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Survey & Analysis: IT4UHC Challenges and Opportunities for South-South Collaboration
Kick-off Workshop
Bangkok, 16-17 May 2013

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.

Study – IT for UHC Technical Assistance Needs of Countries

Because of this rationale, GIZ Social Protection division through the initiative "Global Alliances for Social Protection" is commissioning this survey and analysis. PATH, a health NGO based in the USA has been engaged to conduct a survey on status of development and determine needs for technical assistance on the topic in the following countries where GIZ is working:

- Bangladesh
- Cambodia
- Indonesia
- Mongolia
- Nepal
- Pakistan

Additionally, the study will include the following countries but with a different interest; to what degree would these countries be willing to share their experience and knowledge through a south-south learning initiative. Also, what are the enabling mechanism which may promote sharing of experience and knowledge from these more advanced countries? The identified resource countries are:

- India
- Philippines
- Thailand
- Taiwan
- S. Korea

Kick Off Workshop

In conjunction with the initiative, representative from each country comprising of GIZ project staff and up to two suitable counterparts are invited to attend the kick-off workshop.

Workshop Objectives:
- To provide information and orientate stakeholders on the study.
- Jointly identify additional stakeholders within each country who could be approached for providing further information to the survey.
- Develop information collection strategy in consensus with in-country participants for each country and determine assistance that can be provided by GIZ in-country project staff member.

AGENDA

16-17 May 2013

Hotel Marriott Sukhumvit Park, 90 Sukhumvit Soi 24; Klong Toey, Bangkok 10110

Day 1: 16 May 2013	
Time	**Session**
08:30	Registration of participants
09:00	Opening, *Kelvin Hui & Jennifer Hennig, GIZ*
09:05	Introduction of the moderator & participants, *Jost Wagner*
09:30	Introduction to the IT4UHC TA survey, *Kelvin Hui & Kate Wilson*
10:00	Case study on IT4UHC – Thailand, *Dr. Yolsilp Suchonvanich, National Health Security Office*
10:30	Coffee Break
10:50	Case study on IT4UHC – S. Korea, *Jeong-sik Yoon, Health Insurance Regulatory Authority*
11:20	The protection and use of Big Data in S. Korea, *Dr. So Yoon Kim, Yonsei University*
11:50	Case study on IT4UHC – Taiwan, *Dr. Sun-Hua Chen, Bureau of National Health Insurance*
12:30	Network Lunch
13:45	Case study on IT4UHC – India, *Dr Nishant Jain, GIZ India*
14:15	Initial survey findings & issues spotlight, *Caren Althauser, PATH*
14:30	Breakout session: *Country reflections on case studies.* **Purpose**: Discuss which are the most pressing IT issues for my country's development towards UHC (e.g. Health Data Dictionary, Adopting Standards & Interoperability, IT4UHC policy/strategic plan, data security & patient privacy, work processes improvement; eClaims, Beneficiary Mgt, Provider Mgt, Business Intelligence Tools, etc)? **Outcome**: Top 3 most popular issues to be taken up for a deep dive **Clustering of countries**: <table><tr><td>Group 1 o Nepal o Indonesia o Thailand</td><td>Group 2 o Mongolia o India o Taiwan</td><td>Group 3 o S. Korea o Pakistan o Bangladesh o Philippines</td></tr></table>
15:15	Coffee Break
15:30	Presentation in the plenary by the 3 groups
15:50	Breakout session: *Sharing experience & lessons learned on identified top 3 topics* **Method** • random grouping • Discuss what experience does my country has in addressing the top 3 most pressing issues identified in the previous session. • Groups conclude the take home message without plenary presentation
16:30	Presentation in the plenary by the 3 groups
16:50	Wrap up of day
17:00	End

Day 2: 17 May 2013	
Time	**Session**
09:00	Outlook for the day, *Jost Wagner*
09:10	Breakout session: *IT4UHC Country Stakeholder Mapping* **Method** • 11 individual country groups • Stakeholder Mapping tool (briefing will be provided) • GIZ in-country colleagues will facilitate their country teams
10:00	Plenary presentation of country's stakeholder map (As example, 3 volunteer countries only)
10:30	Coffee Break
11:00	Breakout session: *Explore Technical Assistance Needs* **Method** • Breakout to 3 groups <table><tr><td>Group 1 o Nepal o Indonesia o Thailand</td><td>Group 2 o Mongolia o India o Taiwan</td><td>Group 3 o S. Korea o Pakistan o Bangladesh o Philippines</td></tr></table>• Guiding questions: - How are we developing IT4UHC capacity in our country now, and what more can be done? - Which kind of mechanism to share knowledge on IT4UHC is currently available from my country?? - Identification of possible "regional" initiatives
12:00	Presentation in the plenary by the 3 groups
12:45	Next steps in the TA needs survey, *Caren Althauser & Kate Wilson, PATH*
13:15	End of workshop & Lunch

Side meetings		
Date/Time	**Participation**	**Details**
15 May 13 13:30 -15:00	GIZ staffs	• Mutual updating on in-country activities & explore synergies • Regional HCD initiative on H. Financing • Develop community of practice and enhance communication
15 May 13 15:00 – 16:00	GIZ in-country staffs & PATH	• Detailed briefing on initiative & workshop • Next steps for the survey (beyond Bangkok) • Assistance required from GIZ in-country staffs
16 May 13 17:00 -18:15	GIZ, Koica, AeHIN (Boonchai Kijsanayotin & Portia Marcelo), Jost Wagner	• Detailed planning for the summer IT4UHC conference in Manila