



بسم الله الرحمن الرحيم

Dear Participant,

Peace, mercy, and blessings of Allah be upon you.

I am a postgraduate researcher pursuing a PhD in Hospital Management. This study is entitled:

“Clinical governance and healthcare quality in conflict-affected settings a cross-sectional study of hospitals in Yemen.”

This questionnaire is designed to collect data to examine the relationship between clinical governance, patient safety culture, and healthcare service quality in Yemeni hospitals. The findings are intended to support the development of policies and practices aimed at improving the healthcare system in Yemen.

Confidentiality: All information provided will be handled with strict confidentiality and will be used solely for scientific research purposes. No identifying information or personal data will be disclosed.

Instructions: Please read each statement carefully and select the response that best reflects your opinion.

Responses are measured using a five-point Likert scale, where:

(1) = Strongly Disagree

(5) = Strongly Agree

Your Participation Matters: Your participation is highly valued and will significantly contribute to the success of this research by highlighting challenges and opportunities for improvement in the Yemeni healthcare system.

Thank you for your time and cooperation. If you have any questions regarding this study, please feel free to contact me.

With sincere appreciation and respect,

Note: Please place a tick (✓) in the appropriate box when answering the questionnaire.

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Part 1: Demographic Characteristics of Respondents

Variable	Response Options
Gender	☐ Male ☐ Female ☐ Diploma
Educational Qualification	☐ Bachelor's Degree ☐ Board Certification ☐ Master's Degree ☐ Doctorate (PhD/MD) ☐ Less than 1 year
Years of Experience in the Health Field	☐ 1–5 years ☐ 6–10 years ☐ More than 10 years
Type of Hospital	☐ Government (Public) Hospital ☐ Private Hospital ☐ Specialist Physician ☐ General Practitioner ☐ Pharmacist
Professional Specialization	☐ Laboratory Technician ☐ Radiology Technician ☐ Nurse ☐ Administrative Staff ☐ Other (please specify:)

Section II: Questionnaire Domains

Part 1: Items Measuring the Independent Variable (Clinical Governance Domains)

Dimension	Question Text	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Dimension 1: Clinical Audit	1.1. The hospital uses WHO/JCI-based standards for clinical audit.					
	1.2. Clinical audits are conducted periodically at the hospital to assess healthcare quality.					
	1.3. Medical staff participate in clinical audit activities and analyze the results to improve performance.					
	1.4. Clinical audit results are discussed openly with staff to promote transparency and quality improvement.					
	1.5. Management takes corrective actions based on audit results.					
Dimension 2: Employment / Human Resources	2.1. Hospital management ensures recruitment of licensed, qualified professionals in line with legal and regulatory requirements.					
	2.2. Hospital management applies clear, transparent standards and procedures for recruiting, selecting, and appointing new staff.					
	2.3. Hospital management provides up-to-date job descriptions defining responsibilities and authority for each position.					
	2.4. Management ensures adequate staffing (medical, and technical) in relation to patient load and bed capacity, in line with standards.					
	2.5. Hospital management provides ongoing training to keep staff skills up to date with advances in their specialties.					
	2.6. Hospital management uses fair performance appraisal tools for all staff based on clear, publicly stated criteria.					

	2.7. Hospital management ensures a fair, transparent promotion and incentive system that supports staff attraction and retention.					
Dimension 3: Clinical and Research Excellence	3.1. There is a knowledge pool or database of information that staff can easily accessed.					
	3.2. There is evidence-based approach to patient management.					
	3.3. The hospital uses clinical performance indicators to analyze performance and improve quality.					
	3.4. The hospital provides opportunities to apply newly acquired skills in practice.					
	3.5. Standards in place to ensure services are delivered timely.					
	3.6. Management allocates a budget for research.					
	3.7. The hospital supports staff Continuous Professional Development.					
	3.8. The hospital collaborates with national and international research institutions to enhance services and strengthen scientific research.					
Dimension 4: Risk Management and Patient Safety	4.1. Clinical risk policies are shared throughout the hospital.					
	4.2. Incidence register is always provided.					
	4.3. Clinical risks are examined in a systematic way.					
	4.4. Risk assessment processes are updated in the light of clinical incidents.					
	4.5. When something fails, it is used as a learning opportunity.					
Dimension 5: Patient and Public Engagement	5.1. Patients' rights and responsibilities are clearly explained in all hospital departments.					
	5.2. Patients and their families are involved in treatment decisions, with transparency and confidentiality maintained.					
	5.3. The hospital has a clear and effective system for receiving complaints, feedback, and suggestions.					
	5.4. Patients' complaints and suggestions are taken seriously and used to improve the quality of care.					
Dimension 6: Education and Training	6.1. Available training and educational programs for staff.					
	6.2. New staff receive induction training.					
	6.3. Technical help with evidence-based practice is available.					
	6.4. Every staff is aware of the selection criteria for training.					
	6.5. Appraisals are done regularly to enhance staff performance.					
Dimension 7: Health Information Technology Management	7.1. Management requires all departments and staff to use electronic health records.					
	7.2. Management establishes policies to ensure data accuracy, confidentiality, and information security.					
	7.3. Management provides regular training on system use and data analysis functions.					
	7.4. Management ensures adequate technical support and maintenance for efficient system operation.					
	7.5. Management uses information technology to monitor and analyze clinical risks and medical error.					
	7.6. Management uses health information systems to track and evaluate performance indicators.					

Section II: Questionnaire Domains

Part 2: Items Measuring the Dependent Variable (Healthcare Quality Domains)

Dimension	Question Text	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Dimension 1: Reliability	1.1. Health care is provided to patients with a high level of quality and accuracy at all times.					
	1.2. The medical team adheres closely to quality standards and international clinical protocols in order to ensure reliability.					
	1.3. Health services in the hospital meet international quality and safety standards.					
	1.4. Patients and staff trust the quality of care provided in this hospital.					
	1.5. Regular reviews are conducted to improve service quality and ensure the reliability of health care.					
Dimension 2: Responsiveness	2.1. Health care staff respond promptly and efficiently to patients' needs and requests.					
	2.2. Emergency cases are prioritized and provided with immediate care.					
	2.3. Patient complaints are taken seriously and addressed promptly.					
	2.4. The hospital works to reduce waiting times by ensuring timely response to service requests.					
	2.5. Management follows up patients' feedback and satisfaction to improve response time to health needs.					
Dimension 3: Assurance	3.1. Staff have the required competence and experience to provide safe, high-quality care.					
	3.2. Patient information is handled with a high degree of confidentiality.					
	3.3. The hospital provides a safe environment that minimizes risks to patients.					
	3.4. Patients feel safe while receiving care.					
	3.5. The hospital follows international sterilization and infection prevention protocols in line with global safety standards.					
Dimension 4: Tangibles	4.1. The hospital provides a safe and appropriate physical environment for patient care, including cleanliness, lighting, and ventilation.					
	4.2. The hospital provides modern, safe, and well-functioning medical equipment for patient care.					
	4.3. The hospital provides clean and comfortable inpatient rooms that meet safety and comfort standards.					
	4.4. The hospital provides clear signage and directions to facilitate patient movement between departments.					
	4.5. The hospital infrastructure complies with international standards and features high-quality design and construction.					
Dimension 5: Empathy	5.1. Hospital staff demonstrate empathy, respect, and courtesy in their interactions with patients.					
	5.2. Staff listen attentively to patients and consider their concerns and feelings.					
	5.3. Health services are delivered in a manner that respects patients' customs and traditions.					
	5.4. Management considers patients' financial circumstances according to individual needs.					
	5.5. Staff respect patients' privacy and support their psychological comfort during care delivery.					