

## Supplementary file 7\_Detailed characteristics of each included study

S.N	Author's last name & date	Country of affiliation of first author	Country of corresponding author	Study Design	Language	Country	Dimension: Inputs	Dimension: Service Delivery	Dimension: Output
1.	Abdal Kareem, (1996)	Qatar	Not reported	Cross-sectional	English	Qatar			Patient satisfaction
2.	Abdelmoneim, (2003)	KSA	Not reported	Cross-sectional	English	KSA	Facility Environment	Provider Motivation	
3.	Abdelmoneim, (2002)	KSA	KSA	Chart/Document review	English	KSA			Knowledge/practice of patients
4.	Abdel-Tawab, (2002)	Kuwait	Kuwait	Mixed methods	English	Egypt		Performance measurement & management; patient-provider relation; Patient-centered care	Patient satisfaction
5.	Abdelwahid, (2010)	KSA	KSA	Cross-sectional	English	KSA		Gatekeeping & Referrals	
6.	Abdulhadi, (2006)	Sweden	Sweden	Cross-sectional	English	Oman		Provider competence; Patient-provider relation	
7.	Abdulhadi, (2007)	Sweden	Sweden	Qualitative	English	Oman		Patient-provider relation; Patient-centered care	

8.	Abdullah Al-Rowais, (2012)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
9.	Abi, (2010)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Provider competence;	Clinical outcomes
10.	Abolfotouh , (2011)	KSA	KSA	Cross-sectional	English	Egypt		Provider competence;	
11.	Abouda, (2015)	Tunisia	Tunisia	Other: single group pre-test and post-test design	English	Tunisia		Trainings; Provider Competence	Clinical outcomes; Cost
12.	Aboulghate , (2013)	UK	UK	Cross-sectional	English	Egypt		Performance measurement & management; Provider competence; Gatekeeping & Referrals	Service utilization
13.	Abouteir, (2011)	France	France	Case control study	English	Palestine		Provider competence;	Clinical outcomes
14.	Abu Mourad, (2007)	Greece	Greece	Cross-sectional	English	Palestine			Patient satisfaction
15.	Abu Mourad, (2007)	Greece	Greece	Cross-sectional	English	Palestine			Patient satisfaction
16.	Abu Mourad, (2008)	Greece	Greece	Literature review	English	Palestine			Clinical outcomes; Service

									utilization Coverage
17.	Abu Rumman, (2009)	Jordan	Switzerland	Other: single group pre-test and post-test design	English	Jordan		Trainings; Provider Competence; Patient Safety	Clinical outcomes; Cost
18.	Abubaker, (1999)	Palestine	USA	Other: single group pre-test and post-test design	English	Egypt		Performance measurement & management	Clinical outcomes; Patient satisfaction; Knowledge/practice of patients
19.	Abudahish, (2006)	KSA	KSA	Cross-sectional	English	KSA	Resource availability	Provider competence;	
20.	Abudahish, (2010)	KSA	KSA	Mixed methods	English	KSA	Resource availability	Trainings; Provider Competence	
21.	Abu-Mourad, (2008)	Palestine	Palestine	Cross-sectional	English	Palestine			Service utilization
22.	Abu-Ramadan, (2002)	Palestine	Palestine	Case study	English	Palestine		Trainings; Performance measurement & management; Gatekeeping & Referrals	Service utilization
23.	Abu-Zeid, (1989)	KSA	KSA	Cross-sectional	English	KSA		Community engagement & outreach	Service utilization

24.	Abyad, (1992)	USA	USA	Cross-sectional	English	Lebanon		Provider competence; Comprehensiveness of services	
25.	Afana, (2002)	Palestine	Palestine	Cross-sectional	English	Palestine		Provider competence;	
26.	Ageel, (1997)	KSA	KSA	Case study	English	KSA		Comprehensiveness of services; Community engagement & outreach	Clinical outcomes; Coverage
27.	Aghili, (2015)	Iran	Iran	Cross-sectional	English	Iran		Trainings; Provider Competence	
28.	Ahmad Kiadaliri, (2011)	Sweden	Sweden	Chart/Document review	English	Iran		Access	Equity
29.	Ahmad, (2009)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Provider competence;	
30.	Ahmed, (2013)	Canada	Canada	Cross-sectional	English	KSA		Provider competence;	Clinical outcomes
31.	Ai-Dharrab, (1996)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
32.	Ajmi, (2010)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Gatekeeping & Referrals	
33.	Akel, (1999)	Lebanon	Lebanon	Chart/Document review	English	Lebanon		Performance measurement & management; Provider competence	Clinical outcomes
34.	Al Alawi, (2012)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Information systems use	Clinical outcomes

35.	Al Alawi, (2014)	UAE	UAE	Qualitative	English	UAE		Information systems use; Patient-provider relation	Provider Satisfaction
36.	Al Ali, (2017)	Jordan	Jordan	Cross-sectional	English	Jordan	Culture & Preferences		Service utilization
37.	Al Awaidy, (2006)	Oman	Oman	Cross-sectional	English	Oman	Resource availability	Performance measurement & management; Provider Safety; Patient safety	
38.	Al Harbi, (2015)	KSA	Egypt	Chart/Document review	English	KSA		Provider competence;	Clinical outcomes
39.	Al Jumah, (2013)	KSA	KSA	RCT	English	KSA		Trainings; Provider Competence	Clinical outcomes; Patient-reported outcomes; Patient satisfaction
40.	Al Khaja, (2006)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	
41.	Al Khaja, (2001)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Provider competence;	
42.	Al Khaja, (2001)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Provider competence; Patient Safety	

43.	Al Khaja, (2005)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence	
44.	Al Khaja, (2002)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Provider competence; Patient Safety	
45.	Al Khaja, (2004)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	Clinical outcomes
46.	Al Khaja, (2005)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	
47.	Al Khaja, (2005)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	Clinical outcomes
48.	Al Khaja, (2006)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	

49.	Al Khaja, (2007)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	
50.	Al Khaja, (2007)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	
51.	Al Khaja, (2008)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	
52.	Al Khaja, (2010)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	
53.	Al Khaja, (2012)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Patient Safety	

54.	Al Moagel, (1990)	KSA	KSA	Case study	English	KSA		Trainings; Provider Competence; Comprehensiveness of services	Clinical outcomes; Coverage
55.	Al Omari, (2009)	Jordan	Jordan	Cross-sectional	English	Jordan	Resource availability	Provider competence;	
56.	Al Omari, (2012)	Jordan	Jordan	Cross-sectional	English	Jordan		Provider competence;	
57.	Al Shamsi, (2016)	UAE	UAE	Cross-sectional	English	UAE		Provider competence;	Clinical outcomes
58.	Al Teheawy, (1992)	Egypt	Egypt	Cross-sectional	English	KSA		Performance measurement & management	Clinical outcomes
59.	Al Teheawy, (1992)	Egypt	Egypt	Chart/Document review	English	KSA		Community engagement & outreach	Clinical outcomes; Coverage
60.	Al, (2010)	Qatar	Qatar	Cross-sectional	English	Qatar		Provider competence;	

61.	Al-Adsani, (2008)	Kuwait	Kuwait	Other: single group pre-test and post-test design	English	Kuwait	Resource availability	Team work & leadership; Performance measurement & management; Information systems use; patient-provider relation; Patient-centered care; Gatekeeping & Referrals; Primary healthcare reforms; Community engagement & outreach; Access	Clinical outcomes
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62.	Al-Ahmadi, (2005)	KSA	KSA	Literature review	English	KSA	Resource availability Facility Environment	Team work & leadership; Trainings ; Performance measurement & management; Provider Competence Provider Motivation; patient-provider relation; Patient Safety; Gatekeeping & Referrals; Comprehensiveness of services; Community engagement & outreach; Access	Patient satisfaction
63.	Alakija, (1994)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
64.	Al-Alfi, (2007)	KSA	KSA	Cross-sectional	English	KSA		Gatekeeping & Referrals	
65.	Al-Ali, (2015)	Jordan	Jordan	Cross-sectional	English	Jordan		Provider competence;	
66.	Alameddine, (2012)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Provider Motivation	
67.	Alameddine, (2015)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Performance measurement & management; Provider	

								competence; Patient Safety	
68.	Alameddine, (2016)	Lebanon	Lebanon	Qualitative	English	Lebanon	Resource availability Facility Environment Culture and Preferences	Provider Motivation	Equity
69.	Alameddine, (2017)	UAE	UAE	Cross-sectional	English	Lebanon		Provider Motivation	Provider Satisfaction
70.	Alameddine, (2017)	UAE	UAE	Qualitative	English	Qatar		Provider Motivation	
71.	Alami, (2017)	Morocco	Morocco	Other: prospective, longitudinal study	English	Morocco		Provider competence;	Clinical outcomes
72.	Alamri, (2014)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
73.	Alamri, (2017)	Australia	Australia	Literature review	English	KSA		Provider competence;	
74.	Al-Ansary, (1994)	KSA	KSA	Chart/Document review	English	KSA		Provider competence; Gatekeeping & Referrals	
75.	Al-Ansary, (2002)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
76.	Al-Azmi, (2009)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Information systems use	Provider Satisfaction
77.	Al-Azri, (2014)	Oman	Oman	Cross-sectional	English	Oman	Culture & Preferences	Patient-provider relation; Patient-centered care	Patient-reported outcomes

78.	Al-Baghli, (2013)	KSA	KSA	RCT	English	KSA		Trainings; Provider Competence	
79.	Al-Baghli (2004)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
80.	Alberti, (2009)	UK	UK	Mixed methods	English	Tunisia	Culture & Preferences	Access	Clinical outcomes; Equity
81.	Alberti, (2004)	Tunisia	Tunisia	Chart/Document review	English	Tunisia		Performance measurement & management; Provider competence	Clinical outcomes; Service utilization
82.	Alberti, (2005)	Tunisia	Tunisia	Chart/Document review	English	Tunisia		Information systems use	Clinical outcomes
83.	Alberti, (2006)	UK	UK	Chart/Document review	English	Tunisia		Performance measurement & management	
84.	Alberti, (2007)	Tunisia	Tunisia	Chart/Document review	English	Tunisia	Resource availability	Performance measurement & management; Provider Motivation	Clinical outcomes
85.	Alberti, (2007)	UK	UK	Chart/Document review	English	Tunisia		Performance measurement & management	Clinical outcomes
86.	Alberti, (2007)	UK	UK	Qualitative	English	Tunisia	Resource availability Facility Environment	Provider competence; Provider Motivation; Patient-provider relation; Access	Service utilization

87.	Al-Doghaither, (2000)	KSA	KSA	Cross-sectional	English	KSA			Patient satisfaction
88.	al-Doghaither, (2000)	KSA	KSA	Cross-sectional	English	Kuwait			Patient satisfaction
89.	Al-Doghether, (2003)	KSA	KSA	Other: single group pre-test and post-test design	English	KSA		Performance measurement & management	
90.	Al-Doghether, (2004)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
91.	Alfadda, (2011)	KSA	KSA	Cohort	English	KSA		Provider competence;	Clinical outcomes
92.	Alfadda, (2006)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes
93.	Alfaqeeh, (2017)	KSA	UK	Cross-sectional	English	KSA	Facility Environment	Patient-provider relation; Access	Patient satisfaction; Service utilization
94.	Al-Faris, (1994)	KSA	KSA	Cross-sectional	English	KSA		Provider competence; Patient-provider relation	
95.	Al-Faris, (1997)	KSA	KSA	RCT	English	KSA		Trainings; Provider Competence	

96.	Al-Gelban, (2004)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
97.	Al-Gelban, (2011)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
98.	Alghanim, (2011)	KSA	KSA	Cross-sectional	English	KSA		Access	Patient-reported outcomes; Patient satisfaction
99.	Alghanim, (2012)	KSA	KSA	Cross-sectional	English	KSA	Resource availability Facility Environment	Provider competence; Patient-centered care	
100.	Al-Ghawi, (2009)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Provider competence;	
101.	Alhaidari, (2018)	Iraq	Iraq	RCT	English	Iraq	Culture & Preferences	Information systems use; Patient-provider relation	Patient satisfaction; Service utilization
102.	Al-Hajri, (2011)	Qatar	Qatar	Other: prospective descriptive study (before-after)	English	Qatar		Trainings; Provider Competence	
103.	Alhamdan, (2015)	KSA	KSA	Cross-sectional	English	KSA	Facility Environment	Performance measurement & management; Comprehensiveness of services; Access	Clinical outcomes; Service utilization; Coverage

104.	AlHaqwi, (2015)	KSA	KSA	Cross-sectional	English	KSA	Culture & Preferences	Patient-provider relation; Patient-centered care	
105.	Alhashem, (2011)	Kuwait	Kuwait	Cross-sectional	English	Kuwait			Patient satisfaction
106.	Al-Hazmi, (2012)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
107.	Al-Hazmi, (2014)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
108.	Al-Homrany, (2008)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes
109.	Al-Hoqail, (2002)	KSA	Canada	Cross-sectional	English	KSA		Trainings; Provider Competence	
110.	Al-Hussein, (2008)	KSA	KSA	Chart/Document review	English	KSA		Provider competence; Patient Safety	
111.	Al-Hussein, (2008)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes
112.	Al-Hussein, (2008)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes
113.	Ali, (1993)	KSA	KSA	Cross-sectional	English	KSA			Patient satisfaction

114.	Aljaber, (2015)	KSA	KSA	Case study	English	KSA		Performance measurement & management; Gatekeeping & Referrals	
115.	Al-Jaber, (2016)	KSA	KSA	Cross-sectional	English	KSA		Access	Patient-reported outcomes; Patient satisfaction; Service utilization
116.	Al-Jafar, (2013)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Information systems use	Patient satisfaction
117.	Aljasir, (2010)	Canada	Canada	Cross-sectional	English	KSA		Community engagement & outreach	Patient satisfaction
118.	Al-Kanderi, (2009)	Kuwait	Kuwait	Qualitative	English	Kuwait	Resource availability		
119.	Al-Katheeri, (2018)	Qatar	Lebanon	Mixed methods	English	Qatar		Performance measurement & management	
120.	Alkhalaf, (2009)	Qatar	Qatar	Cross-sectional	English	Qatar	Facility Environment	Provider Motivation	Provider Satisfaction
121.	Al-khalidi, (2013)	KSA	KSA	Cross-sectional	English	KSA		Provider competence; Patient Safety	Provider Satisfaction
122.	Al-Khalidi, (2008)	KSA	KSA	Cross-sectional	English	KSA		Patient Safety	Clinical outcomes

123.	Al-Khaldi, (2011)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes
124.	Al-Khaldi, (2002)	KSA	KSA	Cross-sectional	English	KSA	Resource availability		
125.	Al-Khaldi, (2000)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management	
126.	Al-Khaldi, (2002)	KSA	KSA	Other: single group pre-test and post-test design	English	KSA		Performance measurement & management; Patient safety	Clinical outcomes
127.	Al-Khaldi, (2002)	KSA	KSA	Chart/Document review	English	KSA		Gatekeeping & Referrals	Clinical outcomes
128.	Al-Khaldi, (2001)	KSA	KSA	Other: single group pre-test and post-test design	English	KSA		Trainings; Provider Competence	Clinical outcomes; Knowledge/practice of patients
129.	Al-Khaldi, (2002)	KSA	KSA	Cross-sectional	English	KSA	Resource availability	Patient-provider relation	
130.	Alkharboush, (2017)	KSA	KSA	cross-sectional	English	KSA		Provider competence;	
131.	Al-Khashman, (2001)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	

132.	Alkhatatbeh, (2016)	Jordan	Jordan	cross-sectional	English	Jordan		Provider competence;	
133.	Al-Khathami, (2013)	KSA	KSA	Chart/Document review	English	KSA		Comprehensiveness of services	Clinical outcomes
134.	Al-Kubaisi, (2010)	Qatar	Qatar	cross-sectional	English	Qatar		Trainings; Provider Competence	
135.	Almaiman, (2014)	KSA	KSA	Qualitative	English	KSA	Resource availability	Information systems use	
136.	Almalki, (2012)	KSA	KSA	cross-sectional	English	KSA		Provider Motivation	Provider Satisfaction
137.	Al-Mandhari, (2004)	Oman	Oman	Cross-sectional	English	Oman			Patient-reported outcomes; Patient satisfaction
138.	Almoallim, (2017)	KSA	KSA	Mixed methods	English	KSA		Gatekeeping & Referrals	Clinical outcomes
139.	Al-Mohsen, (2012)	Bahrain	Bahrain	cross-sectional	English	Bahrain		Provider competence;	
140.	Al-Momen, (2003)	KSA	KSA	Chart/Document review	English	Tunisia		Performance measurement & management; Provider competence	
141.	Al-Mustafa, (2003)	KSA	KSA	Cohort	English	Tunisia		Provider competence; Comprehensiveness of services	Clinical outcomes
142.	Almutairi, (2017)	KSA	KSA	Cross-sectional	English	KSA			Patient satisfaction

143.	Al-Nassaj, (2004)	Iraq	Iraq	Cross-sectional	English	Iraq		Provider competence;	
144.	Al-Nasser, (1991)	KSA	KSA	Chart/Document review	English	Tunisia		Performance measurement & management; Provider competence	
145.	Al-Nasser, (1991)	KSA	KSA	Cross-sectional	English	Tunisia		Provider competence;	
146.	Al-Nasser, (1994)	KSA	KSA	Cross-sectional	English	KSA	Culture & Preferences	Access	
147.	Alotaibi, (2015)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Patient-provider relation; Access	Patient satisfaction
148.	Al-Qahtani, (2004)	KSA	KSA	Chart/Document review	English	KSA		Gatekeeping & Referrals	
149.	Al-Qatari, (1999)	KSA	KSA	Cross-sectional	English	KSA			Patient satisfaction
150.	Al-Qutob, (2008)	Jordan	USA	Qualitative	English	Jordan	Resource availability Facility Environment	Team work & leadership; Provider Motivation Provider competence; patient-provider relation; Gatekeeping & Referrals	Efficiency
151.	Al-Romaih, (2006)	KSA	KSA	Cross-sectional	English	KSA		Gatekeeping & Referrals	Clinical outcomes
152.	Al-Rowais, (2000)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	

153.	Al-Rukban, (2007)	KSA	KSA	Cross-sectional	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes
154.	Al-Saigul, (2009)	KSA	KSA	Cross-sectional	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes; Service utilization
155.	Al-Sakkak, (2008)	KSA	KSA	Cross-sectional	English	KSA		Patient-provider relation; Access	Patient satisfaction
156.	Alsaleem, (2013)	KSA	KSA	Cross-sectional	English	KSA		Provider competence; Provider Safety; Patient Safety	Patient-reported outcomes
157.	Al-Saleem, (2014)	KSA	KSA	Cross-sectional	English	KSA	Resource availability	Trainings; Provider Competence	Clinical outcomes; Provider Satisfaction
158.	Al-Sareai, (2013)	KSA	KSA	Cross-sectional	English	KSA	Facility Environment	Provider Motivation	
159.	Al-Shafae, (2014)	Oman	Oman	Cross-sectional	English	Oman		Performance measurement & management; Provider competence	Clinical outcomes
160.	Al-Shahri, (1997)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
161.	Al-Shammari, (1996)	KSA	KSA	Cross-sectional	English	KSA			Clinical outcomes

162.	Al-Shammari, (1996)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	Clinical outcomes; Service utilization; Efficiency
163.	Al-Sharif, (2003)	KSA	KSA	Cross-sectional	English	KSA	Resource availability		
164.	Alsharif, (2003)	KSA	KSA	Cross-sectional	English	KSA			Patient satisfaction
165.	Al-Sharif, (2000)	KSA	KSA	Cross-sectional	English	KSA			Service utilization
166.	Al-Shidhani, (2015)	Oman	Oman	Chart/Document review	English	Oman		Performance measurement & management; Provider competence; Patient Safety	Clinical outcomes
167.	Al-Shidhani, (2011)	Canada	Canada	Chart/Document review	English	Oman		Performance measurement & management; Provider competence	Clinical outcomes
168.	Al-Shobaili, (2013)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
169.	Al-Soweilem, (1996)	KSA	KSA	RCT	English	KSA		Provider competence; Gatekeeping & Referrals	Clinical outcomes
170.	Al-Sughayr, (2010)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Provider Competence	
171.	Al-Taweel, (2013)	Kuwait	UK	Cross-sectional	English	Kuwait		Provider competence;	Clinical outcomes

172.	Al-Turki, (2002)	KSA	KSA	Chart/Document review	English	KSA		Provider competence;	Clinical outcomes
173.	Al-Tuwijri, (2006)	KSA	KSA	Cross-sectional	English	KSA		Performance measurement & management; Provider competence	Clinical outcomes
174.	Al-Ubaidi, (2014)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Performance measurement & management; Provider competence	Clinical outcomes
175.	Alyami, (2016)	KSA	KSA	Cross-sectional	English	KSA		Provider competence; Gatekeeping & Referrals	
176.	Al-Zahrani, (2009)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
177.	Alzahrani, (2016)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Provider Competence; Primary healthcare reforms	
178.	Alzaied, (2016)	KSA	KSA	Cross-sectional	English	KSA		Patient-provider relation; Access	Service utilization
179.	Alzolibani, (2012)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
180.	Al-Zwaini, (2008)	Iraq	Iraq	Cross-sectional	English	Iraq		Provider competence;	
181.	Amara, (2010)	Tunisia	Tunisia	Cross-sectional	English	Tunisia		Trainings; Provider Competence	

182.	Amin, (2006)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Trainings; Provider Competence; Patient-centered care	
183.	Amin, (2009)	KSA	KSA	Cross-sectional	English	KSA	Resource availability	Trainings; Provider Competence	
184.	Andrews, (2002)	Australia	Not reported	Mixed methods	English	UAE		Performance measurement & management; Provider competence	Clinical outcomes
185.	Antoun, (2014)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Provider competence; Patient-provider relation	
186.	Antoun, (2010)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Trainings; Provider Competence	
187.	Anwar, (2007)	Oman	Oman	Cross-sectional	English	Oman		Trainings	
188.	Ardalan, (2013)	Iran	Iran	RCT	English	Iran		Community engagement & outreach	Knowledge/practice of patients
189.	Arevian, (2005)	Lebanon	Lebanon	Other: single group pre-test and post-test design	English	Lebanon		Team work & leadership; Performance measurement & management	Clinical outcomes; Service utilization; Cost
190.	Armenian, (1981)	Lebanon	Lebanon	Other: single group pre-test and post-test design	English	Bahrain	Resource availability	Performance measurement & management; Information systems use	

191.	Asfar, (2011)	USA	USA	Cross-sectional	English	Syria		Provider competence;	
192.	Asghari, (2009)	Iran	Iran	Cross-sectional	English	Iran		Provider competence; Patient Safety	
193.	Asiri, (2011)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence	
194.	Awad, (2010)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Performance measurement & management; Provider competence	
195.	Awad, (2006)	Kuwait	Kuwait	Quasi-experimental	English	Sudan		Performance measurement & management; Provider competence	
196.	Ayoub, (2017)	Palestine	Palestine	Chart/Document review	English	Palestine		Performance measurement & management; Provider competence	
197.	Ayyad, (2010)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Performance measurement & management; Provider competence	
198.	Azzam, (2015)	KSA	KSA	Cross-sectional	English	KSA		Provider competence; Gatekeeping & Referrals	

199.	Badawi, (2015)	Kuwait	Lebanon	Chart/Document review	English	Kuwait		Performance measurement & management	
200.	Badawi, (1998)	KSA	KSA	Cross-sectional	English	KSA		Gatekeeping & Referrals	
201.	Badrinath, (2004)	UK	UAE	Cross-sectional	English	UAE		Provider competence;	
202.	BaHammam, (2000)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Provider Competence; Gatekeeping & Referrals	
203.	Bakry, (1999)	Morocco	Morocco	Mixed methods	French	Morocco		Patient-provider relation; Gatekeeping & Referrals	Patient satisfaction
204.	Baldo, (2000)	KSA	KSA	Literature review	English	KSA		Trainings; Information systems use; Primary healthcare reforms	
205.	Barakat-Haddad, (2015)	Canada	Canada	Cross-sectional	English	UAE		Access	Service utilization
206.	Barghouti, (2008)	Jordan	Jordan	Cross-sectional	English	Jordan	Culture & Preferences		
207.	Barzegar, (1981)	Iran	Iran	Mixed methods	English	Iran		Gatekeeping & Referrals	Clinical outcomes; Service utilization; Coverage
208.	Bawazir, (2013)	KSA	KSA	Cross-sectional	English	Yemen		Access	Service utilization; Equity

209.	Baynouna, (2010)	UAE	UAE	Mixed methods	English	UAE		Performance measurement & management; Comprehensiveness of services	Clinical outcomes
210.	Becker, (2004)	USA	USA	Cross-sectional	English	KSA		Provider competence;	
211.	Belaid, (2015)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Trainings; Provider Motivation	
212.	Ben Abdelaziz, (2003)	Tunisia	Tunisia	Cross-sectional	English	Tunisia		Performance measurement & management	Service utilization
213.	Ben Abdelaziz, (2005)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Performance measurement & management	Provider Satisfaction
214.	Ben Abdelaziz, (2006)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Performance measurement & management	Provider Satisfaction
215.	Ben Abdelaziz, (2004)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Performance measurement & management	
216.	Ben Abdelaziz, (2005)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Performance measurement & management	
217.	Ben Abdelaziz, (2002)	Tunisia	Not reported	Cross-sectional	French	Tunisia		Trainings	
218.	Ben Hamida, (1993)	Tunisia	Tunisia	Chart/Document review	French	Tunisia		Performance measurement & management	

219.	Ben Salem, (2003)	Tunisia	Tunisia	Other: natural experiment	French	Tunisia		Performance measurement & management	Patient satisfaction
220.	Bener, (2014)	Qatar	Qatar	Cross-sectional	English	Qatar			Patient satisfaction
221.	Bener, (2012)	Qatar	Qatar	Qualitative	English	Qatar		Performance measurement & management	Patient satisfaction
222.	Bener, (2012)	Qatar	Qatar	Cohort	English	Qatar		Performance measurement & management	Clinical outcomes; Patient satisfaction
223.	Bener, (1993)	UAE	UAE	Literature review	English	UAE		Performance measurement & management	Efficiency; Coverage
224.	Benjamin, (1998)	Bahrain	Bahrain	Other: project report	English	Bahrain	Resource availability	Team work & leadership; Performance measurement & management; patient-provider relation	Provider Satisfaction; Efficiency
225.	Benouhoud, (2007)	Morocco	Morocco	Cross-sectional	French	Morocco		Provider competence;	
226.	Berraho, (2013)	Morocco	Morocco	Cross-sectional	French	Morocco		Provider competence;	
227.	Black, (2014)	Qatar	Qatar	Qualitative	English	Qatar		Provider competence; Patient-provider relation	Patient satisfaction

228.	Bodenschatz, (2009)	Egypt	Egypt	Chart/Document review	English	Egypt		Performance measurement & management	
229.	Borhan-Mojabi, (2012)	Iran	Australia	Cross-sectional	English	Iran		Provider competence;	
230.	Bourrous, (2010)	Morocco	Morocco	Cross-sectional	English	Morocco		Provider competence;	
231.	Budosan, (2011)	Croatia	Croatia	Cross-sectional	English	Jordan		Trainings; Provider Competence	
232.	Burnham, (2011)	USA	USA	Cross-sectional	English	Iraq		Access	Provider Satisfaction; Service utilization
233.	Campbell, (2000)	Ireland	Ireland	Case study	English	Sudan		Team work & leadership; Performance measurement & management ; Provider Motivation; Primary healthcare reforms	Provider Satisfaction
234.	Cheraghali, (2009)	Iran	Iran	Cross-sectional	English	Sudan	Resource availability	Performance measurement & management	Cost
235.	Cheraghali, (2004)	Iran	Iran	Cross-sectional	English	Iran	Resource availability	Performance measurement & management; Provider competence	

236.	Chikvaidze , (2012)	Egypt	Egypt	Cross-sectional	English	2 Or More Emr Countries		Performance measurement & management	
237.	Conway, (2014)	UK	UK	Case study	English	Kuwait	Resource availability		
238.	Damanhori , (2007)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Provider competence;	
239.	Damanhori , (2008)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Performance measurement & management	
240.	Dashash, (2003)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
241.	Dehnavieh, (2017)	Iran	Iran	Cross-sectional	English	Iran		Gatekeeping & Referrals	
242.	Derakhshan, (2003)	Iran	Iran	RCT	English	Iran		Performance measurement & management; patient-provider relation	Patient-reported outcomes; Patient satisfaction
243.	Doocy, (2017)	USA	USA	Cohort	English	Lebanon		Performance measurement & management; Provider competence; Provider Motivation; Patient-provider relation	Patient satisfaction
244.	Dukhail Al-Khathami, (2011)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Provider Competence	

245.	El Gammal, (2014)	Egypt	Egypt	Cross-sectional	English	Egypt			Clinical outcomes; Patient satisfaction
246.	El Mahalli, (2012)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management	
247.	El Mahalli, (2011)	KSA	KSA	Cohort	English	Egypt		Performance measurement & management	
248.	El Mahalli, (2012)	KSA	KSA	Cross-sectional	English	KSA	Resource availability	Performance measurement & management; patient-provider relation	
249.	El Nouman, (2009)	Egypt	Egypt	Other: single group pre-test and post-test design	English	Egypt		Provider competence;	Service utilization
250.	El Shabrawy Ali, (1992)	KSA	KSA	Cross-sectional	English	KSA		Patient-provider relation; Access	Patient satisfaction
251.	El Sharif, (2017)	Palestine	Palestine	Cross-sectional	English	Palestine		Performance measurement & management	Clinical outcomes
252.	El Sharif, (2015)	Palestine	Palestine	Cross-sectional	English	Palestine	Resource availability	Trainings; Provider Competence; Access	

253.	El Tantawi, (2017)	KSA	KSA	Cross-sectional	English	Egypt		Gatekeeping & Referrals; Comprehensiveness of services	Patient satisfaction
254.	El-Ayady, (2015)	Egypt	Egypt	Cross-sectional	English	Egypt		Performance measurement & management	
255.	Elboray, (2017)	Egypt	Egypt	Cross-sectional	English	Egypt		Performance measurement & management	
256.	Eldein, (2013)	Egypt	Egypt	Cross-sectional	English	Egypt		Trainings; Provider Competence	
257.	Eldein, (2013)	Egypt	Egypt	Cross-sectional	English	Egypt		Provider competence;	
258.	Elgibaly, (2016)	Egypt	Egypt	Qualitative	English	Egypt		Patient-centered care	
259.	El-Gilany, (2010)	Egypt	Egypt	Cross-sectional	English	KSA	Facility Environment	Performance measurement & management; Provider Safety	
260.	Elhoseeny, (2014)	Egypt	Egypt	Cross-sectional	English	Egypt	Resource availability	Trainings; Performance measurement & management; Provider Safety; Patient Safety	
261.	El-Jardali, (2013)	Lebanon	Lebanon	Cross-sectional	English	Lebanon	Facility Environment	Provider Motivation	Provider Satisfaction

262.	El-Jardali, (2014)	Lebanon	Lebanon	Mixed methods	English	Lebanon		Performance measurement & management	Provider Satisfaction
263.	El-Jardali, (2013)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Performance measurement & management; Provider Safety; Patient safety; Primary healthcare reforms; Access	Efficiency
264.	El-Sayed, (2014)	Egypt	Egypt	RCT	English	Egypt		Trainings; Performance measurement & management; Provider Competence	Clinical outcomes; Knowledge/practice of patients
265.	Eskandari, (2016)	Iran	Iran	Cross-sectional	English	Iran		Trainings; Provider Competence	
266.	Esmaily, (2010)	Iran	Sweden	RCT	English	Iran		Trainings; Performance measurement & management; Provider Competence	
267.	Esmaily, (2014)	Sweden	Sweden	Qualitative	English	Iran		Trainings	
268.	Farahat, (2018)	Egypt	Egypt	Mixed methods	English	Egypt	Resource availability	Primary healthcare reforms	

269.	Farzadfar, (2012)	Iran	UK	Cross-sectional	English	Iran	Resource availability	Access	Clinical outcomes; Coverage
270.	Fattouh, (2010)	Palestine	Palestine	Cross-sectional	English	Palestine	Resource availability	Performance measurement & management	
271.	Francis, (2005)	Australia	Australia	Other: Ethnographic study	English	Jordan	Resource availability	Provider competence; Provider Motivation; Provider Safety	
272.	Gadallah, (2014)	Egypt	Egypt	Cross-sectional	English	Egypt		Team work & leadership; Patient Safety	Provider Satisfaction
273.	Gadallah, (2010)	Egypt	Egypt	Mixed methods	English	Egypt	Facility Environment	Performance measurement & management; Primary healthcare reforms	Patient satisfaction; Provider Satisfaction
274.	Gadallah, (2003)	Egypt	Egypt	Qualitative	English	Egypt			Patient satisfaction
275.	Gadomski, (1993)	USA	USA	Quasi-experimental	English	Egypt		Trainings; Performance measurement & management	
276.	Garjani, (2009)	Iran	Iran	Quasi-experimental	English	Iran		Performance measurement & management; Provider competence	
277.	Gaumer, (2008)	USA	USA	Qualitative	English	Egypt	Resource availability		

278.	Ghadimi, (2011)	Sweden	Sweden	Cross-sectional	English	Iran		Performance measurement & management; Provider competence	
279.	Ghanizadeh, (2010)	Iran	Iran	Cross-sectional	English	Iran		Provider competence;	
280.	Gheibizadeh, (2016)	Iran	Iran	Qualitative	English	Iran		Patient-provider relation	
281.	Gholamreza, (2005)	Iran	Iran	Chart/Document review	English	Iran		Provider competence;	
282.	Ghorbani, (2015)	Iran	Iran	Cross-sectional	English	Iran			Patient satisfaction
283.	Guzu, (2012)	KSA	KSA	Cross-sectional	English	KSA		Performance measurement & management	
284.	Habib, (2011)	KSA	Egypt	Cross-sectional	English	KSA		Performance measurement & management	
285.	Haddad, (1998)	USA	USA	Cross-sectional	English	Jordan		Performance measurement & management	
286.	Hajizamani, (2012)	Iran	Iran	Cross-sectional	English	Iran		Provider competence;	
287.	Hamadeh, (2001)	Lebanon	Lebanon	Chart/Document review	English	Lebanon		Performance measurement & management	Cost
288.	Harrison, (1996)	west indies	west indies	Cross-sectional	English	UAE		Patient-provider relation	Patient satisfaction

289.	Hasan, (1997)	UAE	UAE	Other: single group pre-test and post-test design	English	UAE		Performance measurement & management	
290.	Hasan, (2015)	Australia	Australia	Cross-sectional	English	UAE		Patient-provider relation; Comprehensiveness of services	
291.	Hashim, (2003)	Iraq	Iraq	Cross-sectional	English	Iraq		Provider competence;	
292.	Hashim, (2013)	UAE	UAE	Cross-sectional	English	UAE		Performance measurement & management	
293.	Hasna, (2010)	Jordan	Jordan	Cross-sectional	English	Jordan		Performance measurement & management	
294.	Hassona, (2016)	Jordan	Jordan	Cross-sectional	English	Jordan		Provider competence;	
295.	Hassona, (2015)	Jordan	Jordan	Cross-sectional	English	Jordan		Trainings; Provider Competence	
296.	Hassoune, (2012)	Morocco	Morocco	Cross-sectional	french	Morocco	Resource availability	Gatekeeping & Referrals	
297.	Hassoune, (2013)	Morocco	Morocco	Cross-sectional	french	Morocco		Comprehensiveness of services	
298.	Heidari, (2017)	Iran	Netherlands	Chart/Document review	English	Iran		Performance measurement & management	
299.	Helou, (2016)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Gatekeeping & Referrals	Provider Satisfaction

300.	Heydari, (2017)	Iran	Iran	Qualitative	English	Iran		Comprehensiveness of services	Patient satisfaction; Efficiency; Coverage
301.	Hijazi, (2011)	Lebanon	Lebanon	Other: single group pre-test and post-test design	English	Lebanon		Team work & leadership; Trainings ; Performance measurement & management; Provider Competence; patient-provider relation; Access	
302.	Homoud, (2014)	KSA	KSA	Cross-sectional	English	KSA		Provider competence; Provider Safety; Patient Safety	
303.	Hooper, (2009)	Qatar	Qatar	Cross-sectional	English	Qatar		Performance measurement & management; Patient safety	
304.	Horchani, (2007)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Provider competence;	
305.	Hsairi, (2003)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Provider competence;	
306.	Hseiki, (2017)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Provider competence;	
307.	Huntington , (2010)	Egypt	Egypt	Quasi-experimental	English	Egypt		Provider Motivation	

308.	Ibnouf, (2007)	Netherlands	Netherlands	Qualitative	English	Sudan		Access	Service utilization; Equity
309.	Ibrahim, (2013)	UK	UK	Mixed methods	English	Sudan		Provider competence;	
310.	Ismaeel, (2007)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Provider competence;	
311.	Ismail, (2014)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Provider Competence; Provider Safety; Patient Safety	
312.	Jabbari, (2014)	Iran	Iran	Cross-sectional	English	Iran		Performance measurement & management	Provider Satisfaction; Coverage
313.	Jahan, (2016)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
314.	Jahromi, (2017)	Iran	Iran	Cross-sectional	English	Iran	Resource availability	Performance measurement & management; patient-provider relation	Patient satisfaction
315.	Janati, (2017)	Iran	Iran	Cross-sectional	English	Iran		Provider competence; Gatekeeping & Referrals	
316.	Jarallah, (1998)	KSA	KSA	Cross-sectional	English	KSA		Performance measurement & management; Provider competence; Gatekeeping & Referrals	

317.	Jarallah, (1993)	KSA	KSA	Case study	English	KSA		Trainings	
318.	Jassim al Khaja, (2000)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Performance measurement & management; Provider competence; Provider Safety	
319.	Jassim al Khaja, (2001)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Performance measurement & management; Provider competence	Service utilization
320.	Javanparast, (2011)	Australia	Australia	Qualitative	English	Iran	Facility Environment	Performance measurement & management; Provider competence; Community engagement & outreach	
321.	Javanparast, (2012)	Australia	Australia	Qualitative	English	Iran		Trainings; Performance measurement & management; Provider Competence; Community engagement & outreach	
322.	Javanparast, (2009)	Australia	Australia	Qualitative	English	Iran		Provider Motivation; Comprehensiveness of services	

323.	Joulaei, (2014)	Iran	Iran	Cross-sectional	English	Iran		Access	Service utilization; Equity; Coverage
324.	Kakish, (2000)	Jordan	Jordan	Cohort	English	Jordan		Provider competence;	Clinical outcomes
325.	Khader, (2014)	Jordan	UK	Cohort	English	Jordan		Provider competence; Information systems use	Clinical outcomes; Service utilization
326.	Khader, (2014)	Jordan	UK	Cohort	English	Jordan		Performance measurement & management; Information systems use	Clinical outcomes; Service utilization
327.	Khader, (2012)	Jordan	UK	Cohort	English	Jordan		Information systems use	Clinical outcomes; Service utilization
328.	Khader, (2012)	Jordan	UK	Cohort	English	Jordan		Information systems use	Clinical outcomes; Service utilization
329.	Khader, (2014)	Jordan	UK	Cohort	English	Jordan		Information systems use	Clinical outcomes; Service utilization
330.	Khalaf, (2013)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Provider competence; Patient-centered care; Primary healthcare reforms	Patient-reported outcomes

331.	Khan, (2015)	KSA	KSA	Cross-sectional	English	KSA			Clinical outcomes; Patient-reported outcomes; Patient satisfaction; Service utilization
332.	Khan, (2011)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	
333.	Khandekar, (2008)	Oman	Oman	Cross-sectional	English	Oman		Provider competence; Primary healthcare reforms	
334.	Khatib, (2008)	Palestine	Palestine	Cross-sectional	English	Palestine		Performance measurement & management; Provider competence; patient-provider relation	
335.	Khattab, (2000)	KSA	KSA	Cross-sectional	English	KSA	Resource availability	Provider competence;	Patient-reported outcomes; Patient satisfaction
336.	Khattab, (1999)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	Patient-reported outcomes

337.	Khattab, (1999)	KSA	Egypt	Chart/Document review	English	KSA		Performance measurement & management; Provider competence; Gatekeeping & Referrals	
338.	Khattab, (2000)	KSA	KSA	Qualitative	English	KSA	Culture & Preferences	Provider competence;	
339.	Khattab, (2007)	UAE	UAE	Cross-sectional	English	UAE		Performance measurement & management; Provider competence	Clinical outcomes
340.	Kheir, (2014)	Qatar	Qatar	Cross-sectional	English	Qatar		Performance measurement & management; Patient safety	Clinical outcomes
341.	Khoja, (1998)	KSA	KSA	Cross-sectional	English	KSA	Resource availability	Provider competence;	
342.	Khoja, (2011)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence; Patient Safety	Clinical outcomes
343.	Khoja, (2011)	KSA	KSA	Literature review	English	KSA		Performance measurement & management; Provider competence; Patient Safety	Clinical outcomes

344.	Khori, (2012)	Iran	Iran	Cross-sectional	English	Iran	Facility Environment	Patient-provider relation	
345.	Khoury, (2004)	Jordan	Jordan	Cross-sectional	English	Jordan	Facility Environment	Performance measurement & management; patient-provider relation	
346.	Kiemanh, (2016)	USA	USA	Cross-sectional	English	Sudan		Trainings; Performance measurement & management	Clinical outcomes; Service utilization; Coverage
347.	Kordy, (1992)	Egypt	KSA	Chart/Document review	English	KSA		Gatekeeping & Referrals	Clinical outcomes
348.	Koura, (1999)	Egypt	Egypt	Cross-sectional	English	Egypt		Trainings; Provider Competence	
349.	Koura, (2001)	Egypt	Egypt	Cross-sectional	English	Egypt	Resource availability	Performance measurement & management; Provider competence	Clinical outcomes
350.	Koura, (2001)	Egypt	Egypt	Cross-sectional	English	Egypt		Provider competence;	Patient satisfaction
351.	Lakkis, (2015)	Lebanon	Lebanon	Chart/Document review	English	Lebanon		Performance measurement & management; Provider competence	Clinical outcomes
352.	Lodi, (2016)	UK	UK	Case study	English	Iraq	Resource availability Facility Environment	Performance measurement & management	Efficiency

353.	MacAskill, (1987)	Somalia	Somalia	Case study	English	Sudan		Trainings; Performance measurement & management	
354.	Maghsoudloo, (2016)	Iran	Iran	Case study	English	Iran		Performance measurement & management; Information systems use	
355.	Magzoub, (2011)	KSA	KSA	Cross-sectional	English	KSA		Performance measurement & management; Provider competence	
356.	Mahaba, (1996)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Performance measurement & management	
357.	Mahfouz, (1993)	KSA	KSA	Cross-sectional	English	KSA			Service utilization
358.	Mahfouz, (2007)	KSA	KSA	Mixed methods	English	KSA	Resource availability	Trainings; Performance measurement & management; Access	Patient satisfaction; Service utilization
359.	Mahfouz, (2009)	KSA	KSA	Mixed methods	English	KSA		Performance measurement & management; Provider Safety	
360.	Mahfouz, (1995)	KSA	KSA	Mixed methods	English	KSA		Provider competence;	

361.	Mahfouz, (2004)	KSA	KSA	Cross-sectional	English	KSA		Patient-centered care; Access	Patient satisfaction; Service utilization
362.	Mahi-Taright, (2004)	Algeria	Algeria	Cross-sectional	English	Algeria		Trainings; Performance measurement & management; Gatekeeping & Referrals	
363.	Major, (1998)	Lebanon	Lebanon	Other: single group pre-test and post-test design	English	Lebanon			Clinical outcomes
364.	Malakouti, (2015)	Iran	Iran	Quasi-experimental	English	Iran		Comprehensiveness of services; Primary healthcare reforms; Access	Clinical outcomes; Coverage
365.	Malekafzali, (2000)	Iran	Iran	Case study	English	Iran			Knowledge/practice of patients
366.	Mallouli, (2017)	Tunisia	Tunisia	Cross-sectional	French	Tunisia		Provider competence; Patient Safety	
367.	Mannan, (2015)	sudan	sudan	Cross-sectional	English	Sudan		Provider competence;	
368.	Mansour, (1996)	Canada	KSA	Mixed methods	English	KSA	Resource availability	Provider competence;	Patient satisfaction
369.	Mansour, (1993)	KSA	Canada	Mixed methods	English	KSA			Patient satisfaction

370.	Margolis, (2003)	uae	UAE	Cross-sectional	English	UAE		Performance measurement & management; Comprehensiveness of services	Patient satisfaction
371.	Mataria, (2004)	France	France	Cross-sectional	English	Palestine		Performance measurement & management; Access	Equity
372.	Mataria, (2006)	France	France	Cross-sectional	English	Palestine	Culture & Preferences	Performance measurement & management; Access	Equity
373.	Mataria, (2007)	France	France	Cross-sectional	English	Palestine	Culture & Preferences	Provider competence;	
374.	Matheson, (2018)	Scotland	UK	Mixed methods	English	UAE		Trainings; Provider Competence; Gatekeeping & Referrals	
375.	McLaws, (2014)	Australia	Iran	Mixed methods	English	Iran		Provider competence; Provider Safety	
376.	Me'emary, (2009)	Syria	Switzerland	Mixed methods	English	Syria		Trainings; Provider Competence	Cost
377.	Mesdaghina, (2009)	Iran	Iran	Mixed methods	English	Iran		Provider Safety; Primary healthcare reforms	
378.	Midhet, (2011)	KSA	KSA	Other: single group pre-test and	English	KSA		Trainings; Performance measurement & management	Patient-reported outcomes; Knowledge/pr

				post-test design					actice of patients
379.	Mochtar, (2015)	Qatar	Qatar	Cross-sectional	English	Qatar		Provider competence;	Clinical outcomes
380.	Moghadam , (2012)	Iran	Iran	Systematic/ Scoping review	English	Iran	Resource availability	Provider Motivation; Provider Safety; Patient-centered care; Comprehensiveness of services; Primary healthcare reforms; Community engagement & outreach	Clinical outcomes
381.	Mohammad-Alizadeh, (2009)	Sweden	Sweden	Qualitative	English	Iran		Trainings; Performance measurement & management; Provider Competence	Provider Satisfaction
382.	Mohammad-Alizadeh, (2007)	Iran	Sweden	Mixed methods	English	Iran	Culture & Preferences	Performance measurement & management; Provider competence; patient-provider relation	
383.	Mohammadi, (2012)	Iran	Iran	Cross-sectional	English	Iran		Provider competence;	Patient satisfaction

384.	Mohammedi, (2006)	Sweden	Sweden	Mixed methods	English	Iran		Community engagement & outreach	
385.	Mohammed Al-Azri, (2009)	Oman	Oman	Cross-sectional	English	Oman	Culture & Preferences	Performance measurement & management; patient-provider relation	
386.	Moharram, (2008)	KSA	KSA	Mixed methods	English	KSA		Performance measurement & management; Provider competence	
387.	Mohebbi, (2009)	Finland	Finland	RCT	English	Iran		Provider competence;	Knowledge/practice of patients
388.	Mohey, (2017)	Egypt	Egypt	Cross-sectional	English	Egypt	Resource availability	Trainings; Community engagement & outreach; Access	Patient satisfaction; Service utilization
389.	Moinfar, (2016)	Iran	Iran	Other: single group pre-test and post-test design	English	Iran		Provider competence;	Clinical outcomes
390.	Moradi, (2016)	Iran	Iran	cross-sectional	English	Iran		Performance measurement & management	Clinical outcomes
391.	Moselhy, (2009)	UAE	UAE	Chart/Document review	English	UAE		Provider competence;	

								Gatekeeping & Referrals	
392.	Moslehi, (2015)	Iran	Iran	Qualitative	English	Iran		Provider competence;	
393.	Muliira, (2016)	Oman	Oman	Cross-sectional	English	Oman	Resource availability Facility Environment Culture and Preferences	Trainings; Provider Competence	
394.	Nader, (2009)	Iran	Iran	Cross-sectional	English	Iran		Provider competence;	
395.	Nani, (2013)	Tunisia	Tunisia	cross-sectional	French	Morocco	Resource availability	Performance measurement & management; Provider competence	
396.	Nasaif, (2012)	Ireland	Bahrain	Quasi-experimental	English	Bahrain	Facility Environment	Provider competence;	
397.	Naseeb, (2005)	Bahrain	Bahrain	Chart/Document review	English	Bahrain			Patient-reported outcomes; Patient satisfaction
398.	Nasir, (2005)	USA	USA	Qualitative	English	Jordan		Provider competence;	
399.	Nasir, (2006)	USA	USA	Case study	English	Jordan		Provider competence;	

400.	Nawafleh, (2005)	Australia	Australia	Other: Ethnographic	English	Jordan		Team work & leadership; Performance measurement & management; Provider Competence	
401.	Nawafleh, (2005)	Australia	Australia	Other: Ethnographic	English	Jordan		Team work & leadership	
402.	Nawafleh, (2012)	Australia	Australia	Other: Ethnographic	English	Jordan		Team work & leadership; Performance measurement & management; Provider Competence	
403.	Neyaz, (2011)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Provider competence	
404.	Neyaz, (2011)	KSA	KSA	Cross-sectional	English	KSA		Performance measurement & management; Provider competence	
405.	Neyaz, (2011)	KSA	KSA	Literature review	English	KSA		Performance measurement & management; Provider competence	

406.	Noor Abdulhadi, (2013)	Sweden	Sweden	Qualitative	English	Oman	Facility Environment Culture & preferences	Team work & leadership; Patient-provider relation	
407.	Noureldin, (2014)	UAE	Egypt	Mixed methods	English	Egypt	Facility Environment	Performance measurement & management; Provider competence; Information systems use	
408.	Obeidat, (2017)	Jordan	Jordan	Cross-sectional	English	Jordan	Facility Environment	Provider competence;	
409.	Obeidat, (2017)	Jordan	Jordan	cross-sectional	English	Jordan		Performance measurement & management; Provider competence; Information systems use	
410.	Omran, (2015)	Jordan	Jordan	Cross-sectional	English	Jordan	Resource availability	Provider competence;	
411.	Othman, (2015)	UAE	UAE	Cross-sectional	English	UAE		Performance measurement & management; Provider competence	Patient satisfaction
412.	Othman, (2015)	UAE	UAE	Cross-sectional	English	UAE		Performance measurement & management; Provider competence	Patient satisfaction
413.	Otoom, (2002)	Jordan	Jordan	Cross-sectional	English	Jordan		Patient-provider relation	

414.	Otoom, (2002)	Jordan	Jordan	Cross-sectional	English	Jordan		Provider competence;	
415.	Otoom, (2010)	Bahrain	Bahrain	Cross-sectional	English	Bahrain		Provider competence;	
416.	Oveisi, (2010)	Iran	Iran	RCT	English	Iran		Trainings; Provider Competence	Knowledge/practice of patients
417.	Peymani, (2016)	Iran	Iran	Cross-sectional	English	Iran		Provider competence; Patient Safety	
418.	Pflanz-Sinclair, (2017)	UK	UK	Mixed methods	English	UAE	Culture & Preferences	Trainings; Performance measurement & management; Provider Competence; Provider Motivation; Community engagement & outreach	
419.	Poorolajal, (2015)	Iran	Iran	Cross-sectional	English	Iran			Clinical outcomes
420.	Qureshi, (2001)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Provider Competence; Patient-centered care; Gatekeeping & Referrals; Comprehensiveness of services; Community engagement & outreach	

421.	Qureshi, (2001)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Gatekeeping & Referrals	Clinical outcomes
422.	Qureshi, (2001)	KSA	KSA	Chart/Document review	English	KSA		Performance measurement & management; Gatekeeping & Referrals	Patient-reported outcomes
423.	Qureshi, (2006)	UAE	UAE	Quasi-experimental	English	UAE		Trainings; Provider Competence	
424.	Qureshi, (2009)	KSA	KSA	Systematic/Scoping review	English	KSA		Performance measurement & management; Provider competence; Gatekeeping & Referrals	
425.	Qureshi, (2011)	KSA	KSA	Cross-sectional	English	KSA		Trainings; Performance measurement & management; Provider Competence	Cost
426.	Rabiei, (2012)	Iran	Iran	Cross-sectional	English	Iran		Provider competence;	
427.	Rabiei, (2014)	Finland	Finland	Cross-sectional	English	Iran		Provider competence;	
428.		Egypt	Egypt	Cross-sectional	English	Egypt		Performance measurement & management	Patient satisfaction;

									Provider Satisfaction
429.	Reed, (2001)	UAE	UAE	Quasi-experimental	English	UAE		Performance measurement & management; Provider competence	Clinical outcomes; Patient satisfaction
430.	Reed, (2005)	UAE	UAE	Quasi-experimental	English	UAE		Performance measurement & management	Clinical outcomes
431.	Reshadat, (2015)	Iran	Iran	Cross-sectional	English	Iran		Access	Equity; Coverage
432.	ROmani, (2011)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Provider competence;	
433.	Saab, (2003)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Trainings; Provider Competence	
434.	Sadik, (2011)	Iraq	UK	RCT	English	Iraq		Trainings; Provider Competence	Patient satisfaction
435.	Saeed, (2002)	KSA	KSA	Cross-sectional	English	KSA	Facility Environment	Access	Service utilization
436.	Saeed, (2001)	KSA	KSA	Cross-sectional	English	KSA			Patient satisfaction

437.	Saleh, (2015)	Lebanon	Lebanon	Systematic/ Scoping review	English	2 or more EMR Countries	Resource availability	Performance measurement & management; Provider competence; patient-provider relation; Patient Safety; Gatekeeping & Referrals; Access	Patient satisfaction; Provider Satisfaction
438.	Salem, (1999)	Egypt	Not reported	RCT	English	KSA		Trainings; Provider Competence	
439.	Sallam, (1995)	Egypt	KSA	Cross- sectional	English	2 or more EMR Countries		Trainings; Provider Competence	
440.	Santoro, (2016)	Italy	Italy	Literature review	English	2 or more EMR Countries		Team work & leadership; Performance measurement & management; Information systems use; patient-provider relation; Patient-centered care; Gatekeeping & Referrals; Primary healthcare reforms; Community	

								engagement & outreach	
441.	Sarvestani, (2017)	Iran	Iran	Qualitative	English	Iran	Resource availability Facility Environment	Trainings; Provider Competence; Provider Motivation; Gatekeeping & Referrals	
442.	Selmouni, (2016)	Spain	France	Cross-sectional	English	Morocco		Gatekeeping & Referrals; Comprehensiveness of services	Clinical outcomes; Service utilization
443.	Sequeira, (2002)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Provider competence;	
444.	Sequeira, (2002)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Provider competence;	
445.	Sequeira, (2004)	Bahrain	Bahrain	Chart/Document review	English	Bahrain		Provider competence;	Clinical outcomes
446.	Serour, (2009)	Kuwait	Kuwait	Cross-sectional	English	Kuwait		Provider competence; Patient-provider relation	Provider Satisfaction

447.	Shabila, (2012)	Iraq	Iraq	Qualitative	English	Iraq	Resource availability Facility Environment	Team work & leadership; Trainings; Provider Competence; Gatekeeping & Referrals; Comprehensiveness of services; Primary healthcare reforms; Access	
448.	Shabila, (2012)	Iraq	Iraq	Qualitative	English	Iraq	Resource availability Facility Environment	Team work & leadership; Trainings; Provider Competence; Provider Motivation; Information systems use; Gatekeeping & Referrals; Access	
449.	Shabila, (2013)	Iraq	UK	Mixed methods	English	Iraq	Resource availability	Team work & leadership; Provider competence; Provider Motivation; Gatekeeping & Referrals; Primary healthcare reforms	

450.	Shabila, (2013)	Iraq	Iraq	Cross-sectional	English	Iraq	Resource availability	Team work & leadership; Provider competence; Provider Motivation; patient-provider relation; Gatekeeping & Referrals; Access	Efficiency
451.	Shabila, (2014)	Iraq	Iraq	Cross-sectional	English	Iraq	Culture & Preferences	Provider competence; Patient-provider relation; Gatekeeping & Referrals; Access	Patient satisfaction; Service utilization
452.	Shah, (2006)	USA	USA	Cross-sectional	English	2 or more EMR Countries		Trainings; Provider Competence	
453.	Shahidzadeh-Mahani, (2008)	Iran	Iran	Cross-sectional	English	Iran	Facility Environment	Performance measurement & management; Provider competence; patient-provider relation	
454.	Shahin, (2015)	Jordan	Jordan	Case study	English	2 or more EMR Countries		Trainings; Performance measurement & management	Clinical outcomes

455.	Sohrabi, (2011)	Iran	Iran	Cross-sectional	English	Iran			Patient satisfaction
456.	Soliman, (1997)	Egypt	USA	Cross-sectional	English	Egypt		Provider competence;	
457.	Soori, (1995)	Iran	Iran	Cross-sectional	English	Iran		Provider competence; Patient Safety	
458.	Sriha Belguith, (2015)	Tunisia	Tunisia	Chart/Document review	French	Tunisia		Performance measurement & management; Information systems use	
459.	Tabrizchi, (2012)	Iran	Iran	Cross-sectional	English	Iran	Facility Environment	Team work & leadership; Performance measurement & management ; Patient Safety	
460.	Tabrizi, (2013)	Iran	Iran	Systematic/ Scoping review	English	Iran		Performance measurement & management	
461.	Tahaine, (2011)	Jordan	Jordan	RCT	English	Jordan			Clinical outcomes; Patient-reported outcomes;
462.	Tahaine, (2016)	Jordan	Jordan	Mixed methods	English	Jordan		Provider competence; Information systems use	Clinical outcomes
463.	Taheri, (2014)	Iran	Iran	Cross-sectional	English	Iran			Patient satisfaction

464.	Tawfik, (2017)	Egypt	Egypt	RCT	English	Egypt		Trainings	Clinical outcomes; Knowledge/practice of patients
465.	Tayefi, (2015)	Iran	Iran	Cross-sectional	English	Iran			Patient satisfaction
466.	Tlili, (2015)	Tunisia	Tunisia	Qualitative	English	Tunisia		Patient-provider relation	
467.	Toosi, (2009)	Iran	Iran	Cross-sectional	English	Iran		Provider competence;	
468.	Usta, (2014)	Lebanon	Lebanon	Literature review	English	2 or more EMR Countries		Team work & leadership; Trainings; Provider Competence; patient-provider relation; Patient Safety	
469.	Usta, (2012)	Lebanon	Lebanon	Qualitative	English	Lebanon	Culture & Preferences	Provider competence; Patient-provider relation; Community engagement & outreach	
470.	Webair, (2015)	Yemen	Yemen	Cross-sectional	English	Yemen		Team work & leadership; Patient-provider relation; Patient Safety; Patient-centered care	Efficiency

471.	Yamout, (2014)	Lebanon	Lebanon	Cross-sectional	English	Lebanon		Performance measurement & management	Clinical outcomes
472.	Yasamy, (2001)	Iran	Iran	Case study	English	Iran		Performance measurement & management; Comprehensiveness of services Provider competence; Comprehensiveness of services	Clinical outcomes
473.	Yasein, (2012)	Jordan	Jordan	Chart/Document review	English	Jordan		Provider competence;	
474.	Yassoub, (2014)	Lebanon	Lebanon	Mixed methods	English	Lebanon	Resource availability	Team work & leadership; Performance measurement & management; Provider Competence; Gatekeeping & Referrals ; Comprehensiveness of services; Community engagement & outreach	
475.	Yousuf, (2012)	KSA	KSA	Cross-sectional	English	KSA		Provider competence;	

476.	Yusef, (2000)	Jordan	Jordan	Cross-sectional	English	Lebanon		Performance measurement & management	Clinical outcomes
477.	Zaadoud, (2017)	Morocco	Morocco	Cross-sectional	English	Morocco		Team work & leadership; Trainings ; Performance measurement & management; Provider Motivation; Comprehensiveness of services; Access	Patient satisfaction
478.	Zaghloul, (2005)	Egypt	Egypt	Cross-sectional	English	Egypt	Culture & Preferences		
479.	Zajac, (2000)	KSA	KSA	Literature review	English	KSA		Performance measurement & management	Clinical outcomes; Cost
480.	Zaki, (1999)	Egypt	Egypt	Cross-sectional	English	Egypt		Provider competence;	
481.	Zaky, (2007)	Egypt	Egypt	Cross-sectional	English	Egypt			Patient satisfaction
482.	Zidouni, (1989)	Algeria	Algeria	Cross-sectional	English	Algeria		Performance measurement & management; Provider competence	Clinical outcomes
483.	Zidouni, (2009)	Algeria	Algeria	Other: single group pre-test and post-test design	French	Algeria		Trainings; Provider Competence	Clinical outcomes

484.	Zine, (2016)	Morocco	Morocco	Cross- sectional	French	Morocco		Provider competence;	Clinical outcomes
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