ENTIRE SUPPORT TEAM**

**Support Team**

The applicant utilizes designated nurses or other allied health professionals who are formally trained and dedicated to caring for patients with bladder and cloacal exstrophy.

*Please provide answers to the following questions regarding the support team:*

*1. Number of professionals dedicated to BE patients: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*2. Number of professionals who hold advanced specialized training in catheterization and irrigation management: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*3. Category of these health professionals: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*4. Number of professionals trained in urodynamics: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Behavioral Health Specialist:**

A behavioral health specialist should serve as a liaison between the physicians and their staff/facility, particularly on matters pertaining to access, psychosocial wellbeing, educational and support resources, etc for BE patients and their families.

*Please provide the following information regarding the Behavioral Health Specialists:*

1. *Name the behavioral health specialist(s) directly involved in the program: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
2. *Provide the credentials for the behavioral health specialists listed above: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
3. *Describe the behavioral health services provided by the above named team members:*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**EVALUATION AND QUALITY IMPROVEMENT**

**Research**

*Centers designated as a Center of Excellence should be engaging in research that is patient-centered and family-centered. Preferably this research is interdisciplinary and engages multiple centers.*

*Provide details of the research that your center is engaged in currently and what research and outcome studies your center has been involved in in the past.*

*1. Current research including collaborators:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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*2. List your program’s publications relevant to patient and family-centered outcomes for the BE population:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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**Patient Education**

*Providing appropriate patient education and promoting support groups is an important part of being a Center of Excellence.*

*1. Program Website: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*2. Attach educational material available to patients with this application.*

*4. List authored or co-authored, self-published patient-education materials on relevant topics, or source of patient education materials from third parties (printed and/or online): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Please answer the below questions regarding patient education provided at the facility:*

*5. Does the institution/facility have evidence of written practice* *policy statements requiring that patient education be provided to all patients? Yes/No*

*6. In what ways does your facility provide patient education? (Circle all that apply):*

1. *3rd Patient Brochures in waiting room*
2. *Facility Branded patient brochures in waiting room*
3. *Exam room brochures*
4. *Physician or nurse facilitated education to patient (discussion only)*
5. *Physician or nurse facilitated education to patient (with the use of illustration or electronic aids)*
6. *Online education provided on facilities website*
7. *Post-operative education materials provided to patient*
8. *Other online or print education offered to patient (please describe): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*7. Who generally provides the above patient education? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**ACTIONABLE REPORTING OF OUTCOMES**

**Outcomes**

The applicant utilizes a uniform, computerized system for analyzing, reporting, and acting upon patient outcomes and agrees to external audits of this information. In addition, the applicant provides documentation that the Center is dedicated to a goal of long-term patient follow-up of at least two years with a monitoring and tracking system for outcomes in a manner consistent with HIPPA regulations and FDA requirements for post-market surveillance of pharmaceuticals and implanted devices. The applicant is asked to describe the process by which the team adheres to such longitudinal follow-up, including how it seeks to stay in touch with past patients. Additionally, the center should be prepared to make quality improvements stemming from such data analysis including patient satisfaction input. There should be a defined procedural process for taking action for quality improvement as part of this application (as discussed in section 11.1).

*Please answer the following questions regarding outcome reporting:*

*1. Does the institution/facility have in place a uniform system for the reporting of all patient outcomes? Yes/No*

*2. Please describe the reporting system: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*3. Please describe the process in which the facility stays in touch with past patients: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**EVIDENCE OF A COMMITMENT TO TOTAL QUALITY IMPROVEMENT AND EVALUATION**

**Quality Improvement**

The applicant should be able to demonstrate that it is routinely making efforts to improve the quality of patient care and safety throughout the organization. If the applicant is part of an academic medical center, continuous quality improvement should be integral to the institutional culture. This will be assessed during the onsite visit and should be visible and verbalized at all levels of the organization. Policies and procedures should be in place, or at the very least, established protocols at the clinic level, with the goal of pursuing total quality improvement.

*Please answer the following questions regarding quality improvement measures:*

*1. What methods exist to ensure that the institution/facility regularly take part in Continuous Quality Improvement (CQI) initiatives?* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*2. Does the institution/facility routinely conduct patient satisfaction research focused on patient “experience of care”? Yes/No*

*A. If yes, who is responsible for this research? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*B. If yes, how often is this research conducted? (Circle one)*

* 1. *After each patient’s discharge*
	2. *Quarterly*
	3. *Bi-yearly*

*IV. Annually*

*C. If yes, how is this research utilized?* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*D. How is it shared with physicians applying for Center of Excellence designation?* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*3. What methods are in place for making improvements based on outcomes measures or patient satisfaction ratings? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*4. Does the facility have a Patient Safety Officer or equivalent? Yes/No*

*Additional Questions:*

*1. What additional outstanding features, activities, or accomplishments of this institution/facility especially qualify it for a Center of Excellence designation by the Association for the Bladder Exstrophy Community? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*2. Does the institution/facility* *attest that all the information contained herein is true and correct to best of your knowledge?*

*Yes/No*