

Appendix 1: Questionnaire items

1. Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
2. Age	<input type="checkbox"/> 18-29 <input type="checkbox"/> 30-40 <input type="checkbox"/> 41-50 <input type="checkbox"/> 51-60 <input type="checkbox"/> >60
3. Nationality	<input type="checkbox"/> Saudi <input type="checkbox"/> Non-Saudi
4. Experience	<input type="checkbox"/> 1 year <input type="checkbox"/> 2–5 years <input type="checkbox"/> 6–10 years <input type="checkbox"/> More than 10 years
5. Qualification	<input type="checkbox"/> High school <input type="checkbox"/> Diploma <input type="checkbox"/> Bachelor's degree <input type="checkbox"/> Postgraduate degree
6. Profession	<input type="checkbox"/> Medical <input type="checkbox"/> Nursing <input type="checkbox"/> Leader <input type="checkbox"/> Other clinical <input type="checkbox"/> Supporting services <input type="checkbox"/> Other
7. Working Unit	<input type="checkbox"/> I work in multiple units <input type="checkbox"/> Patient care units <input type="checkbox"/> Management <input type="checkbox"/> Supporting services <input type="checkbox"/> Other
8. Have you been involved in accreditation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. What is the type of hospital are you currently working in?	<input type="checkbox"/> Private <input type="checkbox"/> Government <input type="checkbox"/> Semi-government
10. Do you have direct contact with patients?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Thinking about CBAHI accreditation, to what extent do you agree or disagree with the following statements:

Quality Result	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Over the past 3 years, the hospital has shown steady, measurable improvements in the quality of customer satisfaction.					
2. ...administration (finance, human resources, etc.).					
3. ...care provided to patients.					
4. ...clinical support departments.					
5. ...high-quality services despite constraints.					

- What are the positive and negative aspects of CBAHI accreditation...?

- What are your perceptions towards the changes resulted after gaining CBAHI accreditation?

- What are the main challenges your hospital faced during preparation of CBAHI accreditation?
