

# INFORMATION TECHNOLOGY FOR UNIVERSAL HEALTH COVERAGE (IT4UHC)

25 - 27 September 2013  
Manila, Philippines

## Background

2010 was the year where a big push towards Universal Health Coverage (UHC) was made. Many key events contributed to the heightened awareness of urgently extending health coverage and financial protection, especially to the most vulnerable groups. Key among these events was the launch of the 2010 World Health Report entitled "Health System Financing: The Path to Universal Coverage". The objective of reforming health systems to achieve universal health coverage is now very high on the agendas of many governments of developing countries and also development partners. Many countries around the world are exploring the introduction of a national social health insurance scheme as a strategy towards achieving UHC.

As countries start to implement these strategies, a key obstacle will be operationalizing these political commitments. A well designed social health insurance scheme cannot function without a good operating system. In Indonesia for example, the Jamkesmas scheme must handle almost 75 million beneficiaries and 1,100 service providers while the RSBY scheme in India has 120 million beneficiaries and over 4,000 service providers. The sheer volume of work and the complexity behind managing beneficiaries, claims (audit, payments), accounting and finance makes operating without the help of Information Technology (IT) impractical or even impossible. Besides enhanced work efficiency, operations based on a computerized system could also help prevent fraud and allow better financial management. There are many other advantages of operating a social health protection scheme based on a computerized system such as increased transparency, improved planning and better decision-making based on accurate & timely data.

Against this backdrop, multiple development partners are coming together to support a conference on the topic IT4UHC. This conference is aimed at bringing this important topic to the attention of policy makers and health sector stakeholders working to achieve Universal Health Coverage and to highlight success stories which could be emulated. Directly preceding this event will be the annual meeting of the Asia eHealth Information Network (AeHIN) held in the same venue (23-24 September) with eHealth topics of interest addressed interlinked with the IT4UHC event.

## Objectives

1. Encourage policy debate on operationalization of UHC strategies with IT; at both the international and national level
2. Promote strategic thinking on use of and build regional networks on IT for UHC, capitalizing on the existing ones such as AeHIN and the Joint Learning Network
3. Sharing of regional experiences on how to plan, implement and continuously operate IT systems for social health insurance, including challenges faced and lessons learned during the different levels of development
4. Explore needs, contributions and what can be done regionally for country-level impact
5. Harmonize development assistance efforts

## Profile of Participants

- 10-12 countries (3-5 participants from each, totalling 50 – 60 participants) consisting of:
  - Key government officials involved in planning for or regulating social health protection (Health, Social Welfare, Finance, ICT Ministries)
  - Social Health Insurance Agencies
  - Academic institutions (health informatics, health financing)
- Multilateral agencies and Donors (20-30 participants)

## PROGRAM

Time	Day 1				
09:00	<p><b>Welcome</b></p> <ul style="list-style-type: none"> <li>• <b>Emcee: Portia Marcelo</b>, Director, National Telehealth Center</li> </ul>				
09:10	<p><b>Opening Remarks</b></p> <ul style="list-style-type: none"> <li>• <b>Hon. Enrique Ona</b>, Secretary, Department of Health, Republic of the Philippines</li> <li>• <b>Alexander Padilla</b>, President and Chief Executive Officer, Philippine Health Insurance Corporation</li> <li>• <b>Julie Hall</b>, WHO Representative to the Philippines</li> <li>• <b>Jennifer Hennig</b>, Social Protection Division, Gesellschaft für Internationale Zusammenarbeit (GIZ)</li> </ul>				
09:30	<p>Introduction to the program and process &amp; introduction of participants</p> <ul style="list-style-type: none"> <li>• <b>Jost Wagner</b>, Lead Facilitator, The Change Initiative</li> </ul>				
09:50	<p><b>Plenary Presentation 2:</b> The importance of IT for a country's Social Health Insurance</p> <ul style="list-style-type: none"> <li>• <b>Annie Chu</b>, Health Care Financing Unit, WHO Regional Office in the Western Pacific Region</li> <li>• <b>Jyotsna Chikersal</b>, Health Situation and Trends Assessment Unit, WHO Regional Office in the South East Asia Region</li> </ul>				
10:40	Coffee Break and Group Photo				
11:10	<p><b>Plenary Presentation 3:</b> Overview of the IT4UHC continuum, the situation in Asia on Technical Assistance Needs</p> <ul style="list-style-type: none"> <li>• <b>Caren Althausen</b>, PATH</li> </ul>				
11:40	<p><b>Expert Talk:</b> How did IT4UHC start for your country? Philippines, South Korea, Thailand, Ghana</p> <ul style="list-style-type: none"> <li>• <i>Moderator:</i> <b>Alvin Marcelo</b>, Chair, Asia eHealth Information Network</li> </ul> <p>Introduction of the Learning Cafes</p>				
12:45	Lunch				
14:00	<p><b>Learning Cafe Round 1</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tbody> <tr> <td style="width: 25%; padding: 10px;"> <p>National eGov Architecture and its impact on IT4UHC systems,</p> <p><b>Chae Young Moon</b>, KOICA</p> </td> <td style="width: 25%; padding: 10px;"> <p>Use of Smart Cards for beneficiary management in SHI schemes</p> <p><b>Nishant Jain</b>, <i>Rashtriya Swasthya Bima Yojana (RSBY, National Health Insurance Programme), India</i></p> </td> <td style="width: 25%; padding: 10px;"> <p>The role of Hospital Information System in IT4UHC and using OpenMRS,</p> <p><b>Paul Biondich</b>, <i>Regenstrief Institute</i></p> </td> <td style="width: 25%; padding: 10px;"> <p>Standards &amp; Interoperability in relation to IT4UHC,</p> <p><b>Derek Ritz</b>, <i>ecGroup</i></p> </td> </tr> </tbody> </table>	<p>National eGov Architecture and its impact on IT4UHC systems,</p> <p><b>Chae Young Moon</b>, KOICA</p>	<p>Use of Smart Cards for beneficiary management in SHI schemes</p> <p><b>Nishant Jain</b>, <i>Rashtriya Swasthya Bima Yojana (RSBY, National Health Insurance Programme), India</i></p>	<p>The role of Hospital Information System in IT4UHC and using OpenMRS,</p> <p><b>Paul Biondich</b>, <i>Regenstrief Institute</i></p>	<p>Standards &amp; Interoperability in relation to IT4UHC,</p> <p><b>Derek Ritz</b>, <i>ecGroup</i></p>
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15:00 Coffee Break

15:30 **Learning Cafe Round 2**

Engineering Work Process of SHI Schemes – Experience from JLN Generic Requirements & CRDM <b>Kate Wilson, PATH</b>	Introduction to an eClaims System & Possible Efficiency Gains <b>Perry Nelson, National Health Insurance Authority, Ghana</b>	eHealth and National Health Account for the Efficiency of UHC, <b>Jeong Hyoung-Sun, KOICA</b>	Standardizing Terminologies through Health Data Dictionary, <b>Khadzir Sheikh Ahmad, Ministry of Health, Malaysia</b> <b>Cees Hesp, PharmAccess</b>
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16:30 **Plenary wrap up of the day, Outlook of Day 2**

17:00 End

18:30 **Dinner Reception**

(Meet at lobby, bus departs precisely at 18:40)

**Day 2**

09:00 **Plenary Presentation 4:** Thailand HIS & HIT: Before and After 10 years of Implementing Universal Health Care Scheme

- **Boonchai Kijsanayotin, Health Systems Research Institute-Ministry of Public Health, Thailand**

09:30 Introduction of Marketplace

09:45-11:00 **Innovation Marketplace**

- OpenMRS Software Demonstration, **Paul Biondich, Regenstrief Institute, USA**
- DHIS2 Software Demonstration, **Knut Staring, University of Oslo, Norway**
- How Thailand Implements and Chooses Health Data Standards, **Boonchai Kijsanayotin, Health Systems Research Institute-Ministry of Public Health,**
- JLN Tools: Software for UHC Directory (SW4UHC) and Open Health Data Dictionary, **Cees Hesp, PharmAccess, and Caren Althausen, PATH**
- Developing Health Information Exchange in the Philippines, **Jovita Aragona, Department of Health, The Philippines**
- Integrating the Healthcare Enterprise (IHE), **Derek Ritz, ecGroup**
- Open Health Information Exchange (OpenHIE), **Shaun Grannis, Regenstrief Institute, USA**
- Introduction to the DRG system and the Need for a Computerized Processing Environment, **Syed Aljunid, United Nations University, Institute for Global Health**
- Improving Membership Engagement through Call Centre Services, **Delio Aseron, Philippine Health Insurance Corporation**

Coffee break after first session

11:45 Lunch

12:30 **Site Visit Briefing**

12:45	Departure for Site Visits	
to		
16:30	<b>Site 1: National Kidney and Transplant Institute</b> PhilHealth's Online Services <i>and</i> Hospital IT Strategy Hospital Tour	<b>Site 2: Quirino Memorial Medical Center</b> PhilHealth's Online Services <i>and</i> Hospital IT Strategy Hospital Tour
17:30	Arrival back at the hotel	

### Day 3

09:00	<b>Meet the Experts</b>	
10:00	<b>Plenary Presentation 5:</b> Provider Payment Reform and Information Technology Systems: A chicken and egg question for national health insurance programs, <ul style="list-style-type: none"> <li>• <b>Kate Wilson, PATH</b></li> </ul>	
10:30	Coffee Break	
11:00-12:30	<b>Meet the Experts 2</b>	
12:30	Lunch	
14:00	<u>Individual country breakout session</u> What's next for my country? What do we need help on?	<u>Development Partners Session</u> Mapping efforts to country needs
15:30	Coffee Break	
16:00	<b>Gallery Walk</b> (Output of Countries & Development Partners)	
17:00	<b>Closing Session</b> (Host country, AeHIN, and participants)	

