



How are safety and quality linked with Universal Health Coverage? Thailand Experience

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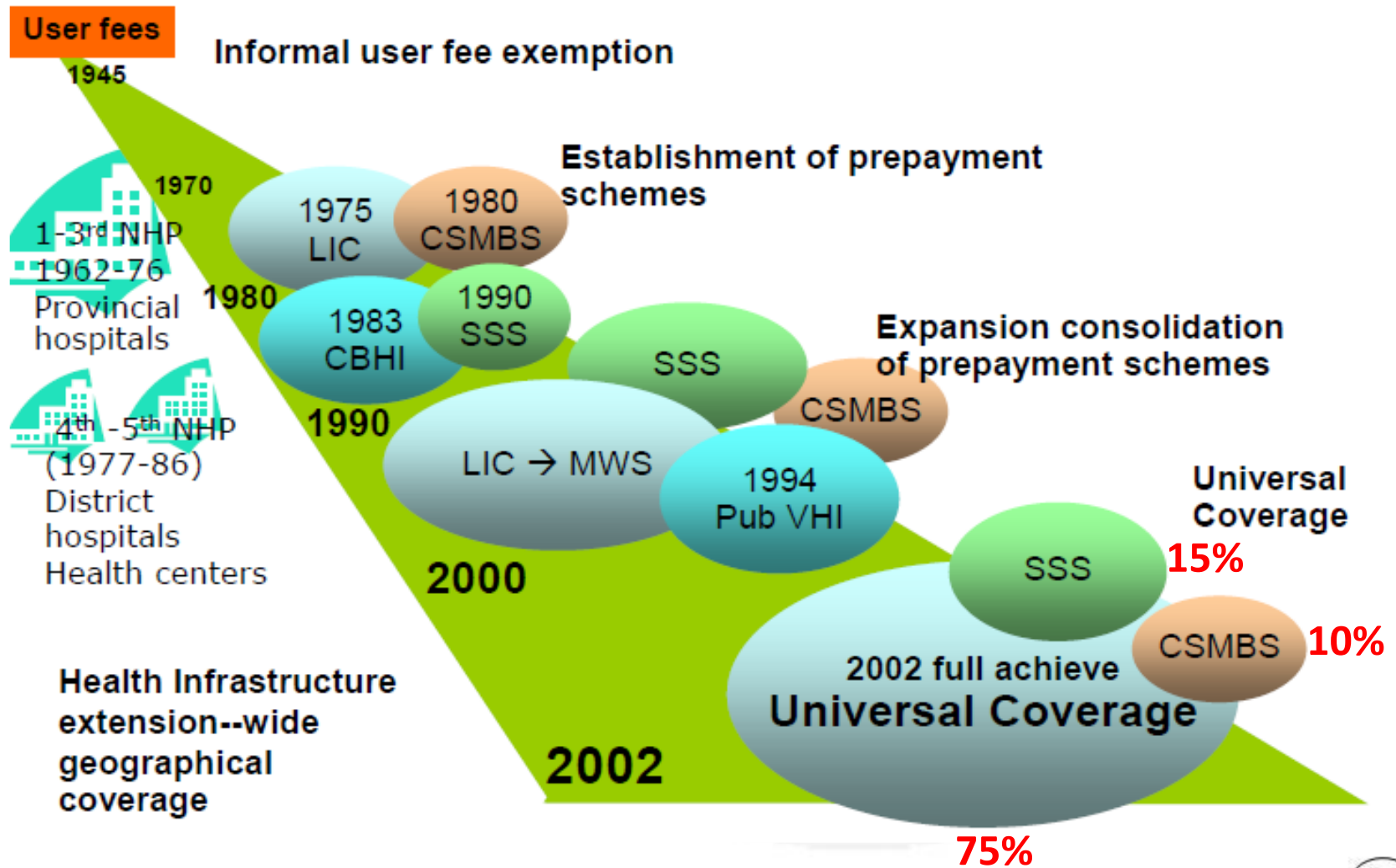
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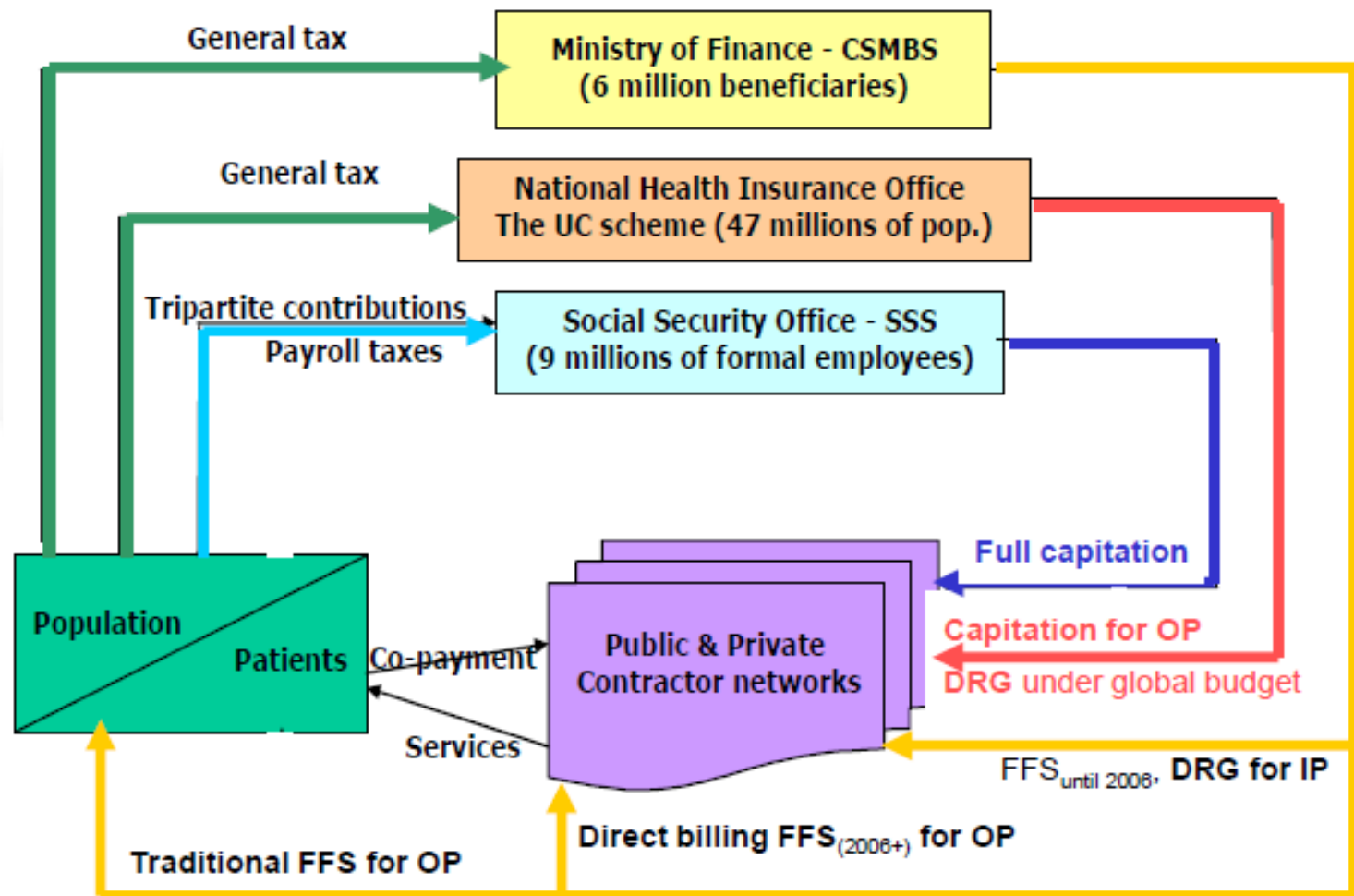


Historical development of the Thai health system: Infrastructure development + financial protection extension



How health care providers are paid by insurance ?

Financing sources and payment methods for CSMBS, UCS, and SSS





UHC Policy for Quality

SSO Payment

- Accreditation status
 - HA Step 3 +80 Baht per cap
 - HA Step 2 +40 Baht per cap

NHSO Payment (Local Criteria)

- Asthma admission rate
- COPD admission rate
- COPD readmission rate
- Stroke rehabilitation
- Palliative care
- MCH quality
- C/S rate
- Low birth weight <7%
- Ruptured appendicitis
- PTC
- Complaint management

NHSO Payment (Central Criteria)

- Accreditation status (0.76 Baht per capita)
 - Scoring: HA = 5, step 2 = 3)
- Rational drug use (1 Baht per capita)
- Medical record quality (1 Baht per capita)
- Provincial network (2 Baht per capita)
 - STEMI, stroke, chemotherapy, newborn, psychiatry, smoking cessation)

Case Review by the Quality Committee

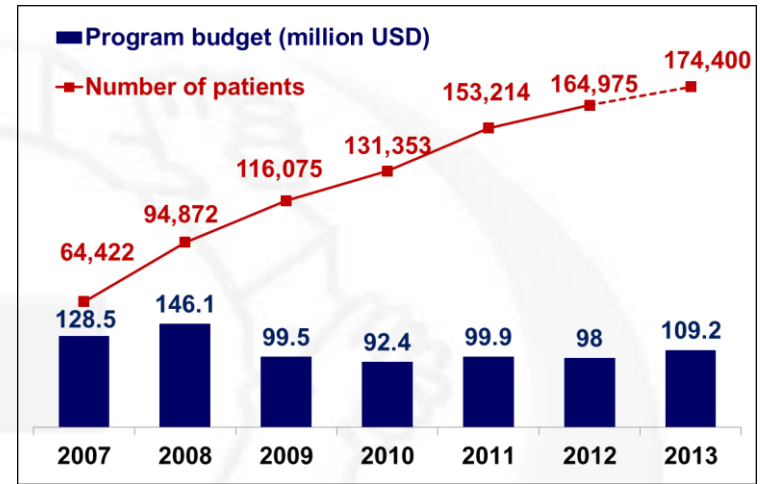
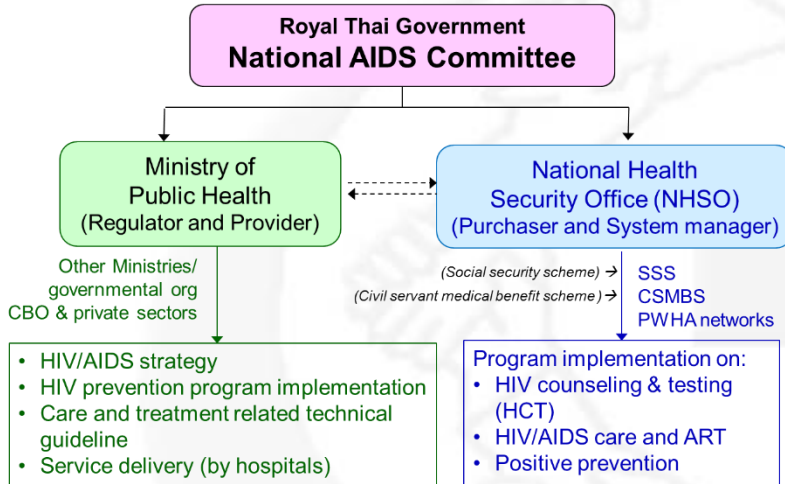
- Compensation can relieve burden to patients and families
- Limit to consideration of whether a standard care was given or not, by professional views
- Unable to pinpoint to the system's problem



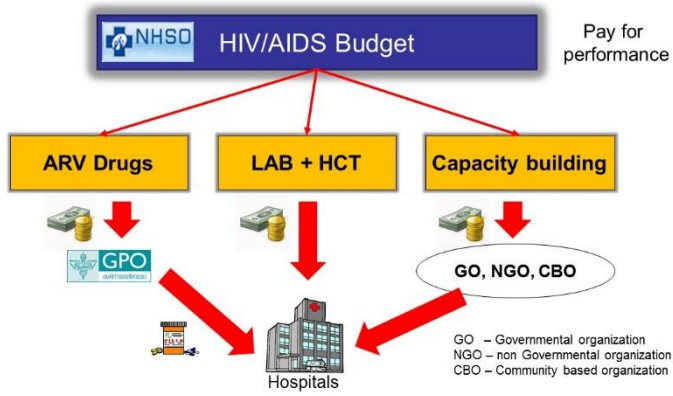


NHSO & HIV/AIDS Control

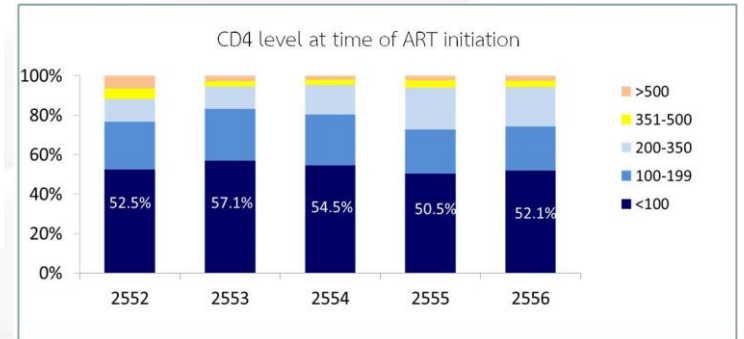
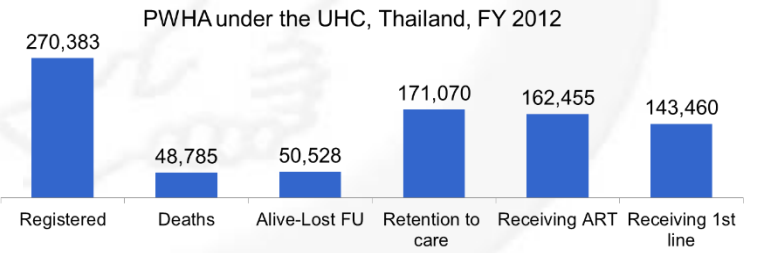
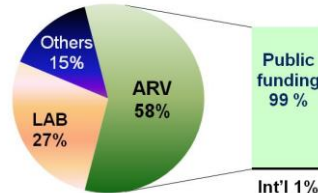
National AIDS Control Program



Budget Allocation under UHC



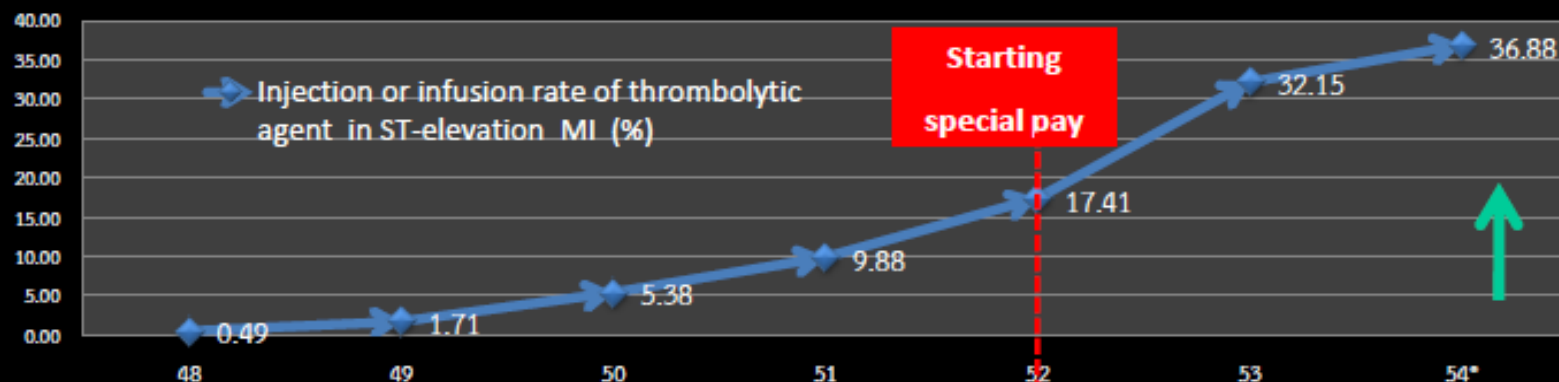
ART Program's Resources



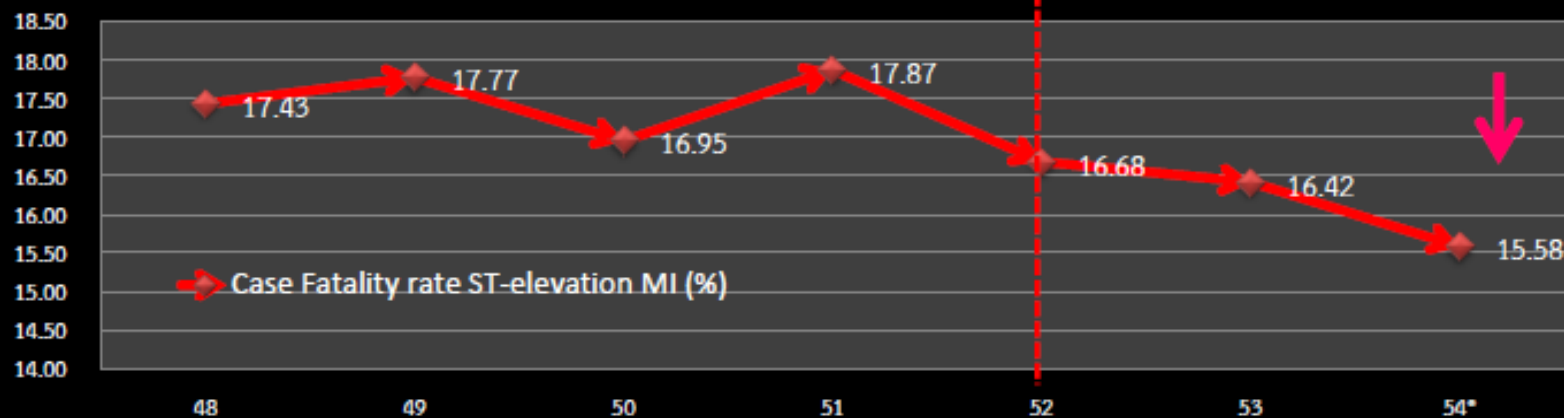
NHSO & STEMI



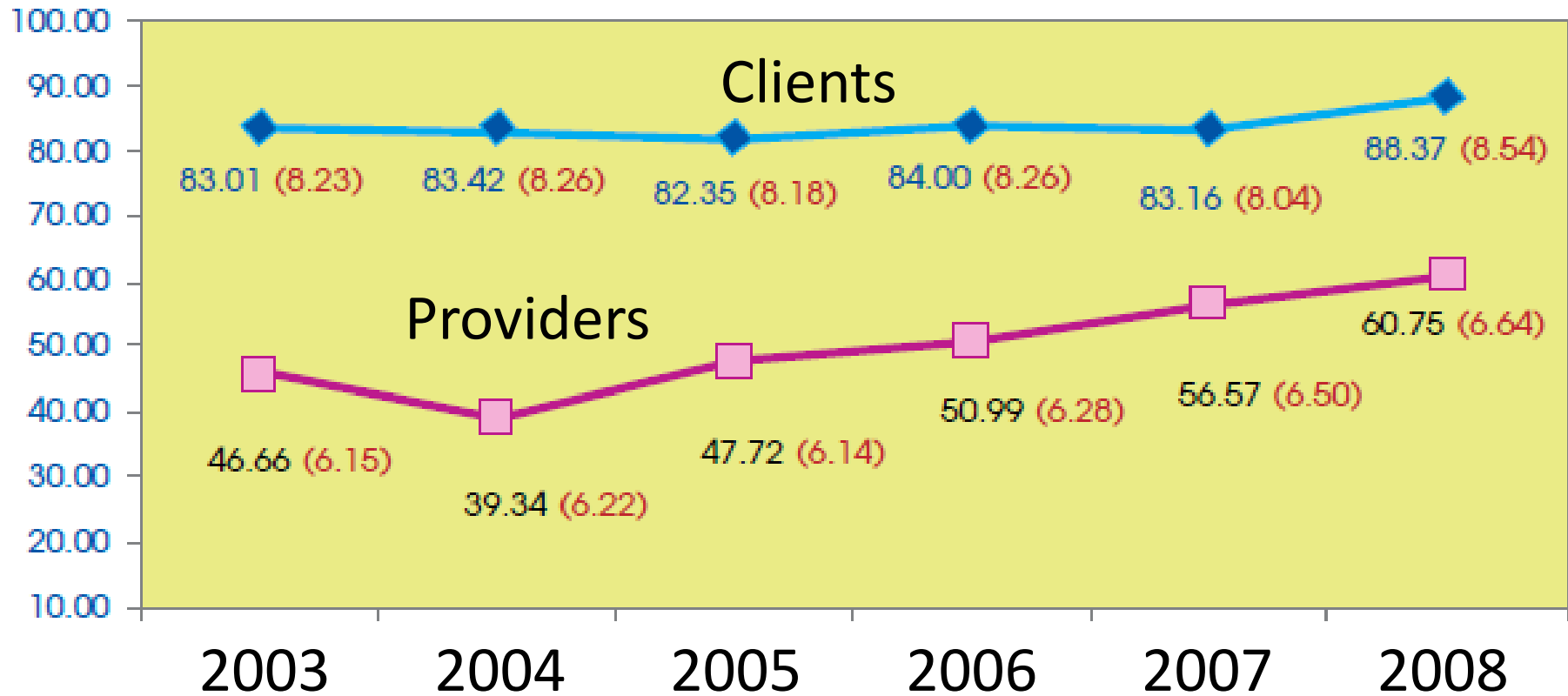
Injection or infusion rate of thrombolytic agent in ST-elevation MI (%)



Case Fatality rate ST-elevation MI (%)



Satisfaction with UHC



1991

Capitation ->

Standards & audit

Patient choices ->

TQM/CQI in public hospitals

SSO

Hospitals

Patients

HSRI

System concern ->

Review QA mechanisms & draft accreditation standards



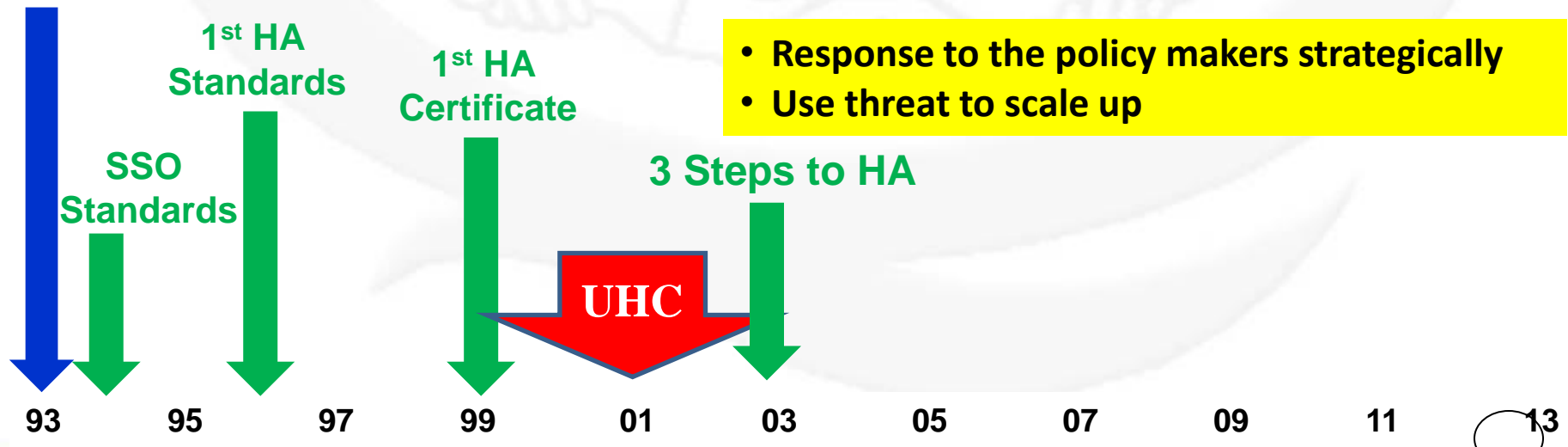
HA Program in Thailand

- Use comprehensive framework
 - Cover the whole organization
- Encourage Paradigm shift
 - Accreditation as an educational process
- Give freedom to test during R&D phase

Hospital Accreditation (HA)

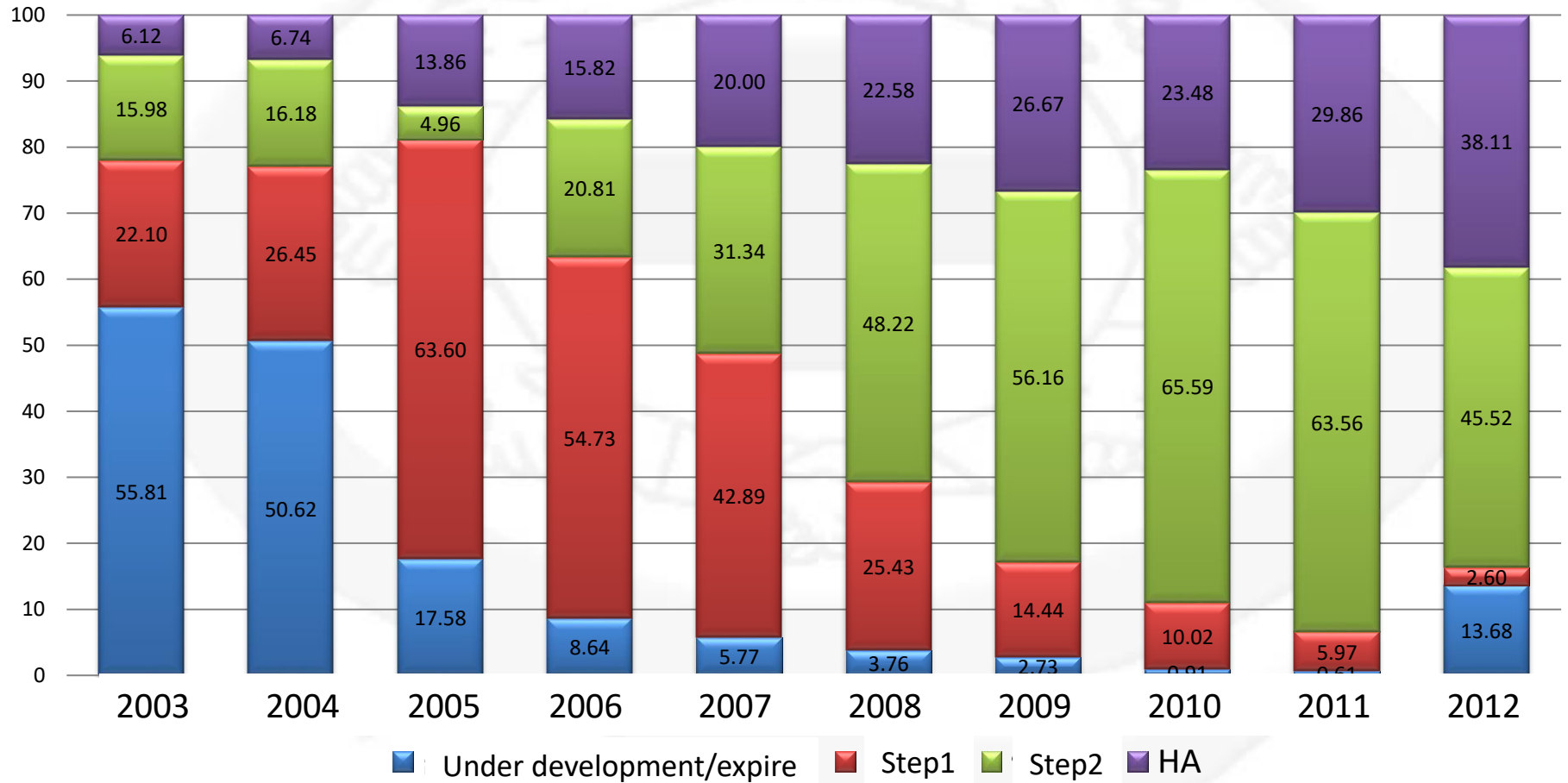
Quality Improvement/Quality Management

TQM in 8 Public Hospitals





% Hospital in the UC Program being Recognized by Level of HA 2003-2012





**Example of Integrated Care
Supported by NHSO (direct/indirect)**





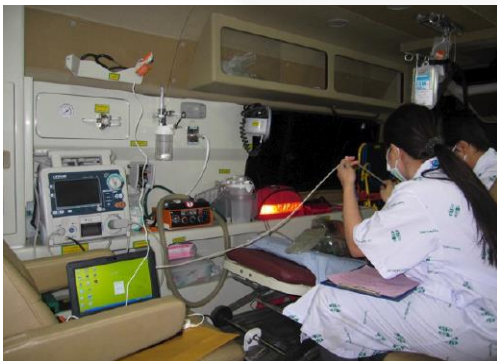
Integration through Telemetry Ambulance

Ubon with 25 Districts

2005	2006	2007	2008	2009	2010
BLS Ambulance	Super ALS Ambulance			Mini-telemetry Ambulance	Full option telemetry Ambulance

Technology & evidence-based driven

- 3 fast tract transfers : STEMI, Stroke, Trauma
- First applied data communication system in STEMI patients monitor during interfacility transfer



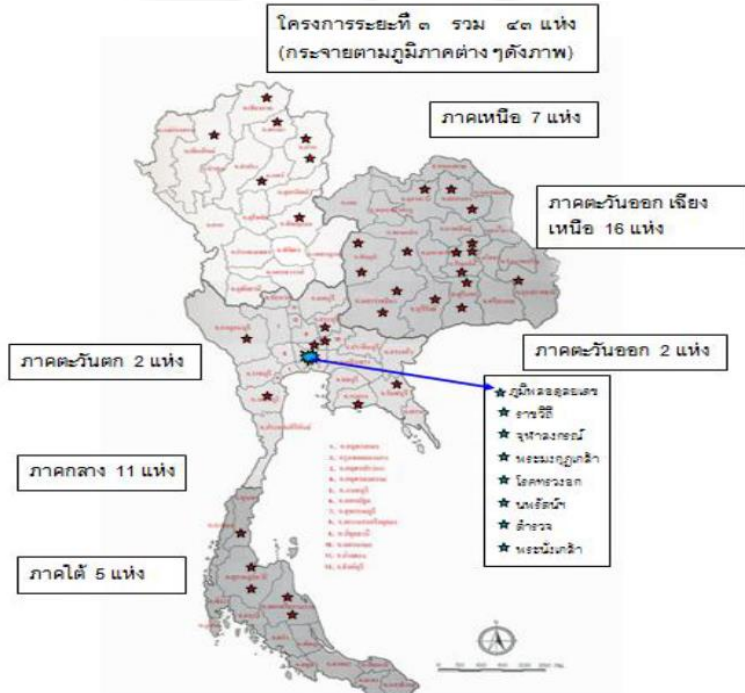
Clinical Effectiveness

- Monitoring
- Critical decision and management
- From "what's coming in the door" To "I knew and I'm waiting you" Now then "OK, you've already treated."

Integration by Professional (Volunteer Spirit CVT Care)

Proactive role of nursing professional association on CVT
With support from NHSO

Self help group
CVT nurse as a core team
Instillation of volunteer spirit
Education, sharing
Behavior modification
Managed network
(coaching & monitoring)



42 networks of patient
& high risk group



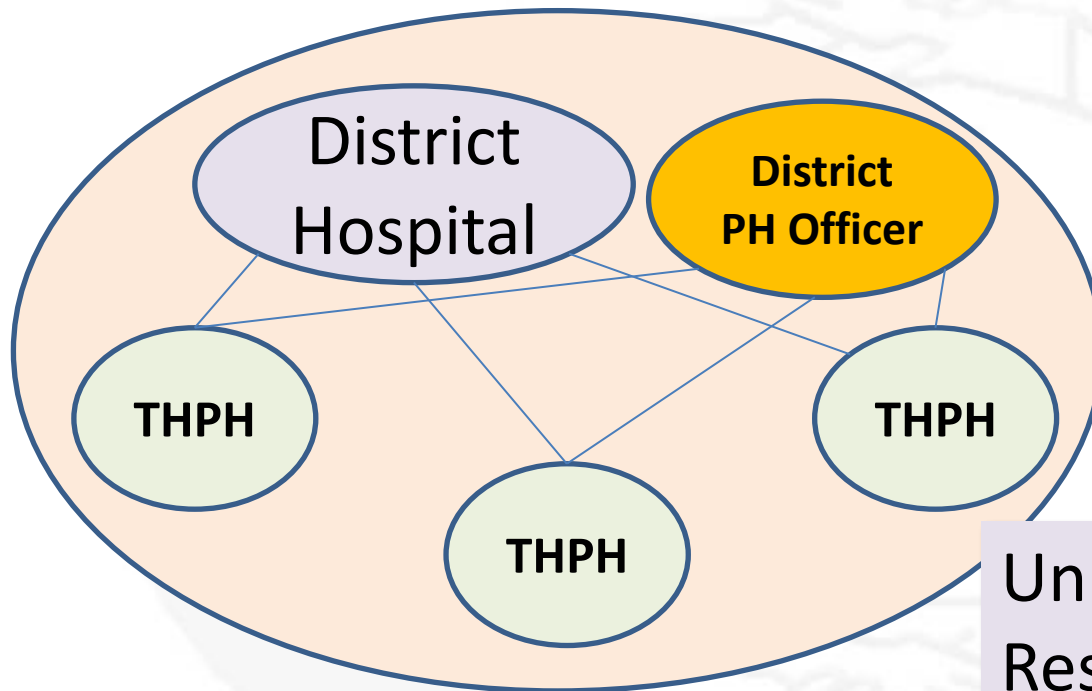


Integration by a Province Initiative (Udonthani: Continuity of Care-CoC)

Organization	Roles
The Provincial Public Health Office	Support all hospitals to set up CoC unit to co-ordinate referral of patients back to communities
Provincial/Regional hospital	Review unnecessary referral and develop guidelines, e.g. appendicitis
District hospital	Develop discharge plan, empower patients and families, home visit, provide context-based learning to subdistrict health facilities
CoC Unit	Coordinate, develop database, data analysis, monitoring & feedback



Integration of Care through DHSA



District Health System

(THPH= Tambon Health Promoting Hospital)

Unity district team
Resource sharing
One District One Project
Peer appreciation driven
More autonomous
Drive by rural doctors
20->40->200 districts

A large, light gray speech bubble graphic is centered on the page. Inside the bubble, there is a large white cross in the center, surrounded by a circular arrangement of hands holding each other. The text "Thank You" is written in a bold, blue font across the middle of the cross.

Thank You

