Designing a Model of Accountability Development for Teaching Hospitals in Iran
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Abstract

Accountability in hospitals is similar to reverse engineering in industrial design. Neglect it is possible to put the output in the lowest category. This study was designed to improve accountability in the teaching hospital model has been. This descriptive cross-sectional and using the previous model in order to provide a template was performed in 2011. For data collection using valid and reliable research questionnaire 8, then the moral, political, cultural, financial, legal, structural, and functional information of selected hospitals, 5 of 5 geographic pole of Iran was (Tehran and Ahwaz Imam Khomeini Hospital, Pour Sina Hospital in Rasht, Imam Khomeini Hospital in Kermanshah and Mashhad, respectively, of Central, South, North, West, East and Country) . Data using descriptive and inferential statistics and SPSS software were analyzed and finally to confirm and validate the proposed model, Expert Pannel method was used. The mean response was evaluated in hospitals out of 5 average (3.25 ± 0.74). Imam Reza Hospital in Kermanshah highest (3.54 ± 0.75) and Tehran's Imam Khomeini (2.77 ± 0.59) had the lowest score. Priority for the political aspects of the hospital (3.68 ± 0.77) and culture (2.85 ± 0.83) had the highest and lowest average. Drawing the final model was verified using the Expert Pannel. Considering the average response and sensitivity in teaching hospitals to provide satisfactory service in their existing status does not seem to Therefore it is recommended in order to validate compliance with hospitals and other aspects of this proposed technology professionals in all teaching hospitals and academic accountability unit will deploy.

Keywords: Model, Accountability, Teaching Hospitals
1- Introduction

Accountability, responsibility, obligation and commitment and the need to justify one's actions towards others or towards themselves (1). Accountability in the literature, terms often used interchangeably and accountability in the literature, terms often used interchangeably and the difference has little. Accountability tends to be implicated due to the external monitor while far more responsibility for internal supervision of ethics implies. To meet with the specialist roles are important. Clear separation of tasks and roles in the receiver's duties and tasks that assess individual need and looks good. Keeper of the consequences of any job good or bad depends on the outer aspect of his job is accountable and responsible for the internal aspect. The potential scope of responsibility is greater and includes a range of operational, which is very close to exercise discretion and freedom to perform their duties related. And while this may be a consequence of the responsibility should be reflected in the need for a particular organization or group of collective responsibility and accountability is at most (2).

Organizations meet the challenges of the group are three significant aspects. In terms of legal, psychological, structural. Organizations in the community as a person with certain rights are. Their responsibilities in addition to the larger community is also. The community and its organizations are responsible for responding to each other. From the perspective of psychological theory of organization based on equality and fairness should be replaced by a better performance than the current situation in order to respond to negative have situations . For example, if the standards of ethical, legal, regulatory, structural and ... In conditions stalled in. Organizations to strengthen team spirit and collective injustice against the equity in applying the theory is an attempt to create new conditions. Organizations to strengthen team spirit and collective injustice against the equity in applying the theory is an attempt to create new condition. Organizations to enhance the collective response against injustice to the three aspects of cultural, financial and special attention should be functional (3). Quality control and health services - in order to meet the first necessary step in providing proper medical services and hospital care as the most important organizations in various countries and communities have the greatest need for evaluation (4). Hospitals, medical institutions and social organization that is an integral part of the tasks and provide full health care (prevention, treatment and rehabilitation) is responsible for the public (5). Krydys and dental services in Greece and with the Kbryaei and colleagues at research centers and Moqbel Kashan and Shiraz in hospital centers, the largest gap in the accountability was observed (6,7,8).

One of the fundamental principles of the health system is responding. Address different aspects should be emphasized. Accountability in hospitals is similar to reverse engineering in industrial design. Neglect may increase output in the lowest category. Meet behind closed doors does not relieve pain patients (9). Studies show that clients of how public hospitals are not satisfied with services received, the shortage of hospital beds, Lack of fitness facilities with a number of clients, budgets and resource constraints, obtaining illegal funds outside of the hospital bills and special beds in hospitals and busy ... Part of the problem is referred to public hospitals and patient satisfaction (10). In other words, lack of accountability among public figures in government hospitals is flawed. Accountability is defined in many ways. It generally refers to processes in which citizens, government managers are responsible for the actions (11). The result is a study in Tanzania has thus expressed the importance of accountability: Because no health system can not afford health care for all patients who are treated, to provide, Priority demands of patients, to address the demands of patients, staff, politicians and stakeholders and distribution of limited resources in accordance with the actual structure of the key roles in hospitals, treatment centers for accountability at all levels is observed and it is trivial (12). On the other hand, the health system to attract and retain customers (patients) is more pronounced than in the past, Such services and select applicants with a broader scope, representing health care provider about the competition, the enterprise will be successful that more effort should be to the satisfaction of patients and
their personnel. So to be considered as a strategic tool through which examines organizational performance, customer satisfaction is improving And operational efficiency and improve business operations can be achieved Since the review of each organization's accountability for the organization is required to determine the specific indicators, the indicators and to determine the reliability of an important issue becomes In this study, based on the selected conceptual models to achieve a coherent system of assessment indicators will Through its multifaceted assessment to be paid to this issue. This study aims to follow:

1- Identify the dimensions and components of accountability in the teaching hospital (in the health sector).

2- Model for improving accountability in the teaching hospital.

In the present study, accountability refers to accountability Ethical, legal, financial, functional, political, structural, cultural, Information is. Moral accountability in hospitals is the extent to which these principles are respected hospitals in providing services. To what extent the legal accountability of hospitals to comply with laws and regulations. Responding to what extent the financial resources to hospitals and most effective way to give consumers. How hospitals meet performance goals and expectations of the politicians give. Political accountability relationships with citizens, to what extent hospitals and other institutions to act as a transparent and open. Respond to the internal structure refers to the hospital. The upper and lower accountability is based on personal relations, performance management staff often have little choice, more control. Meet the cultural expectations of how the hospitals, participate in personnel matters, protection of the values accepted by them and how they are responding to demographic characteristics Accountability means that hospital information and to what extent the correct information and strategic issues to staff and patients trying.

2- Methodology and Data

The research was based on three basic procedural steps. The first step in order to fully understand the concepts and identify the dimensions of the research, examined the literature on accountability Leading to the identification of dimensions and indicators in the To accomplish this goal in 70 previous studies examined in this regard that some of these studies, it has been proposed by the dimensions and indicators (Table 1). Due to the lack of specific model in the healthcare system combining different dimensions in previous studies in other areas that the experts can have the greatest impact on the responding hospitals, The model was used to study. Initial refinement indices using the existing literature was conducted. Crude 8 and 60 after which it was obtained. In the second step, in order to refine the dimensions, then open interviews with experts, questionnaire (paired comparisons) was prepared and provided to 15 experts, managers, and some hospital staff and those involved with education and health sector Based on a 5-point range to score in this dimension. Of 8 and 34 indicators were identified at this stage (Table 2).
In the third step in order to assess the validity of the model using a questionnaire to collect data from patients and hospital personnel (Imam Khomeini in Tehran and Ahvaz, Imam Reza in Kermanshah and Mashhad and Rasht Pour Sina) was attempted. Data collection was also visiting. Questionnaires were distributed among patients and staff bedridden and referrals. They were asked their perceptions of the dimensions listed in a better response on a 5-point Likert type (so that 1 represents very poor and 5 indicating very high). In this process was evaluated in 1034. On the basis of these considerations and Table 2, model based on existing state accountability based on the average they were drawn. Then mapped to confirm the final model and provide improved accountability in the teaching hospital model in three different sessions were attended by 15 experts in the field of Expert Pannel and health services management will discuss the priority scale. Finally discuss patterned after the technology was approved by experts.

3-Results

One-dimensional analysis (Unidimensionality), an important aspect in assessing the reliability and validity of a theory of management, development of good measures to obtain reliable and valid
estimates of construction is desired. Without established reliability and validity, standardization, and measure what is desired to know whether it is properly measured, is difficult. One of the essential requirements for reliability and validity, the study of single-dimensional measures of the index, is calculated from.

The next single to be spent, although it is a prerequisite for the usefulness of a scale is not sufficient in itself. When a single-dimensional scale was created, can be performed prior to further analysis of validity, reliability evaluation. Internal consistency using Cronbach's alpha as a reliability coefficient is calculated. An alpha value of 0.6 and 0.7 and above good benchmark to show the internal consistency of a new scale to be considered (23).

Table 3 - The value of Cronbach's alpha for the reliability study

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Cronbach's alpha of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moral</td>
<td>0.891</td>
</tr>
<tr>
<td>Legal</td>
<td>0.856</td>
</tr>
<tr>
<td>Financial</td>
<td>0.791</td>
</tr>
<tr>
<td>Functional</td>
<td>0.847</td>
</tr>
<tr>
<td>Informational</td>
<td>0.901</td>
</tr>
<tr>
<td>cultural</td>
<td>0.811</td>
</tr>
<tr>
<td>political</td>
<td>0.792</td>
</tr>
<tr>
<td>structural</td>
<td>0.893</td>
</tr>
</tbody>
</table>

In order to meet the existing situation in the hospitals studied, the data analysis results are shown in the table below.
Table 4: Overall Average response times of individual aspects of the teaching hospitals

*Mean(0-5)

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Ahvaz Emam</th>
<th>Ahvaz Emam</th>
<th>Rasht Pour Sina</th>
<th>Kermanshah Emam Reza</th>
<th>Mashhad Emam Reza</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>*Mean</td>
<td>SD</td>
<td>*Mean</td>
<td>SD</td>
<td>*Mean</td>
<td>SD</td>
</tr>
<tr>
<td>Ethical</td>
<td>3.1</td>
<td>0.86</td>
<td>2.72</td>
<td>0.72</td>
<td>3.28</td>
<td>0.71</td>
</tr>
<tr>
<td>Political</td>
<td>3.64</td>
<td>0.76</td>
<td>2.90</td>
<td>0.55</td>
<td>2.29</td>
<td>0.66</td>
</tr>
<tr>
<td>Cultural</td>
<td>2.78</td>
<td>1.20</td>
<td>2.52</td>
<td>1.04</td>
<td>3.11</td>
<td>0.98</td>
</tr>
<tr>
<td>Financial</td>
<td>3.06</td>
<td>0.81</td>
<td>2.87</td>
<td>0.74</td>
<td>3.21</td>
<td>0.73</td>
</tr>
<tr>
<td>Legal</td>
<td>3.18</td>
<td>0.93</td>
<td>3.03</td>
<td>0.74</td>
<td>3.54</td>
<td>0.66</td>
</tr>
<tr>
<td>Structural</td>
<td>3.02</td>
<td>1.01</td>
<td>2.65</td>
<td>0.96</td>
<td>3.31</td>
<td>0.90</td>
</tr>
<tr>
<td>Informational</td>
<td>3.12</td>
<td>0.96</td>
<td>2.65</td>
<td>0.78</td>
<td>3.35</td>
<td>0.84</td>
</tr>
<tr>
<td>Performance</td>
<td>3.07</td>
<td>0.92</td>
<td>1.78</td>
<td>0.68</td>
<td>3.39</td>
<td>0.77</td>
</tr>
<tr>
<td>All</td>
<td>3.09</td>
<td>0.75</td>
<td>2.77</td>
<td>0.59</td>
<td>3.35</td>
<td>0.60</td>
</tr>
</tbody>
</table>

Above average to the overall dimensions of separation and hospital study has shown.
Imam Reza Hospital in Kermanshah responding hospitals were ranked first (3.54 ± 0.75) Similarly, the Imam Khomeini Hospital, Tehran was the lowest score (2.77±0.59). Finally, with regard to total 3.25 Average 5, including teaching hospitals meet the state average was.
Figure 1: The priority status of the teaching hospital’s accountability in terms of business=before Expert Pannel
Figure 2: The priority status of the teaching hospital’s accountability in terms of business—After Expert Pannel
4- Conclusion

Public hospitals, like other government agencies regarding the mission should be held accountable for their performance. Software to increase the performance of various research has been done. For example, Danaee Far and Colleagues of individual and public accountability on public confidence in government hospitals, municipalities, and police check posts have. The results of this study show that public accountability, public trust through the impact on citizens' satisfaction, can be affected (24).

Research Back, Wikbladk and Karro and colleagues have stated that the hospital stay is more than a moral responsibility to respect the cultural and functional areas, and ... More. To respect their patients as seen by the patient, so as intended and base medical care has become increasingly. The results of these studies are inconsistent with the findings of the present study. In this study the cultural dimensions that seem to have the lowest average length of stay in hospital is an inverse relationship (25-26).

Output based on expert panel opinion in teaching hospitals, specialists and students in the country where the huge volume of data And the other hand, given the diversity of religions and customs of different cities and countries of the Islamic party and believed to adhere to some principles defined, Culturally responsive teaching hospitals of the country must first be able. The consensus seems to be ignored if the general culture of the challenges facing the service provider and the receiver comes from the hand of a higher culture is a catalyst for improvements in other measures. Belief in the right place to serve the true and correct amount of culture that is true. The nation's teaching hospitals with regard to parameters can be culturally appropriate response (Figure 2).

The second group of experts in response to the moral teaching hospitals have been expressed in respect of the following suggestions for improving the status quo is necessary (Figure 2).

The third priority after the unanimous response was considered legal. The institutionalization of culture and ethics laws should be documented as a framework to show the correct way. If a culture of compliance and ethics law, but it is weak, the development and progress of writing the law does not guarantee.

The next priority is based on theories of group discussion was given to the structure. With this description of the proper implementation of laws and ethics of a healthy culture is a circuit must have an appropriate structure. Because there are no rules, no bone structure, such as the body remains. Assumptions outlined in Figure 2 is structured to improve accountability.

According to Viewpoint Group Expert Panel to ensure the establishment and existence of cultural, ethical, legal and structural organization through information sessions to promote and introduce appropriate. A theorem of existence and necessity of information and public relations unavoidably in organizations. So mission critical information from any organization with a healthy structure that can respond to questions with accurate and timely information is the visitors. Teaching hospitals, the hospital aims to guide and organize the unit or parts required to inform clients and staff is obvious. The hospital must first beneficiaries of the policies and action plans as appropriate to inform the Sonny and so far the reforms that reflect information for individuals is unclear and vague. Any changes to the rules and instructions in writing and in due course to inform individuals interested parties must be brought, Most experts believe the information structure as an integrated hospital management group that operates in different times and to provide similar information to different organizations, The information given to the hospital for natural and legal position of trust exist words with the correct information and timely and accurate data and hospital statistics to gain their trust and confidence.
According to a specialized group of the Trust to ensure the establishment and proper functioning of accountability in this area.

The previous priorities were no longer functional in the next priority. Priority service provider performing the professional staff in teaching hospitals is of particular sensitivity in these centers has And also because the location of the centers of learning and teaching professional in the future than those who are yet to act. So, good governance and good performance can be an important factor considered for the accountability in the teaching hospital.

Last post suggested that the findings of this study was assigned to the next highest average was political. It is later revealed that teaching hospitals in the country already affected more than other aspects of political involvement are. Experts on health care treatment if the wheel is firm policy that only the clients and patients will see a loss of vacuum quality and quantity standards. And in between the directors and heads of hospitals that are appointed to a political authority or influence any party or are forced to obey the commands are issued, . And perhaps benefited from this equation, the weight of heavy losses due to lack of proper treatment and care for their patients and staff and obedient to the commands for the duration of survival is more. Above discussion is that by studying the cases in notification area (27) and ethical (28), functional (29), Legal and ethical(30), Legal, functional (31), moral, cultural, (32), Structural, financial (33,34) has also been mentioned.

Continuous awareness of the health sector component of accountability of managers in this sector, an important factor in maintaining and continuous improvement of service quality and effective health sector.

In addition, due to increased awareness as to be continually assessed. Also, patients and staff to increase awareness and technological advances made over time to change the dimensions and components meet. Hence, the constant awareness of the dimensions and components of management accountability, continuous feedback from patients and staff to exchange ideas with executives and experts will be very important.

Study, with a comprehensive literature review, identifying the dimensions and components of service quality in the health sector, the importance of assessing the validity and feasibility of this model and scale components, procedures and systematic pattern to achieve the above objectives, the managers can learn. Since the proposed method and dimension and components have almost the general aspect, managers and other service industries can also, if necessary, slightly adjust successfully used this model to assess their organization's response to.

The identification of the overall index and its associated subsets hard to measure and evaluate them is time consuming. Innovations and special features of the present study can be interpreted as follows:

- Provide a new model to improve accountability in the health sector (hospitals, educational).
- Identification of superior dimensions and indicators to improve accountability in the health sector (hospitals, educational).

According to the research achievements, recommendations can be applied in the two proposals and research proposals presented:

1- Practical proposals

- Using the tools provided to measure accountability in the health sector, especially teaching hospitals.
- Using the proposed model to improve accountability for continuous improvement of service quality.

2- Research proposals
- Study in other parts of Health care private hospitals, military, charitable and ...
- Other species validity of the proposed model
- Other approaches use a similar measure of accountability in health care
- The model provides for better accountability in other healthcare sectors, with the adjustments (if needed)
- Little scientific techniques for ranking the indicators and dimensions of accountability in the health sector.

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