

Appendix 1

Questions in all scales are rated on a 5-point Likert Scale (1, strongly disagree; 2, disagree; 3, neither disagree nor agree; 4, agree; 5, strongly agree)

Quality results (three items)

- (1) Over the past 3 years, the department has shown steady, measurable improvements in the quality of customer satisfaction (1, 2, 3, 4, 5).
- (2) Over the past few years, the department has shown steady, measurable improvements in the quality of services provided by the administration (finance, human resources, etc.) (1, 2, 3, 4, 5).
- (3) Over the past few years, the department has shown steady, measurable improvements in the quality of care provided to patients (1, 2, 3, 4, 5).

Human resources utilization (five items)

(i) Education and Training Subscale

- (4) Nurses are given continuous education and training in methods that support quality improvement (1, 2, 3, 4, 5).
- (5) Nurses are given the needed education and training (through nursing education programs) to improve job skills and performance (1, 2, 3, 4, 5).

(ii) Rewards and recognition subscale

- (6) Nurses are rewarded and recognized (e.g., financially and/or otherwise) for improving quality (1, 2, 3, 4, 5).
- (7) Interdepartmental cooperation to improve the quality of services is supported and encouraged (1, 2, 3, 4, 5).
- (8) The department has an effective system for nurses to make suggestions to management on how to improve quality (1, 2, 3, 4, 5).

Quality management (four items)

- (9) The department regularly checks equipment and supplies to make sure they meet quality requirements (1, 2, 3, 4, 5).
- (10) The department has effective policies to support improving the quality of care and services (1, 2, 3, 4, 5).
- (11) The hospital views quality assurance as a continuing search for ways to improve (1, 2, 3, 4, 5).
- (12) The department encourages nurses to keep records of quality problems through documentation (1, 2, 3, 4, 5).

Use of data (six items)

- (13) The department does a good job of assessing current patient needs and expectations (1, 2, 3, 4, 5).
- (14) The department does a good job of assessing future patient needs and expectations (1, 2, 3, 4, 5).
- (15) Nurses promptly resolve patient complaints (1, 2, 3, 4, 5).
- (16) Patients' complaints are studied to identify patterns and learn from them to prevent the same problems from recurring (1, 2, 3, 4, 5).
- (17) The department uses data from patients to improve services (1, 2, 3, 4, 5).
- (18) Data on patient satisfaction are widely communicated to hospital staff (1, 2, 3, 4, 5).

Accreditation (11 items)

Staff involvement

- (19) During the preparation for the last survey, important changes were implemented at the department (1, 2, 3, 4, 5).
- (20) You participated in the implementation of these changes (1, 2, 3, 4, 5).
- (21) You learned of the recommendations made to your department since the last survey (if it's the case) (1, 2, 3, 4, 5).
- (22) These recommendations were an opportunity to implement important changes at the department (1, 2, 3, 4, 5).
- (23) You participated in the changes that resulted from accreditation recommendations (1, 2, 3, 4, 5).

Benefits of accreditation

- (24) Accreditation enables the improvement of patient care (1, 2, 3, 4, 5).
- (25) Accreditation enables the motivation of staff and encourages teamwork and collaboration (1, 2, 3, 4, 5).
- (26) Accreditation enables the development of values shared by all professionals at the hospital (1, 2, 3, 4, 5).
- (27) Accreditation enables the department to better use its internal resources (e.g., finances, people, time, and equipment) (1, 2, 3, 4, 5).
- (28) Accreditation enables the department to better respond to the population's needs (1, 2, 3, 4, 5).
- (29) Accreditation is a valuable tool for the department to implement changes (1, 2, 3, 4, 5).

Staff satisfaction (three items)

- (30) Accreditation increases the workload of the employee (1, 2, 3, 4, 5).
- (31) Accreditation increases staff satisfaction at the workplace (1, 2, 3, 4, 5).
- (32) Accreditation organizes workload better (1, 2, 3, 4, 5).