

## Supplementary file 1 – Search strategies

Scopus – Searched 16<sup>th</sup> May 2018

(( (TITLE-ABS-KEY ((social OR mechanism\* OR communit\* OR consumer\* OR citizen\* OR village\* OR public OR civic OR bottom-up OR ground-up) W/3 (accountab\* OR monitor\* OR feedback OR stewardship OR audit OR audits OR participat\* OR represent\* OR governance OR consultation OR involvement OR engagement OR responsibilit\*))) OR (TITLE-ABS-KEY ("citizen\* voice\*" OR "client\* voice\*" OR ((health OR feedback) W/3 (committee\* OR council OR councils)) OR ((health OR patient\*) W/3 (charter\* OR manifesto\*)) OR ((score OR report) W/2 card\*) OR scorecard\*)) OR (TITLE-ABS-KEY (((in-service OR in-service OR staff) W/2 (train\* OR course\* OR development OR education OR teach\*))) OR (TITLE-ABS-KEY ("on the job training" OR mentor\*)) OR (TITLE-ABS-KEY (((guideline\* OR standard\*) W/3 (implement\* OR uptake\* OR adopt\* OR adhere\* OR concord\* OR complian\* OR comply OR non-adhere\* OR nonadhere\* OR non-concord\* OR nonconcord\* OR non-complian\* OR noncomplian\*))))) OR (TITLE-ABS-KEY ((national W/3 (guideline\* OR guidance OR standard\* OR pathway\* OR protocol\*))) OR (TITLE-ABS-KEY (((ministry OR ministries OR government\*) W/3 (guideline\* OR guidance OR standard\* OR pathway\* OR protocol\*)) OR (TITLE-ABS-KEY ((clinical W/3 (guideline\* OR guidance OR standard\* OR pathway\* OR protocol\*))) OR (TITLE-ABS-KEY ((guideline\* W/3 (impact OR influenc\* OR effect\* OR disseminat\*)))))) OR ((TITLE-ABS-KEY (((hand OR hands) W/2 (wash\* OR disinfect\*))) OR (TITLE-ABS-KEY (patient\* W/3 relation\* W/3 (staff OR profession\*))) OR (TITLE-ABS-KEY (reminder\* OR prompt\* OR cue)) OR (TITLE-ABS-KEY (professional W/2 (development\* OR education\* OR retrain\* OR (skill\* W/2 (enhanc\* OR improv\*)) OR training OR upgrade\* OR upgrading)) OR (TITLE-ABS-KEY (((education\* OR train\*) W/1 (program\* OR intervention\* OR meeting\* OR session\* OR strateg\* OR workshop\* OR lecture\* OR symposi\* OR course\*))) OR (TITLE-ABS-KEY ((report\* W/3 (incident\* OR "adverse event\*" OR voluntary OR mandatory OR error\* OR whistleblow\* OR "whistle blow\*" OR compulsory OR error)))))) OR ((TITLE-ABS-KEY ("think lean" OR "lean thinking")) OR (TITLE-ABS-KEY ((lean W/3 (workflow\* OR efficienc\* OR efficient\*))) OR (TITLE-ABS-KEY ((lean W/3 (approach OR "business model\*" OR care OR collaborat\* OR design\* OR enterprise\* OR healthcare OR "health care" OR implementation\* OR industry OR initiative\* OR intervention\* OR leader\* OR management OR method\* OR organisation\* OR organization\* OR plan OR planning OR philosophy OR practice OR practices OR principles OR principle OR "process improvement\*" OR production OR program\* OR quality OR redesign\* OR reengineer\* OR restructur\* OR reorgani\* OR safety OR sigma OR strategy OR strategies OR thinking OR tool OR tools OR workshop\*))) OR (TITLE-ABS-KEY (((pdsa OR pdca OR tqis) W/3 (cycle OR process OR processes OR intervention OR quality OR lean OR improv\* OR "plan do study" OR "plan do check")))) OR (TITLE (review\* OR meeting\* OR enquir\* OR inquir\*)) OR (TITLE-ABS-KEY (((verbal OR social) W/1 autops\*)) OR (TITLE-ABS-KEY (audit OR audits OR auditing OR feedback OR benchmark\*)) OR ((TITLE-ABS-KEY ((information W/3 (quality OR public OR consumer OR patient OR disseminat\*))) OR (TITLE-ABS-KEY ((performance W/1 (indicator\* OR measur\* OR data OR rating OR report)))))) OR (TITLE-ABS-KEY ((quality W/2 (report\* OR information OR benchmark\* OR indicator OR assurance)))) OR (TITLE (education OR training OR lecture\* OR workshop\* OR mentoring OR coaching OR counseling OR counselling OR feedback OR "feed back" OR supervis\*)) OR (TITLE-ABS-KEY ("financial support" OR "economic support" OR

"monetary support" OR "financial drive" OR "economic drive" OR "monetary drive" OR reward\* OR income OR pension\* OR remuneration OR salary OR salaries OR wage OR wages OR "fringe benefit\*" OR compensation OR "pay for performance" OR "health insurance\*" OR "benefit plan\*" OR payment\* OR loan\* OR bursary OR bursaries OR bonus OR bonuses OR stipend\* OR honorarium OR gift\* OR token OR tokens OR allowance\* ) OR ( TITLE-ABS-KEY ( conditional W/3 ( pay\* OR transfer\* ) ) ) OR ( ( TITLE-ABS-KEY ( pay\* W/3 performance ) ) OR ( TITLE-ABS-KEY ( ( ( incentiv\* OR compensatory OR reimbursement ) W/1 ( plan OR plans ) ) ) ) OR ( TITLE-ABS-KEY ( "result based" OR "results based" OR "performance based" ) ) OR ( TITLE-ABS-KEY ( ( result\* OR performance OR output ) W/2 ( financ\* OR fund\* OR pay\* OR disburse\* OR fee OR fees OR incentiv\* OR initiative\* OR contract\* OR aid ) ) ) OR ( TITLE-ABS-KEY ( ( payment OR monetary OR economic OR financial OR reimbursement ) W/2 incentiv\* ) ) OR ( TITLE-ABS-KEY ( stakeholder\* OR "opinion leader\*" OR "community leader\*" OR "community of practice" ) ) OR ( TITLE-ABS-KEY ( patient\* W/1 supervis\* ) ) ) AND ( ( TITLE-ABS-KEY ( "primary health\*" OR "primary care" OR "rural health\*" OR "general practi\*" OR "community mental health\*" OR "family practice" OR "family medicine" OR "family physician\*" OR "home care" OR "home based" OR "home health\*" OR "community health\*" OR "community nurs\*" OR "health visit\*" OR "community pharmac\*" OR "preventive care" OR ( prevent\* W/2 ( program\* OR service\* OR health\* ) ) OR ( health W/2 promot\* ) ) ) OR ( TITLE-ABS-KEY ( nurse\* OR "nursing auxiliar\*" OR "nursing assistant\*" OR midwife\* OR midwives ) ) OR ( TITLE-ABS-KEY ( paraprofessional\* OR paramedic\* OR paramedical OR "allied health personnel" OR "allied health worker\*" OR "support worker\*" OR "home health aide\*" OR "trained volunteer\*" OR ( ( trained OR lay OR community OR village OR maternal OR rural ) W/3 ( "health volunteer\*" OR "health worker\*" OR "healthcare worker\*" OR "health care worker\*" OR "nutrition worker\*" OR "health agent\*" OR "health guide\*" OR "health visitor\*" OR "health advocate\*" OR "health promoter\*" ) ) OR "treatment supporter\*" OR "birth attendant\*" OR tba\* OR "shashthyo sebika" OR "agente comunitario de saude" OR visitador\* OR "women\* group leader\*" OR accompagnateur\* OR "saksham sahaya" OR "anganwadi worker\*" OR behvarz OR brigadistas OR "lady health worker\*" OR "trained mother\*" OR "community drug distributor\*" OR ( lay W/1 ( volunteer\* OR worker\* OR visitor\* OR attendant\* OR aide\* OR support\* OR person\* OR helper\* OR caregiver\* OR "care giver\*" OR consultant\* OR assistant\* OR staff ) ) ) ) OR ( TITLE-ABS-KEY ( ( ( lay OR voluntary OR volunteer\* OR untrained OR unlicensed OR nonprofessional\* OR "non professional\*" ) W/5 ( worker\* OR visitor\* OR attendant\* OR aide OR aides OR support\* OR person\* OR helper\* OR carer\* OR caregiver\* OR "care giver\*" OR consultant\* OR assistant\* OR staff OR visit\* ) ) ) ) OR ( TITLE-ABS-KEY ( ( community W/3 ( "health worker\*" OR "health care worker\*" OR "healthcare worker\*" OR worker\* OR aide\* OR volunteer\* OR support\* ) ) ) ) ) AND ( TITLE-ABS-KEY ( afghanistan OR albania OR algeria OR angola OR argentina OR armenia OR armenian OR aruba OR azerbaijan OR bangladesh OR benin OR byelarus OR byelorussian OR belarus OR belorussian OR belorussia OR belize OR bhutan OR bolivia OR bosnia OR herzegovina OR hercegovina OR botswana OR brasil OR brazil OR bulgaria OR "Burkina Faso" OR "Burkina Fasso" OR "Upper Volta" OR burundi OR urundi OR cambodia OR "Khmer Republic" OR kampuchea OR cameroon OR cameroons OR cameron OR camérons OR "Cape Verde" OR "Central African Republic" OR chad OR china OR colombia OR comoros OR "Comoro Islands" OR comores OR mayotte OR congo OR zaire OR "Costa Rica\*" OR "Cote d'Ivoire" OR "Ivory Coast" OR cuba OR djibouti OR "French Somaliland" OR dominica OR "Dominican Republic" OR "East Timor" OR "East Timur" OR "Timor Leste" OR ecuador OR egypt OR "United Arab Republic" OR "El Salvador" OR eritrea OR ethiopia OR fiji OR gabon OR "Gabonese Republic" OR gambia OR gaza OR "Georgia Republic" OR "Georgian Republic" OR

ghana OR grenada OR guatemala OR guinea OR guiana OR guyana OR haiti OR honduras OR india OR maldives OR indonesia OR iran OR iraq OR jamaica OR jordan OR kazakhstan OR kazakh OR kenya OR kiribati OR korea OR kosovo OR kyrgyzstan OR kirghizia OR "Kyrgyz Republic" OR kirghiz OR kirgizstan OR "Lao PDR" OR laos OR lebanon OR lesotho OR basutoland OR liberia OR libya OR macedonia OR madagascar OR "Malagasy Republic" OR malaysia OR malaya OR malay OR sabah OR sarawak OR malawi OR mali OR "Marshall Islands" OR mauritania OR mauritius OR "Agalega Islands" OR mexico OR micronesia OR "Middle East" OR moldova OR moldovia OR moldovian OR mongolia OR montenegro OR morocco OR ifni OR mozambique OR myanmar OR myanma OR burma OR namibia OR nepal OR nepal OR "Netherlands Antilles" OR "New Caledonia" OR nicaragua OR niger OR nigeria OR pakistan OR palau OR palestine OR panama OR paraguay OR peru OR philippines OR philippines OR philippines OR "Puerto Ric\*" OR romania OR rumania OR roumania OR rrwanda OR ruanda OR "Saint Lucia" OR "St Lucia" OR "Saint Vincent" OR "St Vincent" OR grenadines OR samoa OR "Samoan Islands" OR "Navigator Island" OR "Navigator Islands" OR "Sao Tome" OR senegal OR serbia OR montenegro OR seychelles OR "Sierra Leone" OR "Sri Lanka" OR "Solomon Islands" OR somalia OR "South Africa" OR sudan OR suriname OR surinam OR swaziland OR syria OR tajikistan OR tadjikistan OR tadjikistan OR tadjik OR tanzania OR thailand OR togo OR ( togolese AND republic ) OR tonga OR tunisia OR turkey OR turkmenistan OR turkmen OR uganda OR ukraine OR uzbekistan OR uzbek OR vanuatu OR "New Hebrides" OR venezuela OR vietnam OR "Viet Nam" OR "West Bank" OR yemen OR yugoslavia OR zambia OR zimbabwe OR "Developing Countries" OR africa OR asia OR caribbean OR "West Indies" OR "South America" OR "Latin America" OR "Central America" OR ( ( developing OR "less\* developed" OR "under developed" OR underdeveloped OR "middle income" OR "low\* income" OR underserved OR "under served" OR deprived OR poor\* ) W/1 ( countr\* OR nation\* OR population\* OR world ) ) OR ( ( developing OR "less\* developed" OR "under developed" OR underdeveloped OR "middle income" OR "low\* income" ) W/1 ( economy OR economies ) ) OR ( low\* W/1 ( gdp OR gnp OR "gross domestic" OR "gross national" ) ) OR ( low W/3 middle W/3 countr\* ) OR lmic OR lmic OR "third world" OR "lami countr\*" OR "transitional countr\*" ) ) AND ( ( TITLE-ABS-KEY ( ( match\* W/3 ( propensity OR coarsened OR covariate ) ) OR "propensity score" OR "difference in difference\*" OR "difference-in-difference\*" OR "differences in difference\*" OR "differences-in-difference\*" OR "double difference\*" OR "quasi-experimental" OR "quasi experimental" OR quasiexperimental OR "quasi-experiment" OR "quasi experiment" OR ( ( estimator OR counterfactual ) AND evaluation\* ) OR "instrumental variable\*" OR ( iv W/2 ( estimation OR approach ) ) OR "regression discontinuity" ) ) OR ( TITLE-ABS-KEY ( ( ( experiment OR experimental ) W/2 ( design OR study OR research OR evaluation OR evidence ) ) OR ( random\* W/4 ( trial OR assignment OR treatment OR control OR intervention\* OR allocat\* ) ) ) ) OR ( TITLE-ABS-KEY ( ( impact W/2 ( evaluat\* OR assess\* OR analy\* OR estimat\* OR measure ) ) OR ( effectiveness W/2 ( evaluat\* OR assess\* OR analy\* OR estimat\* OR measure ) ) ) ) ) OR ( TITLE-ABS-KEY ( "program\* evaluation" OR "project evaluation" OR "evaluation research" OR "natural experiment\*" OR "program\* effectiveness" OR ( before W/5 after ) OR ( ( cross-sectional OR "cross sectional" ) W/2 ( study OR analysis OR design ) ) ) ) OR ( TITLE-ABS-KEY ( "Interrupted Time Series" ) ) OR ( TITLE-ABS-KEY ( ( systematic\* W/2 review\* ) OR "meta-analy\*" OR "meta analy\*" ) ) ) ) AND NOT INDEX ( medline ) AND ( LIMIT-TO ( PUBYEAR , 2018 ) OR LIMIT-TO ( PUBYEAR , 2017 ) OR LIMIT-TO ( PUBYEAR , 2016 ) OR LIMIT-TO ( PUBYEAR , 2015 ) OR LIMIT-TO ( PUBYEAR , 2014 ) OR LIMIT-TO ( PUBYEAR , 2013 ) OR LIMIT-TO ( PUBYEAR , 2012 ) OR LIMIT-TO ( PUBYEAR , 2011 ) OR LIMIT-TO ( PUBYEAR , 2010 ) OR LIMIT-TO ( PUBYEAR , 2009 ) OR LIMIT-TO ( PUBYEAR , 2008 ) OR LIMIT-TO ( PUBYEAR , 2007 )

OR LIMIT-TO ( PUBYEAR , 2006 ) OR LIMIT-TO ( PUBYEAR , 2004 ) OR LIMIT-TO ( PUBYEAR , 2003 ) OR LIMIT-TO ( PUBYEAR , 2002 ) OR LIMIT-TO ( PUBYEAR , 2001 ) OR LIMIT-TO ( PUBYEAR , 2000 ) ) - **4344 hits**

**Cochrane Library – Searched 16<sup>th</sup> May 2018**

- #1 ("Primary care" or "General practi\*" or "Primary health\*" or "Community mental health\*" or "Family practice" or "Family medicine" or "Family physician\*" or "Home care" or "Home based" or "Home health\*" or "Community health\*" or "Community nurs\*" or "health visit\*" or "Community pharmac\*" or "Preventive care" or "Prevention program\*" or "Preventive service\*" or "Preventive health"):ti,ab 30437
- #2 [mh ^"Community Mental Health Services"] or [mh ^"Family Practice"] or [mh ^"Home Care Services"] or [mh ^"Physicians, Family"] or [mh ^"Community Health Services"] or [mh ^"Community Health Nursing"] or [mh ^"Community Pharmacy Services"] or [mh ^"Community Health Workers"] or [mh ^"Preventive Health Services"] or [mh ^"Primary Health Care"] or [mh ^"Rural Health"] or [mh ^"Health Promotion"] 16848
- #3 [mh Nurses] or [mh ^"Nurse Anesthetists"] or [mh ^"Nurse Clinicians"] or [mh ^"Nurse Midwives"] or [mh ^"Family Nurse Practitioners"] or [mh ^"Nurses, International"] or [mh ^"Nurses, Male"] or [mh ^"Nursing Staff"] or [mh ^"Nurses' Aides"] or [mh ^"Students, Nursing"] or [mh ^midwifery] or [mh ^"Nurse Practitioners"] 2132
- #4 (nurse\* or "nursing auxiliar\*" or "nursing assistant\*" or midwife\* or midwives):ti,ab 15136
- #5 (paraprofessional\* or paramedic\* or paramedical or "allied health personnel" or "allied health worker\*" or "support worker\*" or "home health aide\*" or "trained volunteer\*" or ((trained or lay or community or village or maternal or rural) near/3 ("health volunteer\*" or "health worker\*" or "healthcare worker\*" or "health care worker\*" or "nutrition worker\*" or "health agent\*" or "health guide\*" or "health visitor\*" or "health advocate\*" or "health promoter\*")) or "treatment supporter\*" or "birth attendant\*" or TBA\* or "shasthyo sebika" or "agente comunitario de saude" or visitador\* or "women\* group leader\*" or accompagnateur\* or "saksham sahaya" or "anganwadi worker\*" or behvarz or brigadistas or "lady health worker\*" or "trained mother\*" or "community drug distributor\*" or (lay near/1 (volunteer\* or worker\* or visitor\* or attendant\* or aide\* or support\* or person\* or helper\* or caregiver\* or "care giver\*" or consultant\* or assistant\* or staff)):ti,ab 2698
- #6 ((lay or voluntary or volunteer\* or untrained or unlicensed or nonprofessional\*\* or "non professional\*\*") near/5 (worker\* or visitor\* or attendant\* or aide or aides or support\* or person\* or helper\* or carer\* or caregiver\* or "care giver\*" or consultant\* or assistant\* or staff or visit\* or midwif\* or midwiv\*)):ti,ab 1080
- #7 (community near/3 ("health worker\*" or "health care worker\*" or "healthcare worker\*" or health or worker\* or nurs\* or aide\* or volunteer\* or support)):ti,ab 3758
- #8 <sup>3-#7</sup> 53894
- #9 MeSH descriptor: [Developing Countries] explode all trees 1053
- #10 MeSH descriptor: [Africa] explode all trees 6414
- #11 MeSH descriptor: [Asia] explode all trees 17586
- #12 MeSH descriptor: [Caribbean Region] explode all trees 400
- #13 MeSH descriptor: [West Indies] explode all trees 372
- #14 MeSH descriptor: [South America] explode all trees 2218
- #15 MeSH descriptor: [Latin America] explode all trees 131

- #16 MeSH descriptor: [Central America] explode all trees 264
- #17 (Africa or Asia or Caribbean or "West Indies" or "South America" or "Latin America" or "Central America"):ti,ab,kw 8879
- #18 (Afghanistan or Albania or Algeria or Angola or Argentina or Armenia or Armenian or Azerbaijan or Bangladesh or Benin or Byelarus or Byelorussian or Belarus or Belorussian or Belorussia or Belize or Bhutan or Bolivia or Bosnia or Herzegovina or Hercegovina or Botswana or Brazil or Bulgaria or "Burkina Faso" or "Burkina Fasso" or "Upper Volta" or Burundi or Urundi or Cambodia or "Khmer Republic" or Kampuchea or Cameroon or Cameroons or Cameroon or Comoros or "Comoro Islands" or Comores or Mayotte or Congo or Zaire or "Costa Rica" or "Cote d'Ivoire" or "Ivory Coast" or Croatia or Cuba or Djibouti or "French Somaliland" or Dominica or "Dominican Republic" or "East Timor" or "East Timur" or "Timor Leste" or Ecuador or Egypt or "United Arab Republic" or "El Salvador" or Eritrea or Ethiopia or Fiji or Gabon or "Gabonese Republic" or Gambia or Gaza or "Georgia Republic" or "Georgian Republic" or Ghana or Grenada or Guatemala or Guinea or Guiana or Guyana or Haiti or Honduras or Hungary or India or Maldives or Indonesia or Iran or Iraq or Jamaica or Jordan or Kazakhstan or Kazakh or Kenya or Kiribati or Korea or Kosovo or Kyrgyzstan or Kirghizia or "Kyrgyz Republic" or Kirghiz or Kirgizstan or "Lao PDR" or Laos or Lebanon or Lesotho or Basutoland or Liberia or Libya or Macedonia or Madagascar or "Malagasy Republic" or Malaysia or Malay or Sabah or Sarawak or Malawi or Mali or "Marshall Islands" or Mauritania or Mauritius or "Agalega Islands" or Mexico or Micronesia or "Middle East" or Moldova or Moldovia or Moldovian or Mongolia or Montenegro or Morocco or Ifni or Mozambique or Myanmar or Myanma or Burma or Namibia or Nepal or "Netherlands Antilles" or "New Caledonia" or Nicaragua or Niger or Nigeria or "Northern Mariana Islands" or Oman or Muscat or Pakistan or Palau or Palestine or Panama or Paraguay or Peru or Philippines or Philipines or Phillipines or Phillippines or "Papua New Guinea" or Portugal or Romania or Rumania or Roumania or Rwanda or Ruanda or "Saint Lucia" or "St Lucia" or "Saint Vincent" or "St Vincent" or Grenadines or Samoa or "Samoan Islands" or "Navigator Island" or "Navigator Islands" or "Sao Tome" or Senegal or Serbia or Montenegro or Seychelles or "Sierra Leone" or "Sri Lanka" or Ceylon or "Solomon Islands" or Somalia or Sudan or Suriname or Surinam or Swaziland or "South Africa" or Syria or Tajikistan or Tadjhikistan or Tadjikistan or Tadjhik or Tanzania or Thailand or Togo or "Togolese Republic" or Tonga or Trinidad or Tobago or Tunisia or Turkey or Turkmenistan or Turkmen or Uganda or Ukraine or Uzbekistan or Uzbek or Vanuatu or "New Hebrides" or Venezuela or Vietnam or "Viet Nam" or "West Bank" or Yemen or Yugoslavia or Zambia or Zimbabwe):ti,ab,kw 53428
- #19 (developing or "less\* developed" or "under developed" or underdeveloped or "middle income" or "low\* income" or underserved or "under served" or deprived or poor\*) next (countr\* or nation\* or population\* or world or state\*):ti,ab 4714
- #20 (developing or "less\* developed" or "under developed" or underdeveloped or "middle income" or "low\* income") next (economy or economies):ti,ab 25
- #21 (low\* next (gdp or gnp or "gross domestic" or "gross national")):ti,ab 41
- #22 (low next/3 middle next/3 countr\*):ti,ab 786
- #23 (lmic or lmicr or "third world" or "lami countr\*"):ti,ab 212
- #24 ("transitional countr\*"):ti,ab 5
- #25 #9 or #10 or #11 or #12 or #13 or #14 or #15 or #16 or #17 or #18 or #19 or #20 or #21 or #22 or #23 or #24 64739

- #26 [mh "Inservice Training"] or [mh ^Mentoring] or [mh ^"Staff Development"] 835
- #27 ((inservice or in-service) near/2 (train\* or course\* or development or education or teach\* or "on the job training")):ti,ab 114
- #28 (guideline\* near/3 (implement\* or uptake\* or adopt\* or adhere\* or concord\* or complian\* or comply or non-adhere\* or nonadhere\* or non-concord\* or nonconcord\* or non-complian\* or noncomplian\*)):ti,ab 1742
- #29 (standard\* near/3 (implement\* or uptake\* or adopt\* or adhere\* or concord\* or complian\* or comply or non-adhere\* or nonadhere\* or non-concord\* or nonconcord\* or non-complian\* or noncomplian\*)):ti,ab 1230
- #30 (national near/3 (guideline\* or guidance or standard\* or pathway\* or protocol\*)):ti,ab 1159
- #31 ((ministry or ministries or government\*) near/3 (guideline\* or guidance or standard\* or pathway\* or protocol\*)):ti,ab 52
- #32 [mh ^"practice guideline"] or [mh ^"Practice Guidelines as Topic"] 2204
- #33 (practice near/3 (guideline\* or guidance or standard\* or pathway\*)):ti,ab 3075
- #34 (clinical near/3 (guideline\* or guidance or standard\* or pathway\* or protocol\*)):ti,ab 6381
- #35 (guideline\* near/3 (impact or influenc\* or effect\* or disseminat\*)):ti,ab 960
- #36 MeSH descriptor: [Hand Disinfection] this term only and with qualifier(s): [Standards - ST] 48
- #37 [mh ^"Professional-Patient Relations"] 784
- #38 (patient\* near/2 (doctor\* or nurse\* or professional\*) near/2 relation\*):ti,ab 222
- #39 [mh ^"Reminder Systems"] or [mh ^"Outcome Assessment (Health Care)"] 8386
- #40 (reminder\* or prompt\* or cue):ti,ab 8994
- #41 (professional near/2 (development\* or education\* or retrain\* or (skill\* near/2 enhanc\*) or (skill\* near/2 improv\$) or training or upgrade\* or upgrading)):ti,ab 414
- #42 [mh ^"Education, Continuing"] or [mh ^"Professional Education"] or [mh ^"Education, Public Health Professional"] or [mh ^"Continuing Nursing Education"] or [mh ^"Continuing Medical Education"] 1197
- #43 ((education\* or train\*) next (program\* or intervention\* or meeting\* or session\* or strateg\* or workshop\*)):ti,ab 19770
- #44 ((education\* or train\*) next (lecture\* or symposi\* or course\*)):ti,ab 629
- #45 [mh "risk management"] or [mh "medical errors"] or [mh safety] or [mh ^disclosure] 16793
- #46 (report\* near/3 (incident\* or "adverse event\*" or voluntary or mandatory or error\* or whistleblow\* or "whistle blow\*" or compulsory or error)):ti,ab 10172
- #47 (("total quality" or "quality assurance" or "quality improvement") near/3 lean):ti,ab 1
- #48 ("think lean" or "lean thinking"):ti,ab 1
- #49 (lean near/3 (workflow\* or efficienc\* or efficient\*)):ti,ab 1

- #50 (lean near/3 (approach or "business model\*" or care or collaborat\* or design\* or enterprise or healthcare or "health care" or implementation\* or industry or initiative\* or intervention\* or leader\* or management or method\* or organi?ation\* or plan or planning or philosophy or practice or practices or principles or principle or "process improvement\*" or production or program\* or programme or programmes or quality or redesign\* or reengineer\* or restructur\* or reorgani\* or safety or sigma or strategy or strategies or thinking or tool or tools or workshop\*)):ti,ab 181
- #51 ((PDSA or PDCA or TQIS) near/3 (cycle or process or processes or intervention or quality or lean or improv\*)):ti,ab 19
- #52 ((PDSA or PDCA or TQIS) near/3 ("plan do study" or "plan do check")):ti,ab 19
- #53 [mh ^"Clinical audit"] or [mh ^"medical audit"] or [mh ^"nursing audit"] 349
- #54 (review\* or meeting\* or enquir\* or inquir\*):ti,ab 93008
- #55 ("Verbal autops\*" or "social autops\*"):ti,ab 34
- #56 [mh ^"management audit"] or [mh ^benchmarking] 123
- #57 (audit or audits or auditing or feedback or benchmark\*):ti,ab 11279
- #58 [mh ^feedback] or [mh ^"feedback, physiological"] 1328
- #59 [mh ^"utilization review"] or [mh ^"concurrent review"] or [mh ^"drug utilization review"] 291
- #60 [mh ^"information dissemination"] 247
- #61 [mh ^"Consumer Health Information"/MT] 40
- #62 [mh ^"Consumer Behavior"] 743
- #63 [mh ^"Quality Assurance, Health Care"/MT] 141
- #64 (information near/3 (quality or public or consumer or patient)):ti,ab 1967
- #65 (performance next (indicator\* or measure\* or data or rating or report)):ti,ab 1437
- #66 (quality near/2 (report\* or "public report\*" or information or benchmark\* or indicator\*)):ti,ab 2477
- #67 [mh ^Motivation] or [mh ^Goals] or [mh ^"Social Support"] or [mh ^"Peer Group"] 8798
- #68 (education or training or lecture\* or workshop\* or mentoring or coaching or counseling or counselling or feedback or "feed back" or supervis\*):ti,ab 89749
- #69 ("financial support" or "economic support" or "monetary support" or "financial drive" or "economic drive" or "monetary drive" or reward\* or income or pension\* or remuneration or salary or salaries or wage or wages or "fringe benefit\*" or compensation or "pay for performance" or "health insurance\*" or "benefit plan\*" or payment\* or loan\* or bursary or bursaries or bonus or bonuses or stipend\* or honorarium or gift\* or token\* or allowance\*):ti,ab 12303
- #70 [mh ^"reimbursement, incentive"] or [mh ^"Salaries and Fringe Benefits"] or [mh ^"Physician Incentive Plans"] or [mh ^"Employee Incentive Plans"] 168
- #71 (conditional near/3 (pay\* or transfer\*)):ti,ab 90
- #72 (pay\* near/3 performance):ti,ab 90
- #73 ((incentive\* or compensatory or reimbursement) next plan?):ti,ab 2



- #74 ("result\* based" or "performance based"):ti,ab 1232
- #75 ((result\* or performance or output or "out put") near/2 (financ\* or fund\* or pay\* or disburs\* or fee\* or incentiv\* or initiative\* or contract\* or aid)):ti,ab 2267
- #76 ("payment incentive\*" or "monetary incentive\*" or "economic incentive\*" or "financial incentive\*" or "reimbursement incentive\*"):ti,ab 816
- #77 (((stakehold\* or leader\*) near/2 (opinion\* or organiz\* or administ\* or physician\* or nurs\* or "health professionals" or communit\* or servic\* or patient\* or health or medical)) or "community of practice"):ti,ab 586
- #78 [mh leadership] 185
- #79 (patient\* next supervis\*):ti,ab 16
- #80 [mh ^"Patient Care Management"/OG,ST] 39
- #81 <sup>3-#80</sup> 237402
- #82 #8 and #25 and #81 3750
- #83 #8 and #25 and #81 Publication Year from 2000 to 2018 **3559**

**Scopus – Social accountability strategy**

1. TITLE-ABS-KEY((social or mechanism\* or communit\* or consumer\* or citizen\* or village\* or public or civic or bottom-up or ground-up) W/3 (accountab\* or monitor\* or feedback or stewardship or audit or audits or participat\* or represent\* or governance or consultation or involvement or engagement or responsibilit\*))
2. TITLE-ABS-KEY ( "citizen\* voice\*" OR "client\* voice\*" OR ( ( health OR feedback ) W/3 ( committee\* OR council OR councils ) ) OR ( ( health OR patient\* ) W/3 ( charter\* OR manifesto\* ) ) OR ( ( score OR report ) W/2 card\* ) OR scorecard\* )
3. 1 or 2
4. TITLE-ABS-KEY ( "primary health\*" OR "primary care" OR "rural health\*" OR "general practi\*" OR "community mental health\*" OR "family practice" OR "family medicine" OR "family physician\*" OR "home care" OR "home based" OR "home health\*" OR "community health\*" OR "community nurs\*" OR "health visit\*" OR "community pharmac\*" OR "preventive care" OR ( prevent\* W/2 ( program\* OR service\* OR health\* ) ) OR ( health W/2 promot\* ) )
5. TITLE-ABS-KEY(nurse\* or "nursing auxiliar\*" or "nursing assistant\*" or midwife\* or midwives)
6. TITLE-ABS-KEY ( paraprofessional\* OR paramedic\* OR paramedical OR "allied health personnel" OR "allied health worker\*" OR "support worker\*" OR "home health aide\*" OR "trained volunteer\*" OR ( ( trained OR lay OR community OR village OR maternal OR rural ) W/3 ( "health volunteer\*" OR "health worker\*" OR "healthcare worker\*" OR "health care worker\*" OR "nutrition worker\*" OR "health agent\*" OR "health guide\*" OR "health visitor\*" OR "health advocate\*" OR "health promoter\*" ) ) OR "treatment supporter\*" OR "birth attendant\*" OR tba\* OR "shasthyo sebika" OR "agente comunitario de saude" OR visitador\* OR "women\* group leader\*" OR accompagnateur\* OR "saksham sahaya" OR "anganwadi worker\*" OR behvarz OR brigadistas OR "lady health worker\*" OR "trained mother\*" OR "community drug distributor\*" OR ( lay W/1 ( volunteer\* OR worker\* OR visitor\* OR attendant\* OR aide\* OR support\* OR person\* OR helper\* OR caregiver\* OR "care giver\*" OR consultant\* OR assistant\* OR staff ) ) )
7. TITLE-ABS-KEY(((lay or voluntary or volunteer\* or untrained or unlicensed or nonprofessional\* or "non professional\*") W/5 (worker\* or visitor\* or attendant\* or aide or aides or support\* or person\* or helper\* or carer\* or caregiver\* or "care giver\*" or consultant\* or assistant\* or staff or visit\*))
8. TITLE-ABS-KEYTITLE-ABS-KEY((community W/3 ("health worker\*" or "health care worker\*" or "healthcare worker\*" or worker\* or aide\* or volunteer\* or support\*))
9. 4 or 5 or 6 or 7 or 8
10. TITLE-ABS-KEY ( afghanistan OR albania OR algeria OR angola OR argentina OR armenia OR armenian OR aruba OR azerbaijan OR bangladesh OR benin OR byelarus OR byelorussian OR belarus OR belorussian OR belorussia OR belize OR bhutan OR bolivia OR bosnia OR herzegovina OR hercegovina OR botswana OR brasil OR brazil OR bulgaria OR "Burkina Faso" OR "Burkina Fasso" OR "Upper Volta" OR burundi OR urundi OR cambodia OR "Khmer Republic" OR kampuchea OR cameroon OR cameroons OR cameron OR

camerons OR "Cape Verde" OR "Central African Republic" OR chad OR china OR colombia OR comoros OR "Comoro Islands" OR comores OR mayotte OR congo OR zaire OR "Costa Rica\*" OR "Cote d'Ivoire" OR "Ivory Coast" OR cuba OR djibouti OR "French Somaliland" OR dominica OR "Dominican Republic" OR "East Timor" OR "East Timur" OR "Timor Leste" OR ecuador OR egypt OR "United Arab Republic" OR "El Salvador" OR eritrea OR ethiopia OR fiji OR gabon OR "Gabonese Republic" OR gambia OR gaza OR "Georgia Republic" OR "Georgian Republic" OR ghana OR grenada OR guatemala OR guinea OR guiana OR guyana OR haiti OR honduras OR india OR maldives OR indonesia OR iran OR iraq OR jamaica OR jordan OR kazakhstan OR kazakh OR kenya OR kiribati OR korea OR kosovo OR kyrgyzstan OR kirghizia OR "Kyrgyz Republic" OR kirghiz OR kirgizstan OR "Lao PDR" OR laos OR lebanon OR lesotho OR basutoland OR liberia OR libya OR macedonia OR madagascar OR "Malagasy Republic" OR malaysia OR malaya OR malay OR sabah OR sarawak OR malawi OR mali OR "Marshall Islands" OR mauritania OR mauritius OR "Agalega Islands" OR mexico OR micronesia OR "Middle East" OR moldova OR moldovia OR moldovian OR mongolia OR montenegro OR morocco OR ifni OR mozambique OR myanmar OR myanma OR burma OR namibia OR nepal OR "Netherlands Antilles" OR "New Caledonia" OR nicaragua OR niger OR nigeria OR pakistan OR palau OR palestine OR panama OR paraguay OR peru OR philippines OR philipines OR phillipines OR phillippines OR "Puerto Ric\*" OR romania OR rumania OR roumania OR rwanada OR ruanda OR "Saint Lucia" OR "St Lucia" OR "Saint Vincent" OR "St Vincent" OR grenadines OR samoa OR "Samoan Islands" OR "Navigator Island" OR "Navigator Islands" OR "Sao Tome" OR senegal OR serbia OR montenegro OR seychelles OR "Sierra Leone" OR "Sri Lanka" OR "Solomon Islands" OR somalia OR "South Africa" OR sudan OR suriname OR surinam OR swaziland OR syria OR tajikistan OR tadjhikistan OR tadjikistan OR tadjhik OR tanzania OR thailand OR togo OR (togolese AND republic) OR tonga OR tunisia OR turkey OR turkmenistan OR turkmen OR uganda OR ukraine OR uzbekistan OR uzbek OR vanuatu OR "New Hebrides" OR venezuela OR vietnam OR "Viet Nam" OR "West Bank" OR yemen OR yugoslavia OR zambia OR zimbabwe OR "Developing Countries" OR africa OR asia OR caribbean OR "West Indies" OR "South America" OR "Latin America" OR "Central America" OR ( ( developing OR "less\* developed" OR "under developed" OR underdeveloped OR "middle income" OR "low\* income" OR underserved OR "under served" OR deprived OR poor\* ) W/1 ( countr\* OR nation\* OR population\* OR world ) ) OR ( ( developing OR "less\* developed" OR "under developed" OR underdeveloped OR "middle income" OR "low\* income" ) W/1 ( economy OR economies ) ) OR ( low\* W/1 ( gdp OR gnp OR "gross domestic" OR "gross national" ) ) OR ( low W/3 middle W/3 countr\* ) OR lmic OR Imics OR "third world" OR "lami countr\*" OR "transitional countr\*" )

11. TITLE-ABS-KEY((match\* W/3 (propensity or coarsened or covariate)) or "propensity score" or "difference in difference\*" or "difference-in-difference\*" or "differences in difference\*" or "differences-in-difference\*" or "double difference\*" or "quasi-experimental"

- or "quasi experimental" or quasiexperimental or "quasi-experiment" or "quasi experiment" or ((estimator or counterfactual) and evaluation\*) or "instrumental variable\*" or (IV W/2 (estimation or approach)) or "regression discontinuity")
12. TITLE-ABS-KEY(((experiment or experimental) W/2 (design or study or research or evaluation or evidence)) or (random\* W/4 (trial or assignment or treatment or control or intervention\* or allocat\*)))
  13. TITLE-ABS-KEY((impact W/2 (evaluat\* or assess\* or analy\* or estimat\* or measure)) or (effectiveness W/2 (evaluat\* or assess\* or analy\* or estimat\* or measure)))
  14. TITLE-ABS-KEY ("program\* evaluation" OR "project evaluation" OR "evaluation research" OR "natural experiment\*" OR "program\* effectiveness" OR ( before W/5 after ) OR ( ( cross-sectional OR "cross sectional" ) W/2 ( study OR analysis OR design ) ) )
  15. TITLE-ABS-KEY("Interrupted Time Series" W/2 (study or analysis or design))
  16. TITLE-ABS-KEY ((systematic\* W/2 review\*) or "meta-analy\*" or "meta analy\*")
  17. 11 or 12 or 13 or 14 or 15 or 16
  18. 3 and 9 and 10 and 17 – **1886 hits (2000- )**