

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)*

	Strongly agree	Agree	Disagree	Strongly disagree
Quality is a work practice				
It is the government that is making us take up "Quality"				
In health care, we always provide "Quality"				
It is just one more restriction				
For the department, it is a godsend				
"Quality" means more paperwork				
With "Quality", we will be able to improve the care we give				
"Quality" is a new means for management to control us				

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)*

	Never heard	Already heard	I know little	We have already used it	We often use it	I know it very well
Quality assurance						
Writing procedures						
Reporting incidents and failures						
Continuous quality improvement						
Process analysis						
Causes/effect diagram (Ishikawa)						
Quality indicators						
Pareto's diagram						
Brainstorming						

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	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know
Development of procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know
Process analysis	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know
Reporting failures	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know
Audit of procedure	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know

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