**How Professional and Market Logics and the Conflict Between Institutional Demands Affect Hospital Accreditation Compliance**

# Supplementary Material: Consent Letter and Interview Questionnaire

# 1. Consent Form

Hi, my name is Tiago Martins Ramos da Silva. I am a student on the academic master's degree in administration at Unigranrio, and I am carrying out research whose title is. Considering hospital accreditation as the central objective of my work, your participation will significantly contribute. If you have any questions after this interview, feel free to contact me by phone (##) ######-#### or by *email at* tiago.silva@iff.fiocruz.br.

I appreciate your willingness to participate in my research. Your participation is crucial. Before starting the questions, I would like to confirm with you some essential facts:

* Your participation is voluntary.
* You may refuse to answer any questions.
* You can stop the interview at any time.
* The research aims to evaluate the field and not specific organizations. For this reason, this interview is strictly confidential and will only be shared with my supervisor, Professor Luciano Rossoni. Your name or any data identifying you is confidential and will not be shared with any other person or organization.
* Extracts/parts of this interview, as spoken, may form part of the final report, but under no circumstances will your name or characteristics that could identify you be included in the report.
* The interview will be audio recorded for better analysis, allowing parts of it to be revisited. However, the file is entirely confidential; only I can access this document. If you are interested, I can send the file to an email address of your choice.

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(Signature of interviewer)

I agree with the above, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Interview Questionnaires**

***2.1 Managers***

1. When did the institution decide to adopt Hospital Accreditation in the Hospital?

2. Who was the decision made by?

3. What do you understand by Hospital Accreditation? How would you define it?

4. For what reasons did you decide to adopt Hospital Accreditation? Were there other options?

5. Why do you consider Hospital Accreditation Important for the hospital?

6. What did the institution hope to achieve with adopting Hospital Accreditation?

7. When choosing to join the Hospital Accreditation program, were there differences of opinion or conflict between the management members?

8. What are the main obstacles/problems that the hospital faced in achieving this adoption? When did these obstacles/difficulties arise?

9. Were these problems completely overcome, or was there any need for readaptation?

10. How did managers convince employees to embrace the cause of accreditation?

11. How long did the entire Accreditation process take until obtaining the certificate?

12. Could you mention the main changes the evaluators required from the hospital to obtain the certificate?

13. Were all requirements strictly met, or could they be met with alternative methods?

14. Has the scope of accreditation brought improvements to the hospital? Which?

15. Can you cite an example in which the accreditation process changed any work routine in the organization?

16. Does the hospital intend to renew the certificate?

***2.2 Doctors, nurses, and physiotherapists***

1. Did you know about Hospital Accreditation before implementing it in the hospital you work in?

2. What do you understand by Hospital Accreditation?

3. Are you in favor of implementing accreditation in the hospital? What improvements can accreditation bring to the hospital?

4. Was it challenging to adapt to the Accreditation standards? Have there been many changes to your work routine?

5. What are the most significant difficulties you encountered during the accreditation process?

6. Can you cite aspects that facilitated the implementation of accreditation?

7. In your work environment, did everyone favor implementing this program?

8. Was it possible to meet all accreditation requirements?

9. Do you believe that hospital certification has improved the hospital you work in? Why?

10. Could you cite an example of a process modified in the work routine after accreditation?

11. If you were visited by an evaluator today, do you think the hospital would be accredited again?

***2.3 CBA and ONA evaluators***

1. How did you become an evaluator for the hospital accreditation program?

2. How many hospitals have you evaluated?

3. What do you understand by Hospital Accreditation?

4. How do you think hospital accreditation can benefit a hospital?

5. During the evaluation, which aspects do you consider most challenging to adapt to accreditation standards within a hospital?

6. What are the most common difficulties hospitals face in accreditation?

7. In the evaluation process, is there a specific method for evaluating the requirements of each section and subsection? Is there a checklist?

8. Is there consultancy before the assessment date?

9. Is the cost high?

10. How long does the entire process take on average?

11. Is the approval level high?

12. If you were to evaluate from 0 to 100%, what percentage would you give to evaluate the level at which the new processes resulting from accreditation are established in the hospital?

13. For what reasons do you believe a hospital seeks hospital accreditation?