Appendix 1: Extracts of the questionnaire

**How would you define "quality"**

1. "Quality" is first a question of: *(check only one box)*
   - □ Care skills; □ Human relations; □ Organization of care; □ Compliance with standards

2. What three words come to mind when you hear the word "quality"?
   ……………………………………………………………………………………………

3. What do you think about “Quality”? *(check one box per line)*
<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality is a work practice</td>
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<tr>
<td>It is the government that is making us take up &quot;Quality&quot;</td>
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<tr>
<td>In health care, we always provide &quot;Quality&quot;</td>
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<tr>
<td>It is just one more restriction</td>
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<tr>
<td>For the department, it is a godsend</td>
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<tr>
<td>&quot;Quality&quot; means more paperwork</td>
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<tr>
<td>With &quot;Quality&quot;, we will be able to improve the care we give</td>
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<tr>
<td>&quot;Quality&quot; is a new means for management to control us</td>
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</table>

4. In your department, did you identify situations that could be improved?
   □ Yes, many □ Some □ Very few □ None

5. Do you think that the "Quality" process can change anything?
   □ No, it will not change anything □ That depends on how it is applied
   □ Yes, without any doubt □ It is not done for that purpose □ I don’t know

6. To your opinion, why have some put great effort into the quality process? *(Check the 2 main reasons)*
   □ To change and break routine □ Because we have no choice
   □ To develop the profession □ To develop the department
   □ For fear of not obtaining accreditation □ To improve their position.

7. Why are others unwilling or opposed? *(Check the 2 main reasons)*
   □ They fear the unknown. □ It complicates work.
   □ They don’t see any visible results. □ They will have to change work habits.
   □ There will be too much paperwork. □ They will get no recognition.
   □ It requires too much time.

**Your knowledge of the methods and tools**

8. How do you estimate your current knowledge of the quality process?
   □ Nil    □ Minimal    □ Rather good    □ Good    □ Expert

9. Which knowledge level of the Quality process do wish you to obtain?
   □ Nil    □ Minimal    □ Rather good    □ Good    □ Expert

10. Have you already heard about the following methods or tools? *(check a box by line)*
<table>
<thead>
<tr>
<th>Quality assurance</th>
<th>Never heard</th>
<th>Already heard</th>
<th>I know little</th>
<th>We have already used it</th>
<th>We often use it</th>
<th>I know it very well</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing procedures</td>
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<tr>
<td>Reporting incidents and failures</td>
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<tr>
<td>Continuous quality improvement</td>
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<tr>
<td>Process analysis</td>
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<tr>
<td>Causes/effect diagram (Ishikawa)</td>
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<td>Quality indicators</td>
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<td>Pareto’s diagram</td>
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<tr>
<td>Brainstorming</td>
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</table>

**Your participation in quality management**

11. Personally, do you feel more in line with those who:
   - [ ] Give themselves to it whole-heartedly;
   - [ ] Apply themselves when needed;
   - [ ] Wait and see;
   - [ ] Don’t care;
   - [ ] Strongly oppose

12. What is your degree of involvement in the quality process?
   - [ ] Not involved
   - [ ] Little or intermittently
   - [ ] Sometimes
   - [ ] Frequent

13. How many working meetings did you participate in over one year to improve quality in your department?
   - [ ] None
   - [ ] fewer than 5
   - [ ] more than 1
   - [ ] more than 10

14. Did you take part in the following activities?  
    Do you wish to take part in them?  
   - Working group
   - Development of procedures
   - Process analysis
   - Reporting failures
   - Audit of procedure

15. Can you indicate two positive things about the quality process which you find necessary to keep or develop? …………………………………………………………………………………………………………………………………………….
    …………………………………………………………………………………………………………………………………………….

16. Can you indicate two things in the quality process that create problems, which you find necessary to get rid of or change? …………………………………………………………………………………………………………………………………………….
    …………………………………………………………………………………………………………………………………………….