

# Global Cities II



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# Global Cities II: The case of The Ombudsman's Office in Bogotá

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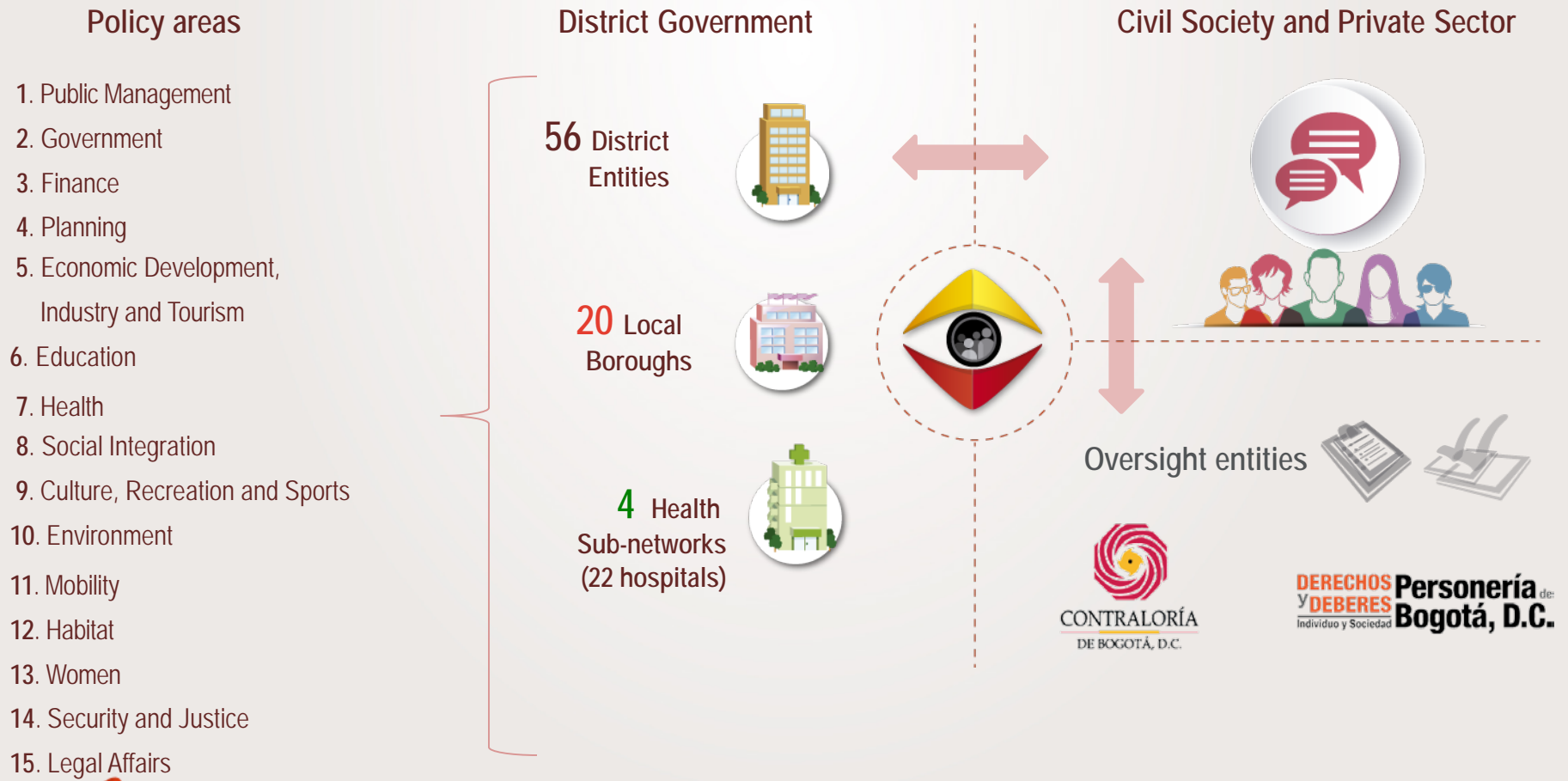


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# 1. Ombudsman's Office for Bogotá D.C: institutional arrangement and Jurisdiction

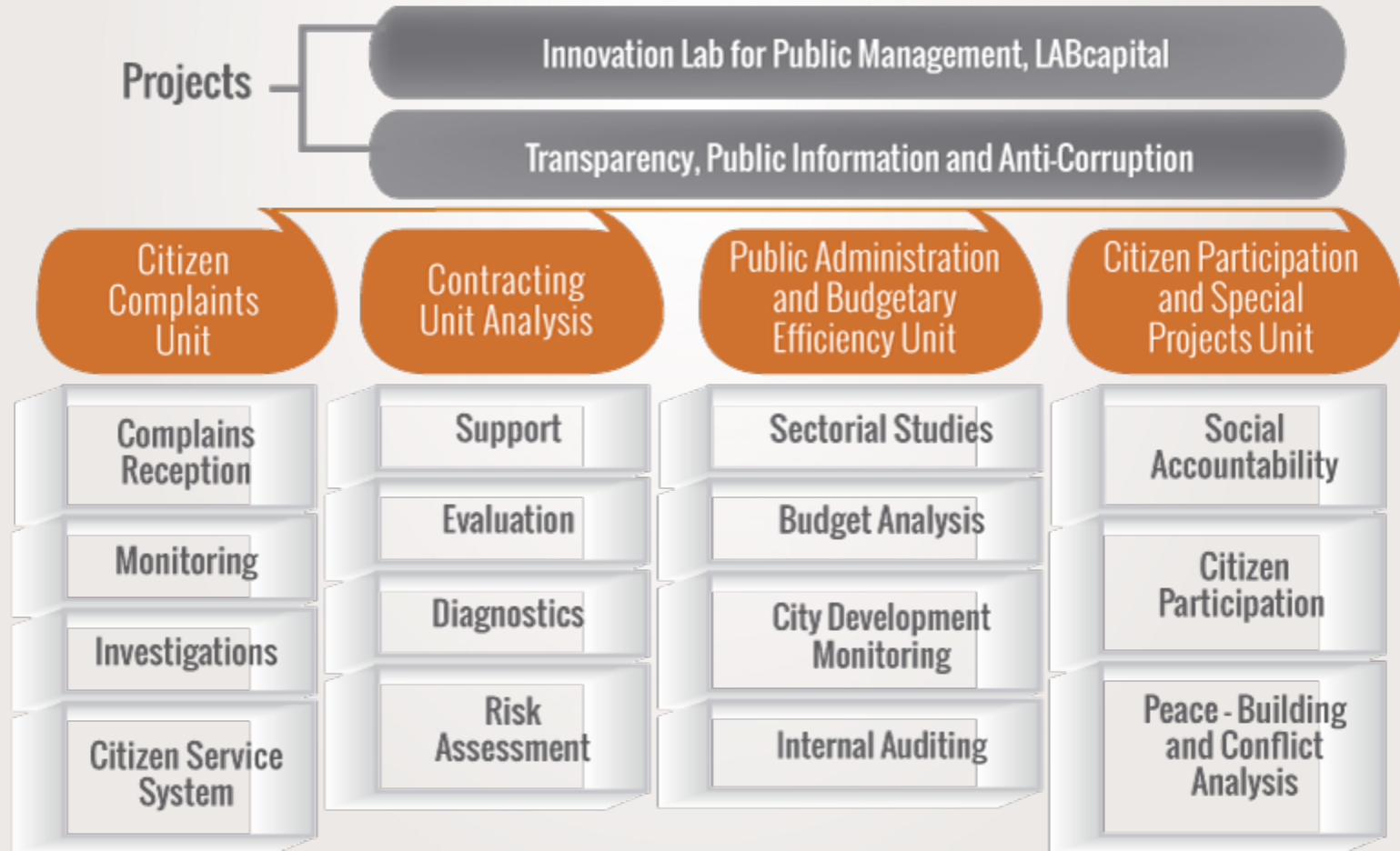


## 2. Anticorruption Approach Focused on Prevention

- ✓ Independence: The Ombudsman is appointed by the Mayor of Bogotá for a four year period and cannot be dismissed by the Mayor
- ✓ Staff Resources: The Ombudsman's Office for Bogotá is composed by 200 public servants



# Ombudsman's Office Units



## Transparency challenge

- ✓ Design and implement The Anticorruption public policy in Bogotá
- ✓ Assessment of 34 public institutions in Bogotá Transparency Index in Bogotá D.C (Transparency International)

The commitment is to reduce anticorruption risk in the public entities of Bogotá by 5 points in 2019.

Component	Weight	Indicators
Visibility	30%	5
Institutional Arrangements	40%	6
Control and sanctions	30%	5



# Anticorruption project in a public hospital in Bogotá



Kennedy is the biggest public hospital in Bogotá. It offers very complex and costly health care services to the poor population in the city. Patients wait in line at night for an average of 6 hours to get appointments

The project aims to identify administrative inefficiencies and corruption risks that interfere with service delivery based on quality and opportunity standards.

Methodology:

Surveys	662
External appointments	525
Emergency room	83
Staff	52





# Anticorruption project in a public hospital in Bogotá



## Main findings:

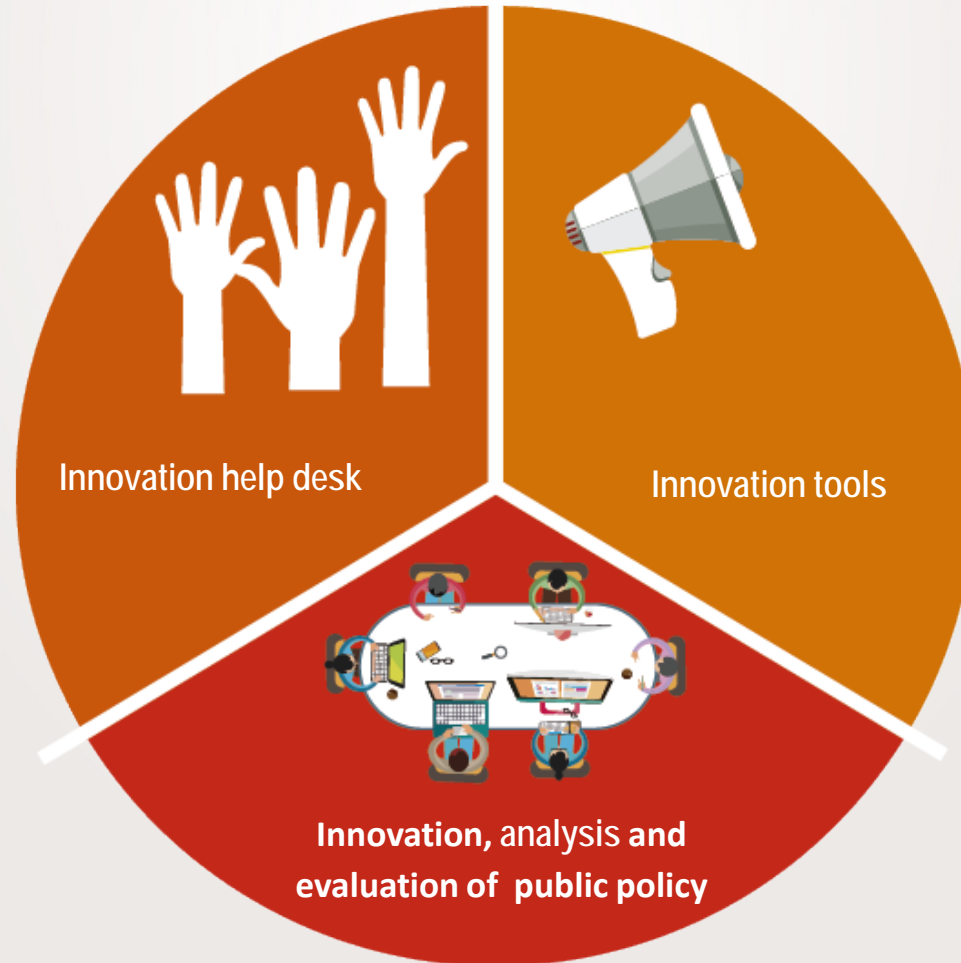
- ✓ 64% of patients in the survey rate the quality of the service as "low"
- ✓ 46% of hospital staff think quality of service is "bad"
- ✓ 71% of hospital staff are aware that citizens feel confused about service procedures
- ✓ 47% of hospital staff considered hospital processes "poorly designed"

## Low cost and high impact interventions:

- ✓ Create user friendly waiting areas (light, safety and seating must be provided)
- ✓ Provide clear information to patients through visibly identified staff
- ✓ Establish clear processes inside the hospital and protocols for citizens services

# 1. LABcapital: The innovation Lab for Bogotá's public management

Challenges  
Prioritization  
Prototyping  
Advisory



Guidelines  
Benchmark  
Best practices  
Measurement  
Training

Innovative Components



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