Accountability framework

Developed for “UHC in jeopardy: is rethinking private sector accountability the answer? - a country simulation” at the HSR2018

Organised by WHO & UHC2030

Monday, 8 October, 09.00 - 11.00, in rooms 3/4/5 of the Jury’s Inn in Liverpool
Standards and mechanisms

Legal standards

Political standards

Social standards

Standards, set a behavioral benchmark

Mechanisms, tools and processes for monitoring, action, review and remedy

What mechanisms can be used?

Financial auditing, shareholder reports, incentives

Political elections, debates, parliamentary scrutiny

Public social media, civic actions

Regulations judicial courts, regulatory bodies
Professional Fora

Government Fora

Civic Fora

Account holder: the government

Account giver: the private sector

Mechanisms: auditors, regulatory bodies, courts

Standards: UHC goals, national laws, social norms

Monitor

Act

Review

Remedy
Professional Fora

Government Fora

Civic Fora

Account holder: civil society, population

Account givers: the private sector, the government

Mechanisms: elections, media, civic actions, ombudsmen, consumer choice, patient complaints mechanisms

Standards: UHC goals, laws, social values
Account holder: civil society, shareholders, government

Account giver: the private sector

Mechanisms: consumer choice, shareholder reports, regulatory agencies

Standards: UHC goals, laws, contracts

Process:
1. Monitor
2. Act
3. Review
4. Remedy
Professional fora

Account holder: health professionals

Account giver: the private sector

Mechanisms: self regulation, health professional councils, regulatory processes including complaints processes

Standards: UHC goals, professional standards, laws