**EXPERIENCES**

- Participants emphasized that despite successes of the national health system, health governance could be more open, as a critical element of accountability. For example, respondents noted public reporting of health system data and analysis could be improved. “Reports, particularly those which concern children’s, women’s and [older people’s] health must be more available to public,” (KI, Health worker). Participants also stressed the need to establish an independent advisory body to critically assess or advise on health sector performance. Such mechanisms would also help to address the perceived lack of accountability. “The topic of accountability is extremely important...but everyone avoids it. People must be involved in health-related planning processes” (MSD, CSO).

- Accountability is based on partnerships...but we don’t have this accountability. Sometimes state and healthcare institutions communicate and cooperate, but the process is not transparent.” (KI, GSO). The private sector is an important partner in UHC implementation, but improvements could be made to ensure systematic engagement in dialogue or decision-making that directly affects its workforce and services. The participation of professional associations and patient groups in decision-making could also be strengthened. “Georgia has universal, common reporting tools for health statistics and financial reporting for public and private providers. However, monitoring and reporting mechanisms could be expanded beyond mainly quantitative and financial measures to incorporate feedback mechanisms on performance. Participants also suggested public reports should present a balanced, critical assessment of the overall performance of UHC or the health sector in general, to address the concern that “They talk about small achievements, while totally ignoring great problems and weaknesses.” (KI, GSO).

- Patients and UHC stakeholders can claim their rights through the professional council (within the health ministry), courts or the ombudsman. However, “Many people have the wrong insight on health. We need more activities to raise awareness. Universities should support such activities...this would also contribute to establishing an accountability culture.” (KI, medical student).

**REFERENCES**