

Social Accountability as the Framework for Engagement for Health Institutions: - The SAFE for HI Evaluation Tool

TUFH614

INTRODUCTION

How can social accountability, as defined in health professional education, translate to the context of health care service delivery institutions?

METHODS

Ethics was approved by Health Science North’s Research Ethics Board. A multi-disciplinary eight-member team participated in a three-round modified Delphi process, an iterative, cross sectional analysis of relevant literature and developmental evaluations to develop standards for social accountability relevant to the context of health care service delivery institutions (i.e. hospitals).

PRIMARY OUTCOME

The SAFE for HI Evaluation Tool proposes 257 comprehensive standards across 4 major sections, 17 key component reflective questions, 39 aspirations and 197 indicators for social accountability in health care service delivery.

PROPOSED SOCIAL ACCOUNTABILITY DEFINITION FOR HEALTH CARE SERVICE INSTITUTIONS

Health institutions are obligated to direct their health care services, research and education towards addressing the priority health needs, social needs and health inequities of the patients, populations, communities and region they are mandated to serve while focusing on the needs of those who are marginalized, underserved and who experience inequity. Priority needs must be identified in partnership with key stakeholders, through meaningful community engagement and reflect the values of relevance, quality, cost-effectiveness and equity.

Table 1. Selected Example from the SAFE for HI Evaluation Tool

Major Section	How does the health institution currently deliver health care services, direct research activities and engage in health professional education?
Key Component	Do health care services reflect social accountability and address the priority health needs, social needs and the health inequities of the patients, populations and communities the health institution serves?
Aspiration	Health care services reflect social accountability and address priority health needs, social needs and the health inequities of those the health institution serves, particularly the needs of those who are marginalized and underserved.
Indicator	Health care services prioritize the most prevalent health needs, social needs and health inequities and are focused on the needs of those who are marginalized and underserved.

CONCLUSION

Social Accountability, as defined in health professional education, can translate to the context of health care service delivery institutions. **The SAFE for HI Evaluation Tool is a practical tool to help direct the transformation of health institutions towards social accountability and to anticipate the changing needs of those the institution serves.**