**APPENDIX 1. Semi-structured questionnaire for Clinical Management Units Managers and Nursing Supervisors**

**Code:**

**Name:**

**Age:**

**Place of Birth:**

**Gender:**

**Occupation:**

**Academic Title:**

**Hospital/Healthcare Centre:**

**Unit:**

**Service years:**

**Years in the same Healthcare Centre:**

**City/Town:**

**Province:**

**Date:**

Interviewer: *Within the Andalusian Agency for Healthcare Quality we are carrying out a study in several health centres. Our purpose is to explore the perception of changes in different aspects after accreditation. Thank you for your participation*:

1. **What kind of changes, if so, have you noticed in the relationship with citizen participation mechanisms in your centre?:**
   1. Have you noticed any change in the mechanisms for citizens’ participation? If so, what kind?

--------------------------------------------------------------------------------

* 1. Have you noticed any change in the patient satisfaction measurement tools available? If so, what kind?

--------------------------------------------------------------------------------

* 1. Have you noticed any change in communication with citizens (both with the individual and the community)? If so, what kind?

-------------------------------------------------------------------------------

1. **What kind of changes, if so, have you noticed in regard to the organisation of Care in your Unit?:**
   1. Have you noticed any change in the way internal processes are managed? If so, what kind?

--------------------------------------------------------------------------------

* 1. Have you noticed any change in the way human capital is managed, e.g., in continuous training planning, participation in the decision-making process, or in teamwork performance? If so, what kind?

--------------------------------------------------------------------------------

* 1. Have you noticed any change in resources management and optimisation that could have led to a more efficient Unit? If so, what kind?

-------------------------------------------------------------------------------

* 1. Have you noticed any change in health records registry quality? If so, what kind?

-----------------------------------------------------------------------------------

1. **What kind of changes, if so, have you noticed in regard to healthcare quality in your Unit?:**

1. Have you noticed any change in clinical variability among professionals? If so, do you think that it increases or decreases?

--------------------------------------------------------------------------------

1. Would you say that there was an improvement in patients’ outcomes? If so, in what sense?

--------------------------------------------------------------------------------

1. **Have you noticed any improvement in patient safety in your Unit?**

--------------------------------------------------------------------------------

1. **Overall, how would you assess the accreditation process experience in your Unit?**

--------------------------------------------------------------------------------