

20<sup>th</sup> International Conference  
The International Society for Quality in Health Care  
The Burlington Hotel, Dublin  
14th - 16th October 2009

## Perceived quality of the accreditation of competence by healthcare professionals

Almuedo-Paz A, Brea-Rivero P, Carrasosa-Salmoral M, Rojas de Mora-Figueroa A, Reyes-Alcázar V, Torres-Olivera A

Agencia de Calidad Sanitaria de Andalucía  
CONSEJERÍA DE SALUD

711 healthcare professionals

Phase 1: April 2007 – May 2008

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Criteria	Average score
Specialists with which credentials were obtained	8.17
Satisfaction with employee service office	7.52
Flexibility of use of software for application	7.52
Intuitive management of software	7.25
Program facilitates interaction with the Agency	7.11
Simplicity of means of providing evidence	7.04
Satisfaction with later update	6.94
Wording of evidence criteria	7.29
Conditions toward improving quality	7.34
Self-learning and reflection thanks to exercise	7.27
Maintenance and improvement of competence	7.16
Maintenance and improvement of results	7.16
Overall assessment of accreditation programme	7.28

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Improvement areas

Phase 2: May 2008 – November 2008

321 healthcare professionals

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## Conclusions...

SATISFACTION QUESTIONNAIRE

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## Thank you very much for your attention

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