Social Accountability as the Framework for Engagement for Health Institutions: - The SAFE for HI Peer Review

TUFH615

INTRODUCTION

The SAFE for HI Peer Review supports health institutions, who focus on health care service delivery, in the evaluation of their activities against the SAFE for HI Evaluation Tool social accountability standards.

KEY FEATURES OF THE PEER REVIEW

1. Supports the use of the SAFE for HI Evaluation Tool
2. Fully Pre-Packaged Process
3. Reproducible Format
4. Structured as a Research Study
5. Process Manual REB Approved
6. Experienced in Social Accountability
7. Approach: Appreciative Inquiry
8. Leverages IT resources
9. Comprehensive Peer Review
10. Continual Improvement

METHODS / PROCESS

1. **Introduction**: overview of peer review process, recruitment of key informants, request for health institution documents and identification of designated point-of-contact person.
2. **Data Collection**: (i) key informant interviews or focus groups and (ii) internal / external health institution documents (READ approach).
3. **Data Organization and Management**: interview transcripts and health institution documents are catalogued into an electronic database corresponding to a 'best-fit' with the SAFE for HI Evaluation Tool standards.
4. **Data Analysis**: peer review of data, using a standard report template, with the intent to discover institutional social accountability activities linked to the SAFE for HI Evaluation Tool standards.
5. **Final Report:** Peer Review Team develops final report by consensus, which is presented to the health institution for validation.
6. **Peer Review Process Evaluation**: Peer Review Team, key informants and health institution leadership participate in Developmental Evaluations.

Potential Benefits to a Health Institution

1. Baseline measurement of and ability to monitor progress towards social accountability standards.
2. Identifies social accountability strengths and areas to consider for improvements.
3. Provides road-map for institutional re-orientation towards a social accountability framework, principles and values.
4. Institutional self-reflection: (i) Who does the institution serve? (ii) Who are the populations that are marginalized, underserved and who experience inequity? (iii) How are their needs met?
5. Creates a comprehensive institutional knowledge database of social accountability activities.

CONCLUSION

The SAFE for HI Peer Review process supports the implementation of the the SAFE for HI Evaluation Tool. It is a comprehensive and practical means by which health institutions can direct or re-direct their activities and monitor progress towards a social accountability framework.

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