The Hashemite Kingdom of Jordan

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Launching Ceremony of Phase I results of "Enhancing Social Accountability for Better Delivery of Health Services" Initiative

Amman, the Hashemite Kingdom of Jordan

Tuesday, 10 June 2014

Programme

Overview

"Enhancing Social Accountability for Better Delivery of Health Services" is a Jordanian Initiative supported by the United Nations Development Programme in partnership with the Anti Corruption Commission and the Ministry of Health, and in collaboration with the High Health Council and recently the National Woman's Health Care Center. The Initiative comes as part of the efforts to enhance social accountability for better delivery of public basic services including health, education, water, etc. with regional and international support provided by the United Nations Development Programme. Social Accountability in this context refers to the social participation in monitoring health services through the collective efforts of individual citizens and civil society actors with the support of official actors involved in service delivery and oversight integrity and quality standards, and build synergy between the two parties to work together for better delivery of services and enhance development efforts.

In particular, the initiative aims to strengthen citizens participation in monitoring the integrity and quality of health services, and build capacities in voicing needs and revealing corruption in this sector, through harnessing Information and Communication Technologies (ICT). Phase I of the initiative has resulted in developing an electronic platform (http://www.sharek.jo) integrated with smart phones and social media applications, and linked to official bodies responsible for the provision, oversight and fighting corruption in the delivery of health services, starting with the Ministry of Health and the Jordanian Anti Corruption Commission, which makes this platform the first of its kind in Jordan. A rapid social appraisal was priorly conducted, which drew conclusions and recommendations used in developing the electronic platform, and determining Phase II directions.

Phase II of the initiative builds on the first phase of the initiative aiming to increase the understanding of stakeholders, including users and public officials involved in the delivery of and oversight the quality and integrity of health services, of social accountability concept, mechanisms and tools, through enabling them to explore the electronic platform "Sharek" and its applications, in addition to build capacities in the concept of social accountability, mechanisms and tools of public service performance.

In this Context, a launching ceremony of Phase I results of "Enhancing Social Accountability for Better Delivery of Health Services" initiative took place in Amman on Tuesday evening, 10 June 2014, in cooperation between the Anti Corruption Commission and the Ministry of Health with the support of United Nations Development Programme. A short film was screened during the ceremony as a visual introduction to the initiative objectives with focus on the developed electronic platform, followed by presentations and open discussions on the results of Phase I of the initiative and Phase II directions in 2014 (Please refer to the ceremony programme).

Ceremony Programme

Tuesday, 10 June 2014	
06.30 – 07.15	**Official speeches** • **H. E. Dr. Ali Hiyasat,** Minister of Health • **H.E. Mr. Samih Bino,** Chairman of the Jordanian Anti-Corruption Commission representative • **Mrs. Zena Ali-Ahmad,** Country Director of UNDP Jordan • **Short film**
07.15 – 08.30	**Introduction to "Sharek" and Phase II directions** • **Mr. Yousef Al-Alem,** Echo Technology Company • **Ms. Nancy Fashho,** Project officer, UNDP • **Open Discussion**
08.30 – 09.30	**Reception**

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