

# Accreditation Team Member Survey 2015 Evaluation Report



Accreditation team members, who were involved in an accreditation visit during 2015, were invited to participate in an evaluation survey that aimed to obtain feedback about team members' experience during an accreditation visit.

The survey would take participants less than five minutes and included 12 questions around the accreditation processes and administrative support perceptions. The survey achieved a response rate of **47% out of 15 invited participants**. The following will provide a brief outline of the survey findings, based on the majority of responses.

Questions	n	agree or strongly agree	neither	disagree or strongly disagree
The amount of contact I had with the SA MET Unit was sufficient to ensure I felt prepared for the accreditation visit	7	100%	0%	0%
The number of emails I received from SA MET unit was appropriate	7	100%	0%	0%
The complete accreditation process was made clear to me during the pre-planning phase	7	100%	0%	0%
I was provided with all relevant accreditation documentation in a timely manner allowing analysis prior to the pre-visit meeting	7	100%	0%	0%
I received a hard copy of documents which was easy to use and indexed appropriately	7	57%	14%	29%
The pre-visit meeting was informative and a clear plan was established for the upcoming visit	7	71%	29%	0%
The visit program allowed flexibility and sufficient time for issues to be discussed in detail	7	100%	0%	0%
The accreditation visit was an appropriate method for ensuring health facilities meet the Accreditation Standards	7	100%	0%	0%
I was provided with sufficient information to make an informed decision	7	100%	0%	0%
The support provided by the SA MET Unit was appropriate	7	100%	0%	0%
The report writing process was appropriate and easy to follow	7	100%	0%	0%

The majority of responses were positive, with some highlighted areas of concerns around receiving and understanding documentation and pre-visit meetings that were clear and informative.

## Participant Responses

*“Accreditation visits are a well-oiled machine now in regard to SA MET staff support of the visits...”*

*“Members of the team have no certainty that the comments or suggestions or alterations to the draft report are in fact included into the final report... in my experience the leader is given the final report to approve. It is interesting from a legal point of view to reflect on where the responsibility and liability lies with the “leader” of teams who has not seen the final report...”*

*“Reece was so well organised and knowledgeable, he had really done his homework and made it so easy...I was impressed with all aspects of the visit...”*

*“It would be useful to ensure that the team leader is aware of their responsibilities prior to commencement of interviewing individuals... making interviewees aware that what they say is confidential; encouraging them to be frank with their comments...”*

## For more information:

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