

Accreditation: A Quality Improvement Strategy for the Community-Based Family Practice

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TABLE 1.
Provider perspectives – survey results: Organizational structures, worklife, quality of service and the accreditation experience

Provider survey – questions		Pre-Qmentum* (n = 65)		Post-Qmentum ^s (n = 85)		Pearson Chi-square
		#	%	#	%	
1.0	Organizational structures					
	Question: How satisfied are you with ...					
1.1	Clinic policies and procedures					
	1: Not satisfied at all	1	1.5%	0	0%	0.007
	2: Somewhat unsatisfied	3	4.6%	0	0%	
	3: Neither satisfied nor unsatisfied	15	23.1%	8	9.4%	
	4: Somewhat satisfied and 5: Very satisfied	46	70.8%	77	90.6%	
1.2	Clinic daily operations					
	1: Not satisfied at all	1	1.5%	1	1.2%	0.067
	2: Somewhat unsatisfied	7	10.8%	2	2.4%	
	3: Neither satisfied nor unsatisfied	25	38.5%	23	27.1%	
	4: Somewhat satisfied and 5: Very satisfied	32	49.3%	59	69.4%	
1.3	Clinic attitude towards quality improvement					
	1: Not satisfied at all	3	4.6%	1	1.2%	0.016
	2: Somewhat unsatisfied	7	10.8%	1	1.2%	
	3: Neither satisfied nor unsatisfied	15	23.1%	12	14.1%	
	4: Somewhat satisfied and 5: Very satisfied	40	61.5%	71	83.6%	
1.4	Clinic patient safety procedures					
	1: Not satisfied at all	0	0.0%	0	0.0%	0.093
	2: Somewhat unsatisfied	0	0.0%	0	0.0%	
	3: Neither satisfied nor unsatisfied	20	30.8%	15	17.6%	
	4: Somewhat satisfied and 5: Very satisfied	45	69.2%	70	82.3%	
	Question: Do you feel that ...					
1.5	Clinic policies and procedures have “improved” as a result of accreditation					
	1: Yes	N/A		67	78.8%	
	2: Not sure			18	21.2%	
	3: No			0	0.0%	
1.6	Clinic daily operations have “improved” as a result of accreditation					
	1: Yes	N/A		39	45.9%	
	2: Not sure			34	40.0%	
	3: No			12	14.1%	
1.7	Clinic attitude towards quality improvement has “improved” as a result of accreditation					
	1: Yes	N/A		60	70.6%	
	2: Not sure			23	27.1%	
	3: No			2	2.4%	
1.8	Patient safety procedures have “improved” as a result of accreditation					
	1: Yes	N/A		46	54.1%	
	2: Not sure			29	34.1%	
	3: No			10	11.8%	

Provider survey – questions		Pre-Qmentum* (n = 65)		Post-Qmentum [§] (n = 85)		
		#	%	#	%	Pearson Chi-square
2.0	Worklife					
	Question: How satisfied are you with ...					
2.1	Clinic support towards staff					
	1: Not satisfied at all	5	7.7%	3	3.5%	0.175
	2: Somewhat unsatisfied	4	6.2%	10	11.8%	
	3: Neither satisfied nor unsatisfied	20	30.8%	15	17.6%	
	4: Somewhat satisfied and 5: Very satisfied	36	55.4%	57	67.1%	
2.2	(Your) Work responsibilities					
	1: Not satisfied at all	1	1.5%	3	3.5%	0.297
	2: Somewhat unsatisfied	4	6.2%	10	11.8%	
	3: Neither satisfied nor unsatisfied	23	35.4%	18	21.2%	
	4: Somewhat satisfied and 5: Very satisfied	37	56.9%	54	63.5%	
2.3	(Your) Worklife at the clinic					
	1: Not satisfied at all	0	0.0%	1	1.2%	0.000
	2: Somewhat unsatisfied	1	1.5%	27	31.8%	
	3: Neither satisfied nor unsatisfied	9	13.8%	35	41.2%	
	4: Somewhat satisfied and 5: Very satisfied	55	84.6%	22	25.9%	
2.4	Teamwork dynamics at the clinic					
	1: Not satisfied at all	0	0.0%	0	0.0%	0.658
	2: Somewhat unsatisfied	3	4.6%	6	7.1%	
	3: Neither satisfied nor unsatisfied	21	32.3%	23	27.1%	
	4: Somewhat satisfied and 5: Very satisfied	41	63.0%	56	65.9%	
	Question: Do you feel that ...					
2.5	Clinic support towards staff has “improved” as a result of accreditation					
	1: Yes	N/A		28	32.9%	
	2: Not sure			35	41.2%	
	3: No			22	25.9%	
2.6	(Your) Work responsibilities have “improved” as a result of accreditation					
	1: Yes	N/A		29	34.1%	
	2: Not sure			39	45.0%	
	3: No			17	20.0%	
2.7	(Your) Worklife at the clinic has “improved” as a result of accreditation					
	1: Yes	N/A		24	28.20%	
	2: Not sure			34	40.00%	
	3: No			27	31.80%	
2.8	Teamwork at the clinic has “improved” as a result of accreditation					
	1: Yes	N/A		36	42.40%	
	2: Not sure			35	41.20%	
	3: No			14	16.50%	

Provider survey – questions		Pre-Qmentum* (n = 65)		Post-Qmentum [§] (n = 85)		Pearson Chi-square
		#	%	#	%	
3.0	Quality of service					
Question: Do you feel that accreditation has improved the overall quality of service you provide?						
	1: Yes	N/A	44	51.80%		
	2: Not sure		21	24.70%		
	3: No		20	23.50%		
4.0	The accreditation experience					
Provider confidence in achieving accreditation						
Question: Looking back, how confident were you that your clinic would achieve accreditation?						
	1: Not confident at all	N/A	1	1.20%		
	2: Somewhat confident		27	31.80%		
	3: Very confident		57	67.10%		
	4: Ambivalent		0	0.00%		
Challenges to accreditation (biggest hurdle)						
Question: In your opinion, what was the biggest hurdle that you faced during the accreditation preparation/process?						
	1: Motivating and engaging clinic team	N/A	21	24.70%		
	2: Changing clinic practices to meet standards		10	11.80%		
	3: Not knowing what to expect during process		21	24.70%		
	4: Extra time outside of regular job duties		17	20.00%		
	5: Cost to clinic		15	17.60%		
	6: Other (specify)		1	1.20%		
Importance of accreditation						
Question: In your opinion, are you convinced of the importance of getting your clinic accredited?						
	1: Not at all convinced	N/A	12	14.10%		
	2: Somewhat convinced, but skeptical		24	28.20%		
	3: Convinced		49	57.60%		
Would recommend accreditation						
Question: Would you recommend accreditation to another clinic?						
	1: Yes	N/A	34	40.00%		
	2: Not sure		37	43.50%		
	3: No		14	16.50%		
Sustainability (post-accreditation adherence to standards)						
Question: To what extent are you maintaining/adhering to policies, procedures and practices introduced to the clinic during the accreditation process?						
	1: Not at all adhere	N/A	0	0.00%		
	2: Minimally adhere		1	1.20%		
	3: Neutral (no change from prior practice)		10	11.80%		
	4: Somewhat adhere		42	49.40%		
	5: Fully adhere		32	37.60%		

*Prior to start-up of the preparation period for Qmentum accreditation.

[§]At 5 months after achieving Qmentum accreditation.