**APPENDIX 2. Semi-structured questionnaire for Doctors, Nurses and other Health Professionals**

**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. **We would like consider the changes in the relationship with citizens participation mechanisms that might have happened in your Unit.**
   1. Have you noticed any change in the mechanisms for Unit-citizens communication, such as in the information provided to patients, Suggestions Mailbox, speeding-up of procedures?

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* 1. Would you say that patients’ opinions about how the Unit works have changed? If so, in which direction?

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1. **Now, we would like to focus on changes in regard to the organisation of Care in your Unit.**
   1. Would you say that health professionals have improved their knowledge regarding health care processes and attached responsibilities?

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* 1. Have you noticed any change in the way patients’ health record is registered?

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* 1. Have you noticed any change in the way the decision-making process is shared with all the health professionals within the Unit? If so, in which way?

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* 1. Would you say that there has been an improvement in the Unit’s teamwork organisation?

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* 1. Have you seen any change in the opportunities for promotion, incentives or in the tools available for professional development in your Unit?

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1. **Now we would like to analyse changes in regard to health care quality in your Unit**
2. Have you noticed any change in clinical variability among your colleagues? If so, do you think that it increases or decreases?

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1. Have you noticed any change in regard to patient safety such as health professionals implication, improvement of patient safety knowledge or adverse events risk management, among others?

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

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

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