

# Social Accountability as the Framework for Engagement for Health Institutions: - Developmental Evaluations as a Method to Improve the SAFE for HI Evaluation Tool

## INTRODUCTION

Developmental Evaluation (DE) is described as a useful way to adapt existing tools and programs to local contexts and respond to sudden changes. DE was used as an adjunct method for the development of the SAFE for HI Evaluation Tool, which proposes comprehensive standards for social accountability in health care service delivery (i.e. hospitals).

## METHODOLOGY

Ethics was approved by Health Science North's Research Ethics Board. Participants included a multi-disciplinary eight-member team tasked with proposing social accountability standards for health care service delivery. DE data was collected throughout the tool's development and thematically analyzed. Data collection included:

1. Pre-planned participant interviews.
2. Research meeting agendas, minutes, notes and emails.
3. Feedback provided through data collection tools.

## DE QUESTION MATRIX

1. What opportunities are we trying to address?
2. What are the key drivers around this initiative?
3. What resources do we have to work with?
4. What are the leverage points?
5. What are the potential challenges, gaps, and road blocks?
6. Who are the key stakeholders and what are their roles?
7. What expectations, interests and assumptions do these stakeholders have, and what is their level of interest/influence?

## CONCLUSION

**Developmental Evaluations is an effective method that helps to to development of social accountability standards intended for health care service delivery and further refined the SAFE for HI Evaluation Tool.**

## Table 1. Developmental Evaluations Outcomes

Rapid, massive adaptation of content to health care service delivery context (language, glossary of terms, increased clarity).
Multiple methodological process improvements (timelines, data collection tool, purposeful feedback for Delphi Rounds).
Inclusion of cross-sectional, iterative review of social accountability literature.
Consolidation and consistency across social accountability standards.
Increased logical flow, purpose and adherence to a social accountability framework.
Increased focus on and value of participant feedback.
<u>Identification of barriers</u> to participation: timing, workload and level of difficulty of task; limitations of using a tool intended for education as a starting point for translation to health care service delivery.
<u>Identification of facilitators</u> : diverse, knowledgeable team with cross-over between education and health care service delivery; Strong team leadership from champion of social accountability; timely incorporation of participant feedback into the tool.
<u>Leverage points</u> : member check-ins were valuable in tool refinement and methodological process improvements.