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Designing quality in accreditation programs by researching the reliability of survey teams: lessons learnt when things went awry

Dr David Greenfield, Dr Marjorie Pawsey,
Dr Justine Naylor, Ms Heather McDonald, and
Prof Jeffrey Braithwaite



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- Objective
 - To investigate inter-rater reliability of two accreditation survey teams
- Method
 - Case study
 - Study protocol
 - Thematic analysis
- Findings: three issues
 1. A shared understanding
 2. Difficulties enacting the protocol
 3. Unforeseen and uncontrollable circumstances



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Conclusions and implications

The study challenged us to rethink our basic assumption that *reliability of outcome* is the right notion to be investigating.

We came to the conclusion that, more accurately, the *reliability of process* and *consistent application of standards* are the outcomes to be pursued.



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