

Exploring Accountability Systems and Mechanisms in the Healthcare sector in Jordan: A Qualitative Study

Domain: patient safety and quality improvement

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INTRODUCTION

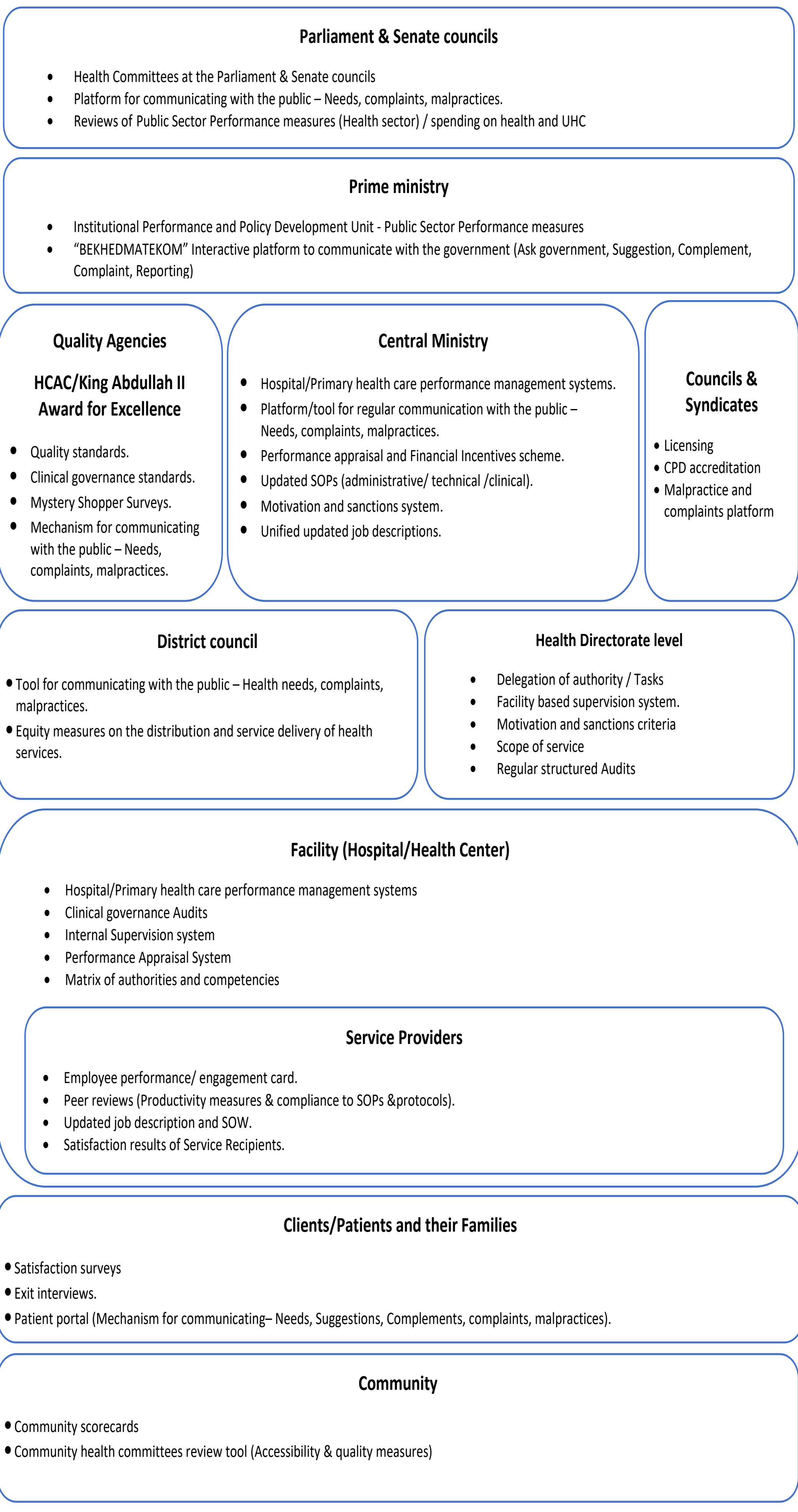
The governance of the healthcare sector involves implementing various accountability tasks related to the organization's specific goals. Accountability refers to the relationship through which an agent's behaviour evaluated against the predetermined standards of a principal, who holds the power to sanction misdeeds. Based on the available data, there is a need for more investigation into the currently available accountability mechanisms, tools, and systems in the healthcare sector in Jordan. This will help identify gaps and guide the development of an accountability framework for the healthcare sector in Jordan.

AIM

The primary purpose of this research is to explore and describe current performance accountability mechanisms, systems, frameworks, and tools available in the health sector in Jordan, identify gaps, and guide health policy leaders during the process of reforming accountability in the healthcare sector in Jordan. This qualitative research is significant in understanding the current accountability systems/frameworks available in the health sector in Jordan. Furthermore, the results of this research will guide health policy leaders during the process of assessing and reforming accountability in the healthcare sector in Jordan.

RESULTS (MAIN GAPS AND PROPOSED FRAMEWORK)

Level	Main Gaps
Central level (Ministry)	- Absence of a national accountability framework and ack of performance-based regulations for incentives, penalties, benefits - Unavailability of updated National Healthcare Strategy and no clear structure for clinical governance and accountability in addition to lack of needed accountability policies, laws, legislation, regulations, and instructions
Facility Level	- Absence of a performance-based incentive system, and lack of fair and equal distribution of human and financial resources - Lack of structured performance-based supervision system
Service provider level	- Lack of updated Job description based on competencies - Inadequate work environment (equipment, workload, resources) - The need for more capacity building for service providers - Lack of structured clinical/technical supervision
Community level	- Lack of accountability mechanisms for community involvement - Lack of effective Communication Channels - Absence of Public Performance Reporting



METHOD

Qualitative research methods were employed to capture the rich experiences, perspectives, and narratives of various stakeholders

Two primary methods of data collection were used in this study:

a. In-depth Interviews: Individual, semi-structured interviews were conducted with healthcare professionals, administrators, and policymakers.

b. Focus Group Discussions: Focus groups were conducted with health professionals about their perceptions and experiences related to accountability in healthcare. Notes were recorded from Focus group sessions and transcribed for analysis.

Analytical techniques included thematic analysis and triangulation

CONCLUSIONS

In conclusion, this qualitative research study aimed to explore and understand the concept of accountability in the health sector in Jordan. Through the analysis of interviews, observations, and relevant literature, several key findings emerged. the research revealed that accountability mechanisms in the Jordanian health sector face several challenges. Furthermore, the study identified the role of different stakeholders in promoting accountability in the health sector. While the government and regulatory bodies have a crucial role in setting policies and standards, healthcare providers and administrators play a significant part in ensuring accountability within their organizations. Additionally, patients and civil society organizations were identified as key actors in advocating for transparency and holding health institutions accountable for their actions.

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Finally, we hope the findings will assist health policy leaders in their efforts to reform accountability and improve healthcare in Jordan.

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