

materials) for its maternity staff, if this training has not been given or was conducted very long ago.

The facility may also request a *Certificate of Commitment* while it is working to become baby-friendly, if the BFHI coordination group supplies this for facilities at this stage of the process. When it is ready, the facility should then request an external assessment, following the process described in the paragraph above.

The next step, as mentioned above, would be for a facility to request or invite an external assessment. The BFHI coordination group may review the *Self Appraisal* results, any supporting documents that it requires, and the results from a pre-assessment visit or telephone interview, if one has been made, to help determine if the facility is ready. The external assessment will determine whether the facility meets the *Global Criteria for a Baby-friendly Hospital*. If so, the BFHI coordination group should award the facility the Global BFH Award and Plaque for a specified period.

If the facility, on the other hand, does not meet the *Global Criteria*, it would be awarded a *Certificate of Commitment* to becoming baby-friendly and would be encouraged or supported to further analyse problem areas and take whatever actions are needed to comply, then inviting another assessment. Whether this second assessment would be a full one, or only partial, focusing on those criteria on which the facility did not originally comply, would depend on the decision made by the assessors and BFHI coordination group at the time of the original assessment.

If the national BFHI coordination group finds that hospitals that have been assessed as failing at times do not agree with the conclusions reached by the assessors, it might consider setting up an appeal process, when necessary, with a review of results by panels of assessors not involved in the original assessments.

Reassessments should be scheduled for baby-friendly hospitals, after the specified period for the Award. If the facility passes the reassessment, it should be given a renewal. If not, it needs to work to address any identified problems and then apply again for reassessment.

This process is illustrated in graphic form in the flow chart on the following page.