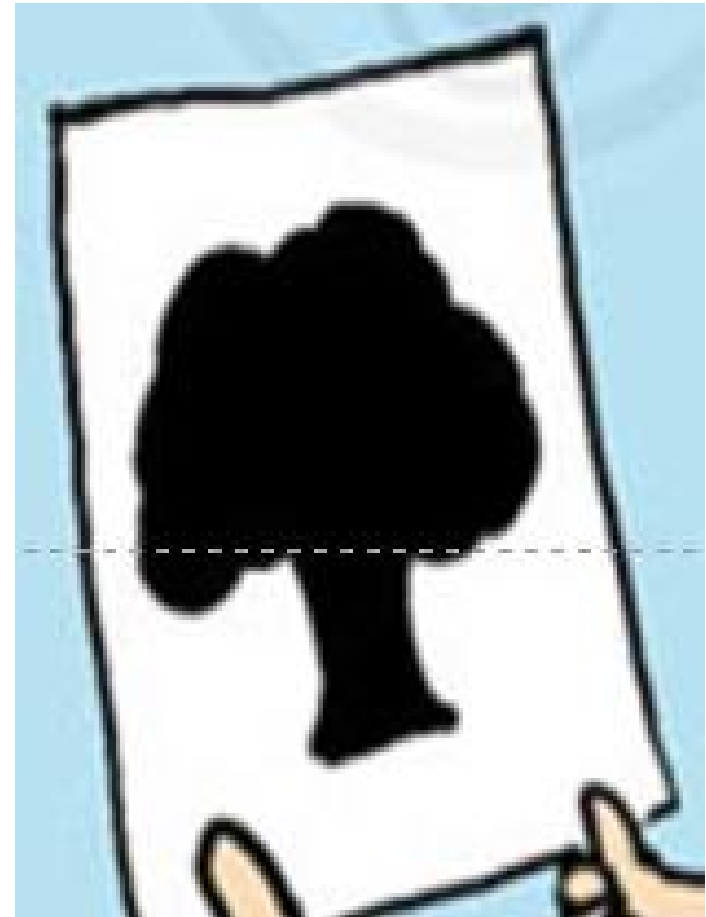


Survey reliability and credibility

Slides based on the work of Dr. Lena Low on surveyor reliability

Presented as part of ISQua webinar January 2015

- What do you see?



http://isqua.org/docs/default-source/education-/isqua-webinar_july-2015_lena-low.pdf?sfvrsn=0



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Factors that promote and challenge survey reliability and credibility

Surveyor's professional background, personal characteristics and independence

A cohesive and collaborative survey team

A diverse and appropriate mix of skills within the team

The role of the survey coordinator and the importance of leadership

The surveyor training and ACHS support infrastructure

Planning and management of the survey process

Peer review and collaborative approach to survey process

Factors that promote and challenge survey reliability and credibility (cont'd)

Attitude of staff and management

Status of the organisation being surveyed

Hospital reputational issues including adverse media

Politics (local [hospital level], area and state / federal based politics)

Preconceived opinions

Accreditation program

MC surveyor awareness of the need to be 'reliable and credible'

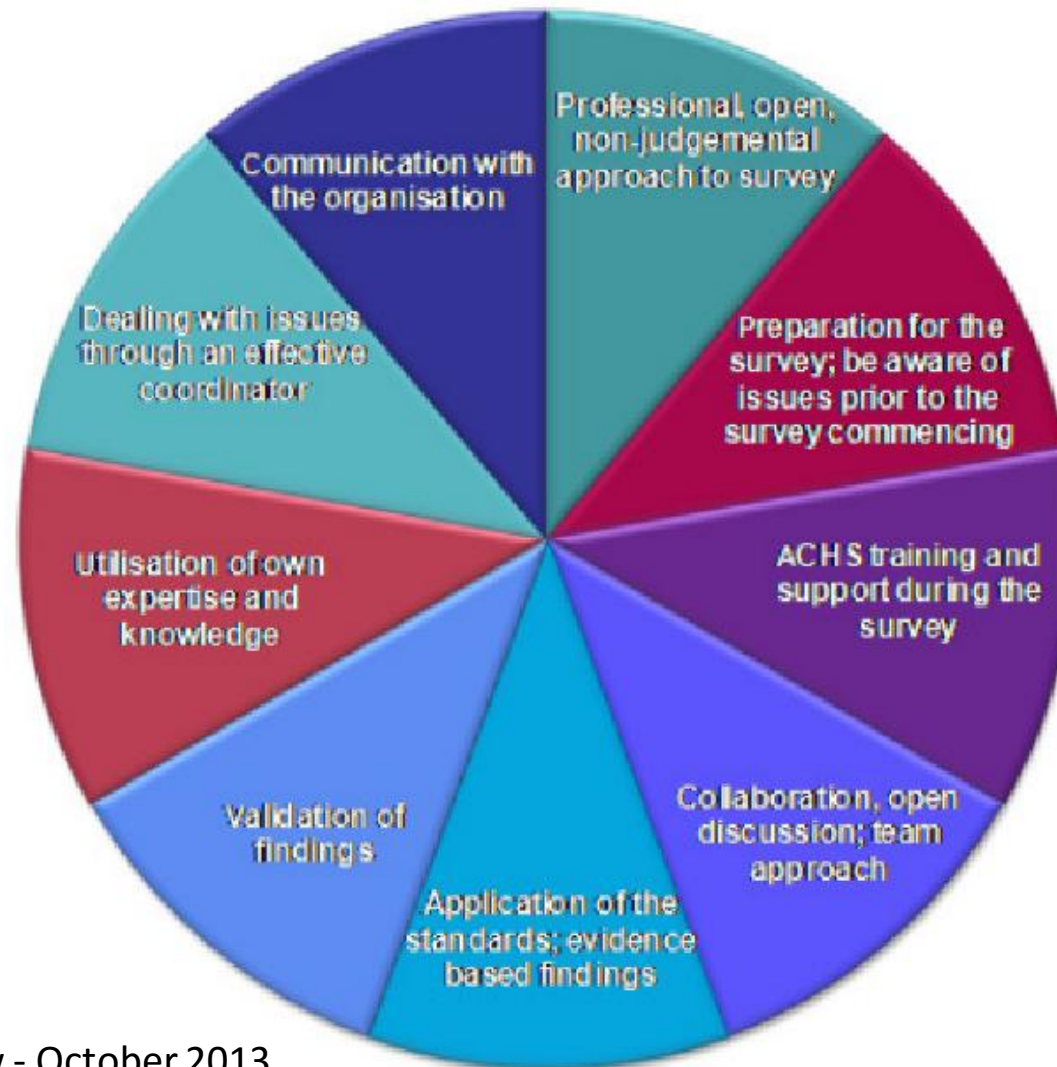
Dr Lena Low - October 2013



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<http://www.isqua.org/docs/edinburgh-powerpoint-presentations-2013/1345-a16--l-low-moorfoot-mon-accreditation-survey-reliability.pdf?sfvrsn=2>

Techniques and tools to achieve a credible outcome



Dr Lena Low - October 2013

<http://www.isqua.org/docs/edinburgh-powerpoint-presentations-2013/1345-a16--l-low-moorfoot-mon-accreditation-survey-reliability.pdf?sfvrsn=2>

Surveyor selection



See also Dr. Low's doctoral thesis

- Low L. Medical clinician surveyors in the hospital accreditation process: their motivations for participating, the factors that influence them and how they deal with those influences. [Internet]. University of New South Wales; 2012. Available from: <http://unsworks.unsw.edu.au/fapi/datastream/unsworks:10784/SOURCE01?view=true>