

Table 1 The 47-item quality assessment questionnaire for quality in physiotherapy centres, showing the final 14-item questionnaire piloted in Lebanon, 2014

Category	Question
1 Qualifications of the team	
1.1	Does an appropriately qualified individual manage the physiotherapy centre?* (List the qualifications, education, years of experience.)
1.2	Please define the number of staff available in the centre as well as the responsibility of each one.
1.3	Are the authorizations of work from the Ministry of Public Health and the Order of Physiotherapists in Lebanon displayed in a clear place in the facility?*
1.4	Do the personnel files contain evidence of educational qualifications of each employee?* (Please provide copies.)
1.5	Does the physiotherapy centre conduct formal performance appraisals of staff? If yes, please define frequency (if applicable).
1.6	Are the job descriptions reviewed on a regular basis? Please define frequency.
1.7	Is there any evidence that all physiotherapy centre staff receive annual education?
1.8	Is there any evidence that all physiotherapy centre staff receive annual recertification in cardiopulmonary resuscitation/basic cardiac life support (CPR/BCLS)?
1.9	Is there an updated list of staff with their respective contact details and job descriptions?
1.10	Is there any working schedule for the staff working in this centre?
1.11	Is there an evident updated organizational chart with clear reporting lines?
1.12	Is there any orientation manual/checklist for staff who join the centre?*
1.13	Does the orientation manual/checklist contain general physiotherapy centre issues-related sections?
1.14	Is there any evidence in the orientation manual that the physiotherapy centre provides manual handling education to existing employees?
1.15	Is there any checklist to verify that all sections of the orientation programme have been completed?
2 Facility and environmental status	
2.1	Please indicate the surface area of the facility and its different divisions.*
2.2	Are there adequate facilities and equipment available in the centre?
2.3	Is there in place a stretcher table for treatments? If yes, how many?
2.4	Is there any low table for treatments pertaining to young/old people?*
2.5	Are there changing and toilet facilities available within the centre? If yes, how many?
2.6	Is the width of the entrance for all doors over 75 cm?*
2.7	Are the room(s) for group treatment equipped with a full size mirror?
2.8	Are the toilet facilities suitable for disabled patients?
2.9	Are all toilet facilities equipped with liquid soap, paper towels and a foot pedal bin?
2.9	Are the temperature and humidity levels of the centre controlled in all rooms?
2.10	Is the distance between the floor and the ceiling ≥ 2.75 metres?
2.11	Are all the walls/floors finished with a material that can be subject to continuous cleaning?
2.12	Is there any procedure for defining frequency and requirements in regard to cleaning and changing mats?
2.13	Does the centre provide any specific clothing in order to minimize contamination?*
2.14	Is the centre equipped with extinguishers for fire incidents?
2.15	Is there any schedule for equipment validation and checking?*
2.16	Is the facility equipped with a first aid box as well as other required items?
2.17	If yes, what is the frequency of checking and validation
2.18	Are there any direction signs for specific areas in the centre?
2.19	Is access fully restricted and the location of the centre totally secured?
3 Data collection and analysis	
3.1	Is there a policy/procedure for identification of both management and clinical activities?
3.2	Is a list of policies/procedures available within the centre?
3.3	If yes, is there a schedule for updating procedures?
3.4	Are there any guidelines for infection control in the physiotherapy centre?
3.5	Is there any procedure for maintenance of equipment, methods followed and frequency?
3.6	Are there any procedures/guidelines for patient/client safety/privacy?
3.7	Is there any document listing all types of treatments followed in the centre?
3.8	Are there any procedures/guidelines/protocols detailing all type of treatments followed in the centre?*
3.9	Are patient data collected and documented?* (name, treatment, dates, continuous feedback, etc.)
3.10	When applicable, are data collected used for research purposes?*
3.11	Is there a patient/client satisfaction survey?*
3.12	Are post-discharge recommendations communicated and documented?*
3.13	Is any internal audit performed?

*Items retained in the final 14-item questionnaire