ACCREDITATION VISIT SURVEYORS EVALUATION SURVEY 2023

FEEDBACK
9 RESPONDENTS

- 100% felt their opinions were heard throughout the accreditation process.

WORKLOAD AND ASSOCIATED TIME COMMITMENT REQUIRED OF THE ACCREDITATION PROCESS
90% ACCEPTABLE
10% MINIMAL

SUGGESTIONS FOR IMPROVEMENTS:

There were examples when the time wasn't spent efficiently; the team was waiting for interviewees to arrive or were speaking to only one at a time. The scheduling could have been improved by ensuring trainees arrived and on time. At times I didn't feel like we could make a call based on only one or two interviews. On the other hand, down time was good (ie breaks), as it was an opportunity to chat to the other team to compare lines of questioning etc.

I think the schedule for meeting staff needs to be a little more flexible and allow for more time (I know that is a difficult task as LHNs/Health professionals often don't have much time for meetings). Perhaps a way to do this is to have another time a week later pre-planned for follow up meetings/questions that the team didn't get time for during the visit?

Would have liked more time with TMO's. Due to new unit was difficult.

COMMENTS:

- *I felt very well prepared. The SA MET staff did a fantastic job.*

- *I think SA MET has continued to improve, streamline and support team members for accreditation visits. Documentation, meetings etc are clearly outlined and time/dates planned well in advance.*

- *I think you really just need to experience an accreditation to fully understand the process. But i felt prepared and supported.*

- *Appreciated the opportunity to be part of an accreditation team as I feel it allowed me to see things from the other side. Thanks.*

- *As per above SAMET continues to review and improve it's processes - which is very helpful and appreciated. I think an online option for sharing accreditation documentation and for team collaborating would be something worth considering ie a teams group so the documents could be uploaded (instead of emailed) and all team members could post their questions etc.*

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