

Investigation of Dimensions of Accountability in an Educational Hospital in Kermanshah, IranMohammad Mahboubi¹, Fariba Ghahramani^{2,*}, Maryam Moradian³¹. Ph.D in Health Care Management, Student research committee, Kermanshah University of Medical Sciences, Kermanshah, Iran. email: mmahboubi@kums.ac.ir². MSc in Epidemiology, Shiraz University of Medical Sciences, Shiraz, Iran³. MSc in Executive Management, Student research committee, Kermanshah University of Medical Sciences, Kermanshah, Iran*Corresponding author email: ghahramani@sums.ac.ir

Abstract : Background: Accountability in hospitals is similar to reverse engineering in industrial design. So that neglected of this may lead to the output in the lowest category. This study design has been done to improve accountability in the teaching hospital. **Methods:** This cross - sectional study has provided a new model by using the previous model in 2011. This study was performed on 210 cases of hospital staff and patients, in Imam Reza hospital of Kermanshah. Data was collected by validated and reliable self made questionnaire. The questionnaire had eight dimensions (ethical, political, cultural, operational, structural, financial, informational, and legal) and 31 question. Data analysis was performed by using Pearson Correlation test and t-test by SPSS version 19. **Results:** The mean score of accountability in Imam Reza hospital was 3.25 ± 0.74 . Highest score was related to the political dimension (3.68 ± 0.77) and the lowest score was related to cultural dimension (2.85 ± 0.83). By using the Expert Panel, final pattern traced and verified. **Conclusion:** According to the moderate state in this hospital, where is the sensitivity of service provider, this situation did not seem too satisfactory. Therefore, in order to validate the hospital propose that accountability unit is deployed compliance with this dimension and other aspects in hospitals. [Mohammad Mahboubi, Fariba Ghahramani, Maryam Moradian. **Investigation of Dimensions of Accountability in an Educational Hospital in Kermanshah, Iran.** *Life Sci J* 2013;10(8s):372-375] (ISSN:1097-8135). <http://www.lifesciencesite.com>. 59

Keywords: Accountability, Educational Hospital**Introduction**

Accountability is responsibility, commitment and also the need to justify their actions to the individual or others (1). Responsibility and accountability are words often used interchangeably, and there are slightly different definitions. Accountability is indicated by external monitoring while; responsibility largely implies to ethics and internal monitoring. The concept of accountability will be important by the specialized roles. The outcome of responsibility should be reflected. If we require a specific organization or group, in the prevailing levels accountability is most common than responsible (2). Organizations' accountability meets the challenges was in three significant aspects; legal, psychological and structural. Both community and organizations each other are responsible for accountability. Organizations should have short and long term plan to develop and implement the correct accountability. Organizations should be special attention to three aspects of the cultural, financial and for promote the social injustices (3).

Monitoring and evaluation of health services is the first essential step in order to provide of proper services. Hospitals are the most important

organizations in different countries and communities that are most in need of assessment (4).

Many studies was performed in hospitals in different countries has been observed most of the gaps in the accountability (5,6,7). Accountability in hospitals is similar to reverse engineering in industrial design. So that neglected of this may be lead to the output in the lowest category (8). Accountability has been defined in many different ways. But generally refers to the processes government managers are known be responsible for their actions by citizens (9). In a study in Tanzania researcher have reached this conclusion that accountability at all levels has a key role in hospital, that it is imperative to compliance and enforcement (10).

Every organization needs to meet certain criteria for determining of the dimension of accountability. Therefore, it is important to recognize the indicators and determining reliability. This study will achieve to a coherent system of assessment indicators based on to selected conceptual models of the accountability situation. So can be performed the multidimensional evaluation.

This study has the following objectives:

1- Identify the dimensions and components of accountability in general hospitals (health sector)

2- Provide a model for improving accountability in the educational hospital.

In this study, 8 of dimension accountability: legal, financial, operational, political, structural and cultural awareness were investigated.

Methods

This cross - sectional study has provided a new model by using the previous model in 2011. This study was performed on 210 cases of hospital staff and patients, in Imam Reza hospital of Kermanshah.

The study was based on three basic steps. First, the literature was examined in accountability In order to fully understand the concepts and identifying aspects of the research. So that led to the identification of many dimensions and indicators in this field. Due to the lack of specific models in the healthcare system, different aspects were incorporated in other areas. The expert opinion was that hospital accountability can be more effective. Accordingly the specified

dimensions were entered into the model. Initial refinement was conducted by using the literature. The resulting was 60 crude dimensions. In the second step, in order to refine the dimensions, after the open interviews with experts, a questionnaire were prepared and was given to experts, managers and employees of hospitals. The third step is to evaluate the validity of the model; data were collected from the patients and staff of hospital by using validated and reliable self made questionnaire. The questionnaire had eight dimensions (ethical, political, cultural, operational, structural, financial, informational, and legal) and 31 question, As much as 5 degrees Likert scale were defined 5 was very high and 1 was very. This model is based on the average response was plotted. Data analysis was performed by using Pearson Correlation test and t-test by SPSS version 19.

Results

Table 1. Demographic characteristics of personnel and patients of Imam Reza Hospital

Demographic Characteristic	frequency	percent
Sex		
Male	95	45.5
Female	115	54.5
Age		
<20	16	7.5
21-30	88	42
31-40	64	30
41-50	24	12
>50	18	8.5
Education		
Diploma	51	24.3
Associate degree	19	9
Bachelor	56	27
MSc	25	12
PhD	49	23.2
Student	10	4.5
Ect		
Type of admission		
outpatient	17	8
Hospitalization <1 day	17	8
Hospitalization <1 week	88	42
Hospitalization 1 week +	88	42

The findings of the study were shown the dimension score in Imam Reza hospital. There was significant correlation between the dimensions of ethical, political, cultural, financial, legal, and structural

information. There was a significant positive correlation between the political and financial aspects and information. There was significant between the political and economic dimensions ($r = 0.090$, p

<.030) and performance was ($r = 0.096$, $p < .020$). But there was weak correlation between financial and information. Between the political with structural dimensions ($r = 0.013$, $p < 0.750$) and cultural ($r = -0.002$, $p < 0.954$) found a significant relationship ($p < 0.075$). The strongest correlation was shown

between ethics and performance ($r = 0.528$, $p < 0.001$), no correlation was found between the political and the cultural dimension.

Results showed that, Scores of political dimensions accountability higher than the other had of accountability in Imam Reza Hospital (3.6 ± 0.63).

Table 2- the correlation between dimensions of accountability in Imam Reza Hospital, Kermanshah

functional	information	structural	legal	financial	cultural	Political
0.528 0.001	0.523 0.001	0.308 0.001	0.227 0.001	0.233 0.001	0.336 0.001	0.175 0.001
0.096 0.02	0.184 0.001	0.013 0.75	0.154 0.001	0.09 0.03	0.293 0.254	Political correlation p value
0.293 0.001	0.294 0.001	0.359 0.001	0.35 0.001	0.332 0.001	cultural correlation p value	
0.332 0.001	0.293 0.001	0.139 0.001	0.272 0.001	financial correlation p value		
0.222 0.001	0.295 0.001	0.27 0.001	legal correlation p value			
0.185 0.001	0.362 0.001	structural correlation p value				
0.341 0.001	Information correlation p value					

Discussion

The results of this study found that the score of Imam Reza hospital accountability was moderate. In a study conducted in Isfahan hospitals found that these hospitals had an moderate level of accountability (11). The study found a direct relationship between ethical dimension and other aspects. Relationship between ethics and performance were observed more than other aspect. Dimension of political was more than the other dimensions.

In this study, the views of staff and patients were in different response criteria. A study conducted in China and has been found between patient and hospital staffs were different (12). The results of the present study were similar.

In this study it was shown that Imam Reza hospitals had moderate score in the culture dimension. This finding could be the impetus for fortifying meet senior officials in the formulation of cultural policies exacerbated. These topics will also spread the ethical

dimensions of financial, informational, legal, structural, functional, and political.

Similar studies have been done a little bit about dimension of accountability. This study is the only study that has addressed this aspect of the healthcare system. It is difficult to analyze its components, including differences and similarities, and some thematic similarities were adequate with previous studies. Given the importance of improving patient and staff satisfaction, other aspects of accountability should be pursued aggressively in Iranian hospitals. The results of this study are drawn correctly in order to implement the principles of accountability, to improve services to patients and staff. Consistent with previous studies, the formulation of an appropriate legal guidelines and quality of treatment is to Newspaper.

Offer hospitals are held accountability Units, so Patients had been satisfied. In addition, the Accountability Committee will also be added at the

Hospital Committee. And also increases staff training.

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4/2/2013