

Hospitals managers' points of view regarding the existing barriers and infrastructures to implement accreditation in East Azerbaijan hospitals: A mixed method study

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Abstract

Background and Objectives: The aim of this study was to assess the infrastructure and barriers of effective accreditation in East Azerbaijan hospitals.

Material and Methods: In this triangulation (Qualitative-Quantitative) study all the managers of 43 hospitals in East Azerbaijan were selected. The authors developed an 8-item questionnaire to be used in quantitative part of the study, the validity of which was improved by expert's comments and its reliability was assessed by half-structure methods ($\alpha = 0.9$). In addition, two open-ended questions were used in qualitative part of the study. Quantitative data were analyzed using descriptive statistics, t-test, and ANOVA test in SPSS version 20 statistical software packages. Qualitative content analysis was used to analyze the responses to the two open-ended questions.

Results: Seventy-six percent of the managers agreed to implementation of accreditation in hospitals and believed that accreditation can improve the health services, increase the patient and staff satisfaction. 50% of them had lacked required knowledge about the accreditation and they declared that the hospitals managed by them were not prepared to implement accreditation with respect to resources, manager's commitment, staff skills and knowledge. In Tabriz hospitals resource and infrastructures was mentioned to exist in a significantly higher proportions than other cities ($P < 0.01$). Important barriers were explored to include: lack of manpower, lack of participation of clinicians, lack of resources, appropriate documentation and information systems.

Conclusion: Considering the barriers and lack of infrastructures in the hospitals of East Azerbaijan to achieve an effective accreditation, it is essential to eliminate the existing barriers and provide appropriate infrastructure.

Keywords: Barriers, Infrastructure, Accreditation, Managers, Triangulation Study, Quality Improvement

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