

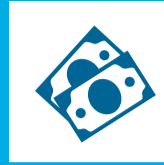
## Strengthening Transparency and Accountability of Bosnia and Herzegovina's Health Systems Project



**9%**



BiH spends 9% of its GDP on healthcare costs, high for a middle-income country, and in-line with the EU average

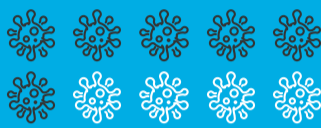


**3x**

Annual cost of spending per person is however 3x lower than the EU average, while a share of out-of-pocket expenditure is double the EU average



COVID-19 has threatened to reverse years of hard-earned gains and put a severe strain on the economy



An already frail health sector has exposed weaknesses in governance, exacerbating concerns of transparency, accountability and fiscal sustainability

### THE PROJECT

The World Bank partnered with UKAID, under the UK Good Governance Fund (GGF) and BiH governments to lay the foundation for improved transparency and accountability of their health systems. The technical assistance support, under the Strengthening Transparency and Accountability of Bosnia and Herzegovina's Health Systems project, focused on two tracks:



**1**

Designing and piloting innovative citizen engagement mechanisms



**2**

Developing policy options for strengthening Public Financial Management and public procurement practices



### PARTNERS

BiH health ministries, health care providers, health insurance funds and health quality accreditation agencies in Republika Srpska (RS) and Federation of BiH (FBiH) entities, users of health services and civil society organizations



A citizen engagement Framework and Operational Guidelines provided conceptual understanding and strategies for mainstreaming CE in the implementation of health reforms



A Patient Satisfaction Survey was piloted in three healthcare facilities

**360**

# of responses from patient satisfaction survey



A cohort of 37 civil society actors and health educators was established, all demonstrating sound knowledge of CE in health reforms

**90%**

women were in that cohort

### RESULTS



Pilot Studies were developed on Strengthening Transparency and Accountability in Public Financial Management Public Procurement in the country's health systems. The analyses were piloted at selected Sarajevo and Tuzla Cantons which together account for 47 percent of health expenditures in FBiH



**63 Recommendations**

63 Recommendations for improving Public Financial Management (PFM) and Public Procurement endorsed



**Digital App**

A digital facilitation App was also designed to create an interface for dialogue among health service providers and users via the online platform



**August 2022**

BiH Parliament adopted amendments to country-wide Public Procurement Law, thereby implementing 6 of the proposed recommendations fully and another 6 partially