

Interview Guideline

Thank you for participating in the interview. The upcoming research project aims to identify and assess the prerequisites for implementing accreditation programs for comprehensive health service centers at Kerman University of Medical Sciences, under the guidance and collaboration of Dr. Behzadi and with the consultation of Dr. Dehnavi. This interview will include questions regarding your valuable knowledge and experiences and will be conducted with your full consent. To ensure accurate documentation of the information you provide, I kindly request your permission to record the conversation. You are assured that confidentiality and ethical standards will be upheld.

Explanation:

The accreditation of comprehensive health service centers is about to be implemented for the first time in Iran by the Ministry of Health, Treatment, and Medical Education. Therefore, the researchers have decided to extract the requirements and prerequisites of this program based on the experiences of other countries in this field, in order to facilitate a better and less flawed implementation. Subsequently, we seek your esteemed expertise to gather insights on improving and addressing potential challenges facing this program, as well as to receive practical and suitable solutions.

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Questions Related to Structure

- 1) What strategies can be proposed to obtain support and backing for the program and address the issues and challenges related to comprehensive health service centers by the Ministry, as well as to gain the support and acceptance of the managers of these centers?
- 2) What infrastructure and initial resources are needed for the implementation of this program? (Including human resources, technology, etc.)
- 3) How much additional budget is needed to implement the standards set by the Ministry, and how should resource allocation be managed for the ongoing improvement of quality?
- 4) Considering the current financial resources available in comprehensive health service centers, what strategies do you suggest for managers regarding the allocation of resources specifically for accreditation and the advancement of standards?
- 5) What specialties and skills should the evaluators selected for assessing the centers and scoring them possess, and what competencies should they have acquired? (Please mention if you have specific training programs or types of ongoing training in mind for the education of evaluators.)
- 6) How can a motivational and incentive system be designed for comprehensive health service centers and their managers to better advance the program?
- 7) If managers want to create motivation among their staff for implementing standards and reducing resistance to the accreditation program, what incentives do they need, and how should they address this issue?

Questions Related to Process

- 1) What is the role of knowledge translation in the context of accreditation and understanding standards, and what strategies do you suggest to enhance this role? (Knowledge translation is the process of transferring knowledge into practice and making insights applicable, such as utilizing research in practice.)
- 2) What strategies do you suggest for empowering the staff of centers to better understand and implement standards and to institutionalize a culture of continuous quality improvement?
- 3) Considering that comprehensive health service centers interact with various stakeholders (including government organizations such as municipalities and environmental agencies, customers, staff, etc.), what strategies do you suggest for engaging them in the accreditation process and improving standards?
- 4) As an expert in the field of health and accreditation, what characteristics do you believe accreditation standards for service centers should possess? Who should be included in the standard design team? How should the evaluation and updating of these standards be conducted? Overall, what expectations do you have from the designed standards?
- 5) What implementation protocols should be considered for the execution of the accreditation program?
- 6) If a comprehensive system for accreditation and event registration is to be designed and implemented, what components should this system include?
- 7) What should be the duration for implementing the accreditation program, including the time from the announcement of standards to the evaluation period, as well as the length of the evaluation of centers by assessors?

Questions Related to Outcome

- 1) What considerations should be taken into account for designing a feedback system to provide feedback to centers after their evaluations?
- 2) As you know, the evaluation of centers based on standards provides evidence of the extent of their performance deviation from the established standards. In your opinion, how should evidence-based management and decision-making by the ministry be conducted to improve and enhance quality?
- 3) How should the mechanism for utilizing the results obtained from accreditation for comprehensive health service centers and the overseeing evaluation and policymaking bodies be structured?