CertificaPROA

CHARACTERISTICS AND STEPS TO BE TAKEN

Spanish Action Plan on Antibiotic Resistance

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What is CertificaPROA

CertificaPROA is an application designed to self-certify and certify the excellence rating earned by a hospital or health area. A 'health area' is understood to be the administrative district that groups together a set of primary healthcare centres and professionals under its organisational and functional dependence.
Self-certified and certified centres are published on an interactive map on the Spanish National Action Plan on AMR website, thereby earning public distinction.

Technical characteristics

The design of CertificaPROA allows self-certification or certification in an easy and intuitive way. This application is based on the Drupal 9 content management system, which includes mobile compatible standards for display on any device. It also complies with the accessibility parameters required for applications developed by the public administration.
With the perspective of optimising the resources of the healthcare system, CertificaPROA automates the following internal processes to promote evaluation:

- Single registration of a single PROA team per healthcare centre or area.
- Automatic excellence rating based on responses to a questionnaire.
- Simplified evaluation of submitted documentation through a drop-down list, with the option to include free text to justify non-conformities.
- Notice of discrepancies between the evaluation carried out by the regional PROA representative (during the self-certification process) and the inspector (during the certification process).
- Exclusive communication with users through the CertificaPROA messaging system.
- Proposal for automatic assignment of a lower excellence rating when there are discrepancies when applying for advanced or excellent category.
- Certificate expiration alert system.

Process of self-certification and certification

Self-certification

Statement of undertaking made by the applicant centre attesting to compliance with benchmarks in the absence of certification. To corroborate that the information is accurate, regional administrations will request evidence of the so-called “strategic requirements”, which have been identified with a key in the **PROA team certification standards**.

STEPS

1. Completion of a questionnaire by the applicant centre. Based on the responses, the tool automatically assigns the relevant excellence rating (basic/advanced/excellent).

2. Presentation of documentary evidence to verify compliance with strategic requirements (identified throughout the document Standards for the PROA team certification with a keys symbol) of the assigned category and below. For example: if the advanced category is assigned, evidence must be provided to justify the fulfilment of the requirements of both the basic and advanced categories.

3. Revision of the documents by the regional PROA representative.

Certification

Audit process carried out by inspectors appointed by the health authorities of the autonomous communities and coordinated by the Inspection Coordination Commission of the General Directorate of Professional Organisation of the Ministry of Health. In order to obtain certification, the applicant centre must submit all other documents with supporting evidence for both the category authorised by the regional representative and any lower categories.

Profiles

CertificaPROA has 5 different user profiles that allow access to the application with different permissions based on the functions of each one (review of requirements, document validation, consultation of statistics in a specific autonomous community, verification of the number of affiliated centres, levels reached and identified anomalies, etc.). The profiles are as follows:

Profile	User	Roles
Center Profile	Centre PROA coordinator or delegated person	• Register as a hospital or community PROA team (the system only allows the registration of one PROA team per healthcare centre or area). • Complete the tool questionnaire. • Attach the documentation requested in the self-certification and certification processes.
Regional Centre Manager Profile	Members of the Regional Health Ministries - Miembros de las Consejerías de Sanidad de las CCAA	• Validate the Centre Profile after reviewing that the document of conformity from the medical board or from the management of the relevant primary healthcare structure is correct. • Manage blocking and unblocking of users. • Accesss to all centre applications in your autonomous community to check the status and responses to the questionnaire. • Accesss to statistics of your autonomous community.
Regional PROA Agent Profile	PROA Scientific Technical Coordinators of the PRAN or representative designated by the Regional Health Ministries.	• Validate the strategic requirements documents that are attached when requesting self-certification. • View the user profile and the status of the applications (only from your autonomous community). • Access to statistics of your autonomous community.
Inspector Profile	Inspectors appointed by the Health Authorities of the autonomous communities	• Validate the documents that are attached when requesting self-certification. • View the user profile and the status of the applications (only from your autonomous community). • Accesss to statistics of your autonomous community.
AEMPS-PRAN Profile	PRAN Coordination Unit	• View the users profile and the status of the applications at the national level. • Access to statistics. • Register the members of the Regional Health Ministries, the Regional PROA agents and inspectors.
Inspection Coordination Commission Profile	Members of the General Subdirectorate of Cohesion and Inspectorate of the SNS	• View the user profile and the status of the applications at the national level. • Access to statistics.

Steps to self-certification and certification

STEP 1

USER REGISTRATION:
The Centre PROA coordinator (or delegated person) registers in the Centre Profile as a hospital or community PROA team. In this step, a request will be issued for a document of conformity by which Medical Board or the management of the relevant primary healthcare structure authorises the user to share the data of the hospital or healthcare area. In the event that the documentation is not in conformity, the deadline for rectifying errors will be **20 working days** for rectification procedures. After the period has elapsed, the **user will be blocked for a period of 6 months**. The Regional Centre Manager has the power to block/unblock users at any point in the process.

STEP 2

CREATING A SELF-CERTIFICATION APPLICATION:
To do this, the user must complete a questionnaire that identifies the excellence rating of their PROA team, according to the requirements set out in the PROA Team Certification Standards. If the user does not at least reach the basic level, the system does not allow progress and the user will be instructed to consult Annex III of the PROA Team Certification Standards to identify areas of improvement.

STEP 3

PRESENTATION OF DOCUMENTS FOR SELF-CERTIFICATION:
The system requests the necessary documents based on the category reached in the questionnaire (assigned category) and the user attaches them to the created application. These documents correspond to the evidence of the strategic requirements (identified throughout the PROA standards document with a key symbol) of the requested category and of the previous one. The user will also have to attach a statement of undertaking regarding the truthfulness of the documentation.

STEP 4

EVALUATION BY THE REGIONAL PROA REPRESENTATIVE:
The documentation presented for self-certification will be evaluated by the PROA Scientific Technical Coordinator or a representative designated by the Regional Ministry of Health of the Autonomous Community. During the evaluation, the representative has the following options in order to qualify the applications:

- **Conforming**: The documentation provided is correct.
- **Cancelled**: The documentation provided does not match required documentation.
- **Incomplete**: The documentation provided is not sufficient to justify the evidence requested.
- **Non-conforming**: There are discrepancies between the documentation provided and required documentation.

Additionally, a free text section is available to justify discrepancies.

In the event that there is a non-conformity ("cancelled", "incomplete" or "non-conforming") in the documentation presented during validation, the system will notify the user automatically, identifying the erroneous requirement, the type of non-conformity and the evaluator comments..

In relation to the requested level:

- If the requested category is **basic**, the user will have 20 working days for any subsequent rectification procedures.
- If the requested category is **advanced** or **excellent**, CertificaPROA automatically proposes a **lower level** than the one requested, provided the documentation of the lower categories is correct, so that the user can correct mistakes or accept the proposed category.

The **term** to correct errors will be **20 working days** for any subsequent rectification procedures available to applicants (maximum two correction attempts).

After this period **if errors are not corrected**:

- If the requested category was **basic**, the tool **will block the user for 6 months**.
- If the requested category is **advanced** or **excellent**, CertificaPROA automatically assigns the user a **lower level** than the requested one if the documentation of the lower categories is correct.
- **If the requested category is advanced or excellent, no errors are corrected and, during the evaluation, it is considered that not even the basic category is reached, the tool will block the user for 6 months.**

STEP 5

OBTAINING THE SELF-CERTIFICATE:
If the documentation is considered conforming by the regional PROA agent, the user can access and download the personalized self-certificate with their data. As long as the files have been submitted for audit (step 6), this self-certification will be valid until the user has the certification. If you do not complete the step, the expiry of the self-certification will be one year.

STEP 6

SUBMIT FILES FOR AUDIT:
Once the self-certification process is completed, depending on the category that has been self-certified, the user has to attach the remaining documentation for that level and the lower level or levels. The deadline to attach the documentation is one year after self-certification. If not attached, the self-certification will be invalidated after one year.

STEP 7

EVALUATION BY THE INSPECTOR:
The documentation presented will be audited by an inspector designated by the Inspection Coordination Commission. The process will be similar to point 4. If there are discrepancies with the evaluation previously carried out by the regional PROA agent, the system generates a notification to inform the latter.

STEP 8

CERTIFICATE:
If the documentation is considered conforming, the user can access the certificate. Certification is valid for five years. From the moment a certification is granted, the self-certification is invalidated.

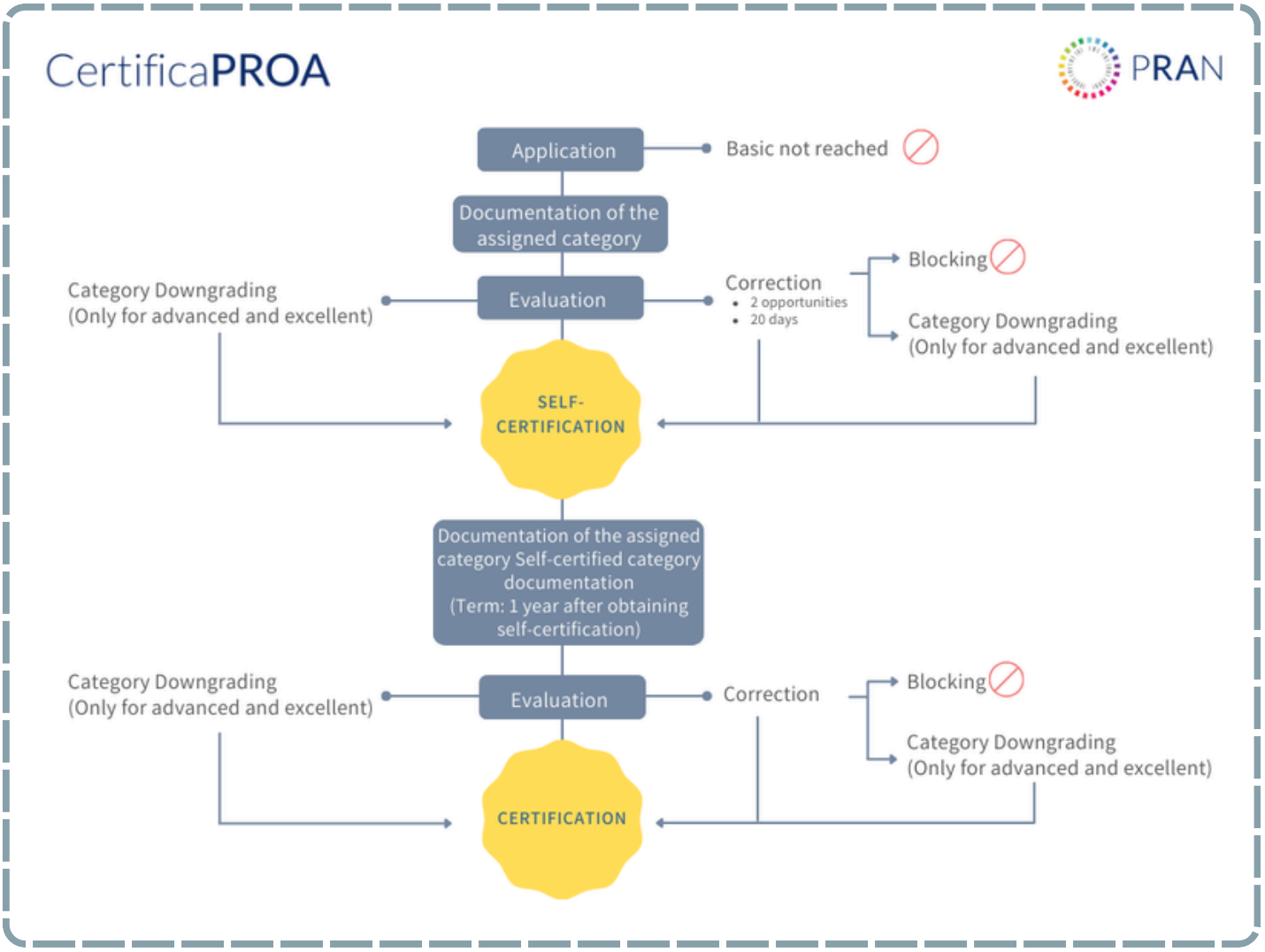
STEP 9

RENEWAL OF THE CERTIFICATE OR APPLICATION FOR A HIGHER CATEGORY:
The self-certification process can be started one year before the certificate expiry date. Renewal or higher category can be requested two years before the certificate expires.

STEP 10

USER UNBLOCKING:
In cases where the user has been blocked, after 6 months they will be automatically unblocked allowing access to CertificaPROA. If the user considers it, they can contact the CC profile. AA through the tool, to reverse the situation. Reasons for blocking are:

- Failure to reach the basic level.
- Failure to correct errors in the specified period of time.



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Terms

Certain periods have been established in the flow of applications for submission, resolution and expiry of applications. In addition, there is a system to correct the requested documentation.
After validation of the documentation submitted to self-certify, the user has a period of **20 working days for any subsequent rectification procedures.**
Self-certification is valid until the certification process has been completed by the inspector. However, it is a prerequisite that the user attaches the remaining documentation for this level and the lower level or levels according to the self-certified category.
The deadline to attach the documentation is one year after self-certification. If not attached, the self-certification will be invalidated one year after self-certification.
Certification is valid for five years. After receiving certification, it will be possible to begin the self-certification renewal process one year before the expiration date of the certificate and a higher category can be requested two years before the certificate expires.

Definitions

Assigned category	Category assigned to the user based on the answers to the questionnaire
Proposed category	Category proposed by the representative or by the auditor to downgrade
Self-certified category	Category designated after self-certification
Certified category	Category designated upon certification

Legal framework

The procedures included in CertificaPROA are subject to Act 39/2015, of 1 October 2015, on the Common Administrative Procedure of Public Administrations.
In particular, art. 76, according to which stakeholders may submit allegations at any time. Taking into account that self-certification and certification are procedures initiated at the request of the stakeholder, the provisions of article 24 of Act 39/2015 will apply.
For its part, the operation of CertificaPROA will observe the provisions of Organic Act 3/2018, of 5 December 2018, on the protection of personal data and assurance of digital rights.

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www.resistenciaantibioticos.es

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