

Health service and Quality Assurance

National Health Security Office

Thailand

25/11/2013

“Quality” in National Health Security Act

1. Enrollment of health care unit and network (Section 44)
2. Standard of health service (Section 18 (1))
3. Duty of the health care unit (Section 45)
4. Standard and Quality Control Board (Section 50-51)
5. Standard control and complaint management in service and standard of care (Section 57-62)

NHSO actions towards quality assurance

- 1. Health care facility Enrollment**
- 2. Promote Hospital accreditation**
- 3. Financial mechanism**
 - Financial incentive for quality improvement**
 - Disease management program and central reimbursement**
- 4. Satisfaction Survey**
- 5. Audit system**
- 6. Complaint management**

National regulation

- Hospital registration
- Professional Licensing / regulation

Condition of participation:

- (a) The Health Facility must be in compliance with applicable Hospital laws
 - (1) Licensed; or
 - (2) Approved as meeting standards for established by the Ministry of Health
- (b) The Health Facility must assure that personnel are licensed or meet other applicable standards

Health facilities in universal coverage

in FY 2011

Sector	Facility	unit	bed
Public	University hospital	15	8,792
	Regional hospital	25	17,233
	Provincial hospital	69	22,585
	District hospital	736	28,366
	Health Center	10,848	-
Private	Private hospital	322	33,678
	Private clinics	4346	-
	Drug stores	17,017	-

All public sectors

44 enrolled in UC

167 enrolled in UC

Number and distribution of enrolled health facilities in FY2011

NHSO Branch	UC Population	Primary Care Unit (PCU)	UC Population per PCU	Contracting Unit for Primary Care (CUP)	UC Population per CUP	Hospital	Bed	UC Population per bed
Region1	4,187,990	1,257	3,332	115	36,417	112	11,118	377
Region2	2,622,069	708	3,703	54	48,557	52	5,437	482
Region3	2,319,747	649	3,574	52	44,611	50	4,349	533
Region4	3,156,293	943	3,347	100	31,563	77	8,054	392
Region5	3,761,573	1,010	3,724	77	48,852	76	9,395	400
Region6	3,796,748	881	4,310	84	45,199	77	8,476	448
Region7	3,812,182	907	4,203	71	53,693	71	6,491	587
Region8	4,322,008	971	4,451	88	49,114	87	6,165	701
Region9	5,100,427	1,062	4,803	101	50,499	88	7,360	693
Region10	3,553,351	928	3,829	72	49,352	68	5,205	683
Region11	3,458,660	815	4,244	84	41,175	83	7,011	493
Region12	3,898,135	914	4,265	81	48,125	78	7,051	553
Region13	3,596,346	255	14,103	179	20,091	39	15,084	238
Nationwide	47,585,529	11,300	4,211	1,158	41,093	958	101,196	470

Number and distribution of enrolled health facilities in FY2011

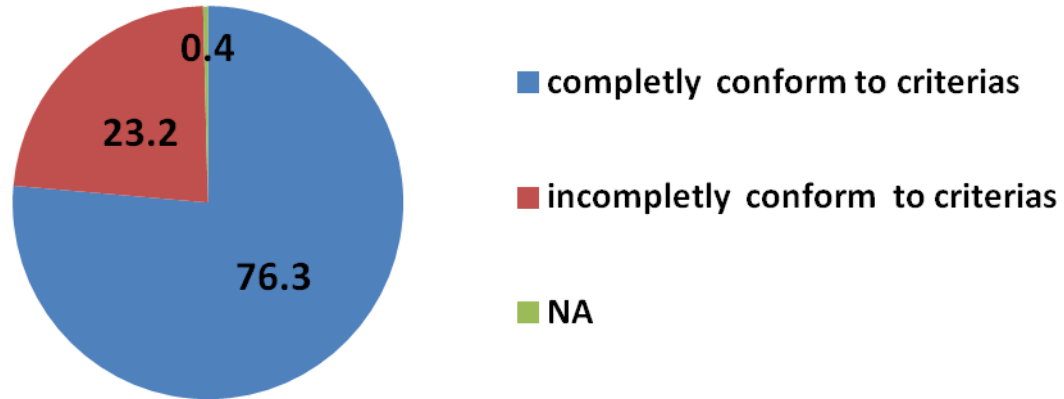
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Enrollment of Health care facilities in UC scheme

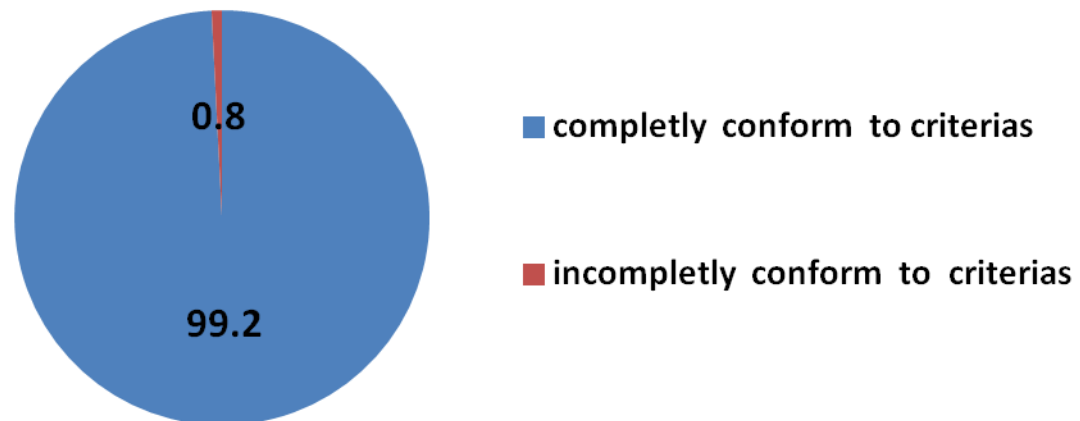
- Entry regulation of health care unit
- Objective : To assess the readiness of health facility and service availability
- Criteria :
 - Facility infrastructure , manpower , equipment , drug ,
Health Service Provision conditions ,management system ,
- When : first enrollment , verify for continuing the contract and routine monitoring
- Cover all type of health service facility from primary care unit to hospital both public and private

Assessment on readiness of health facility in 2011

% Primary care unit

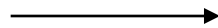


% Hospital

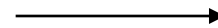


Hospital accreditation in UC

Pre 2002



Start UC 2002



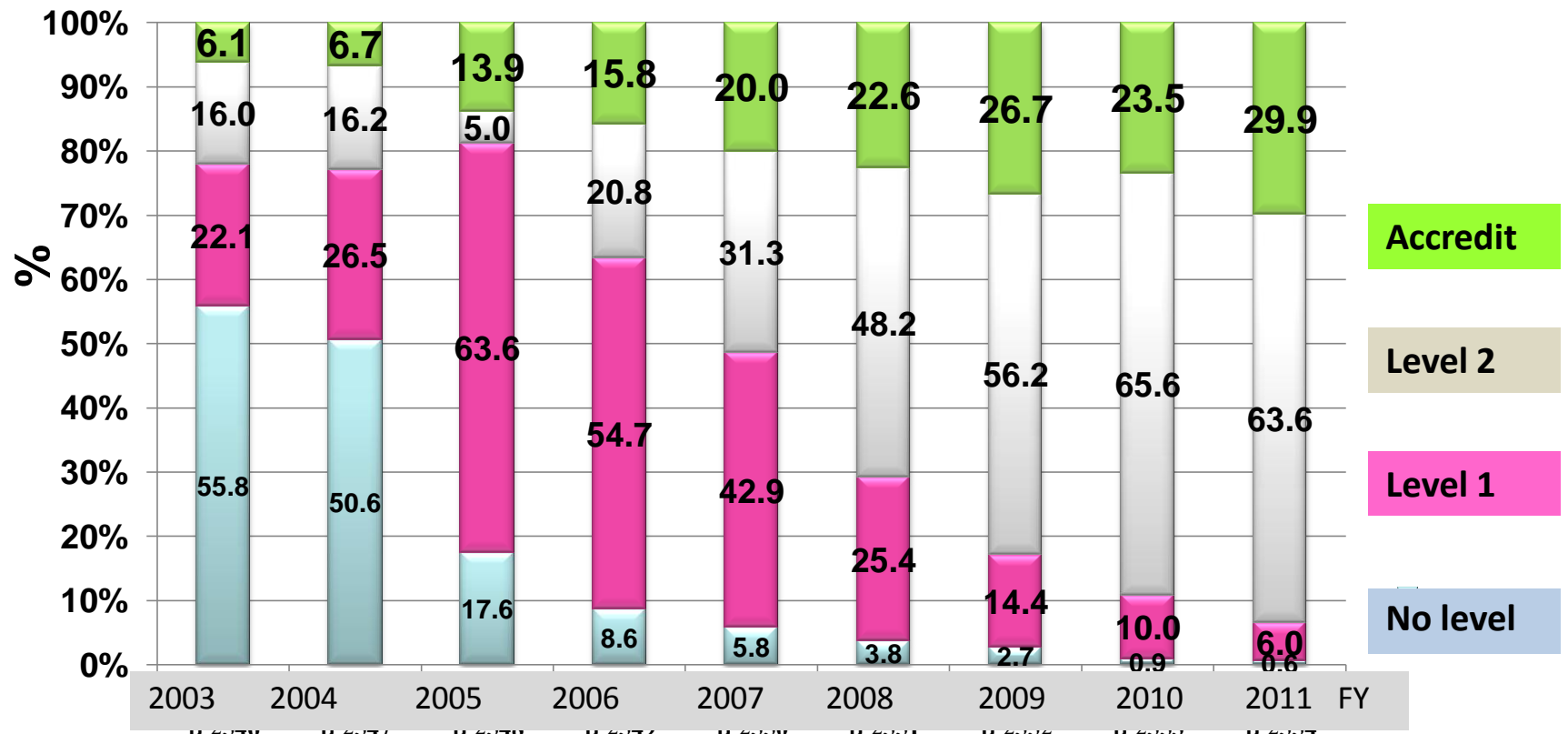
2007 onward

- 1993 Pilot Project on TQM/CQI
- 1996 Announced Hospital Standard
- 1999 Established HA Institute and started to accredit hospital on voluntary basis

- HNSO Project to support development and accreditation for UC hospitals in FY 2002-2006
- HA Institute announce 'The Stepwise Recognition to Hospital Accreditation' in 2002 and 'Patient Safety Goal' in 2006

- 2007 HNSO initiated 'Pay for Quality Performance'
- Hospital accreditation Status (Hospital Accredited, HA Level2, Level1) was one of the indicators in Pay for Quality Performance

The Hospital Accreditation stepwise Recognition of hospitals in UC scheme FY 2003 – 2011



Accredit = hospitals comply with entire standard (hospital + professional standard) and Quality Culture

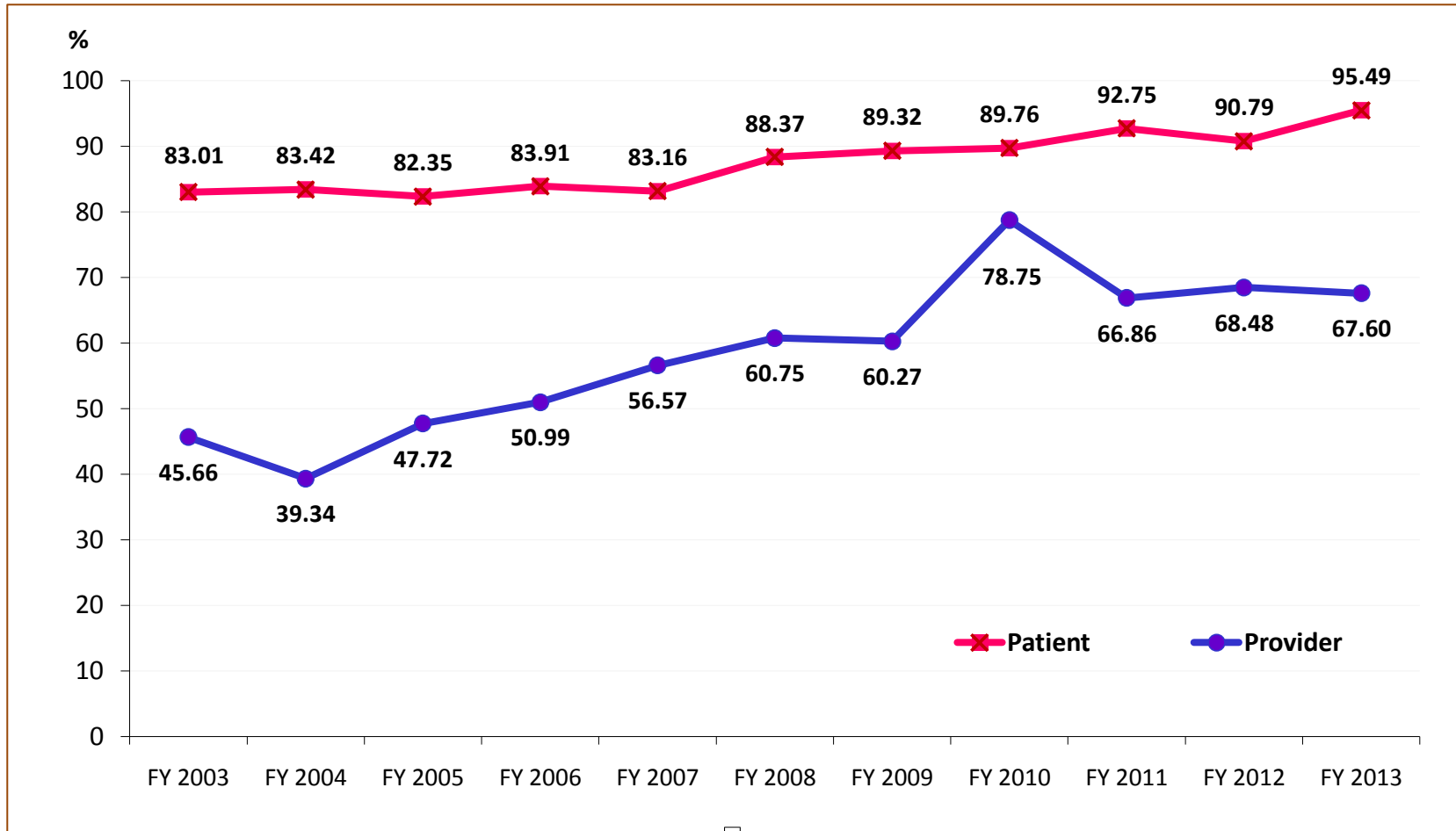
Level 2 = hospitals have quality assurance and continuous quality improvement focus on key process

Level 1 = hospitals have quality review for Risk prevention

No level = not certified

Patient & Provider Satisfaction Survey

FY. 2003-2013



**Source : Patient satisfaction survey , Provider satisfaction survey
ABAC Poll Research Center , Assumption University**

Patient satisfaction towards quality of health service

Average satisfaction level from 10

Quality issue	FY 2011	FY 2012	FY 2013
Quality of the doctor treatment	8.80	8.44	8.67
Quality of nursing care	8.48	8.05	8.45
Quality of other health services	8.47	7.91	8.30
Drug and Pharmaceutical service	8.50	8.21	8.53
Medical instrument and equipment	8.63	8.21	8.43
Convenience to get hospital service	8.08	7.44	8.21
treatment outcome	8.57	8.18	8.52



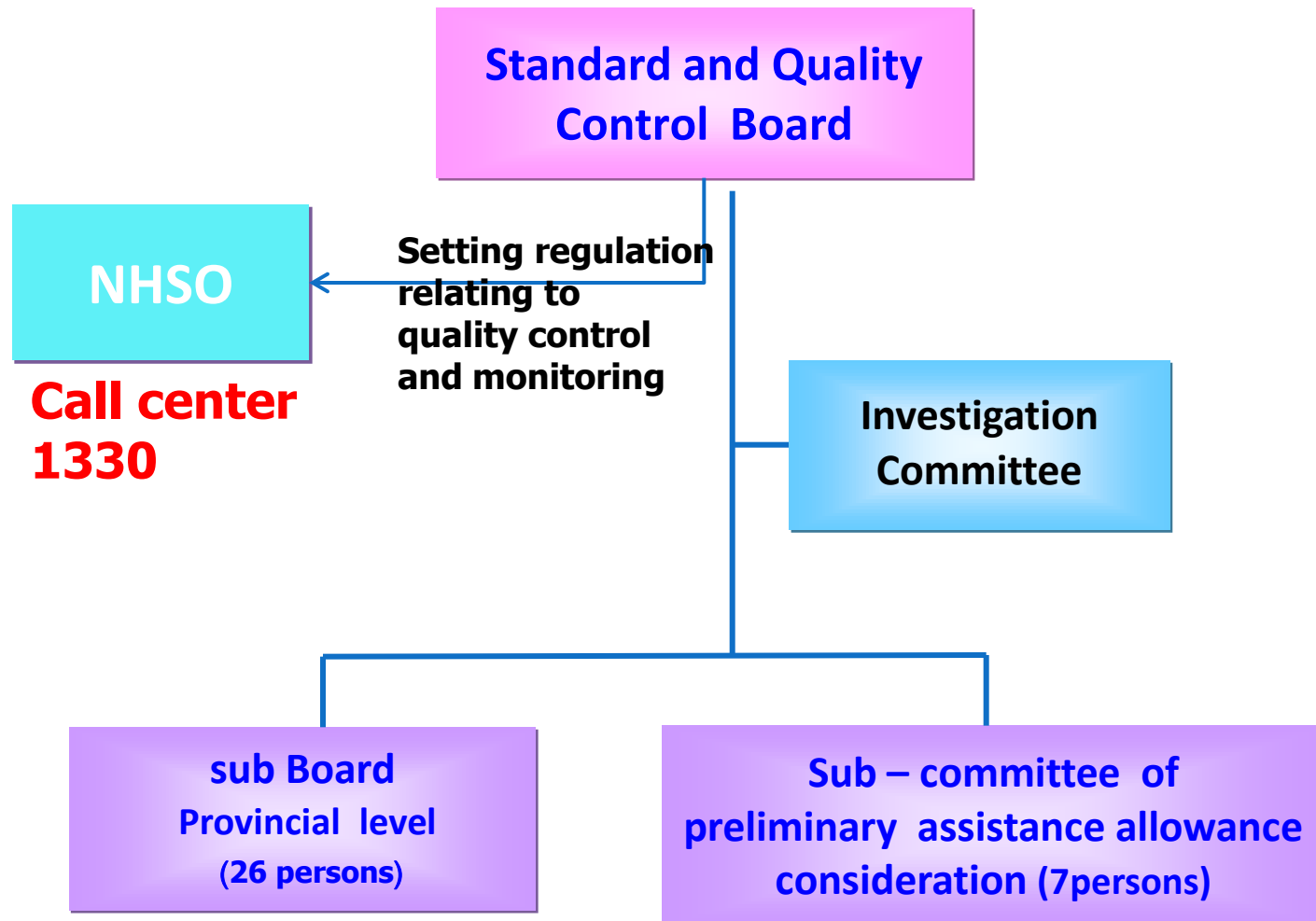
Pay for quality performance

1. Objective : financial incentive to motivate continuous quality improvement
2. Payment method
 - set quality Indicators and performance rating scored
 - assessment
 - pay to hospital according to quality performance (rating score)
- 3 Budget : 20 Bath per UC pop

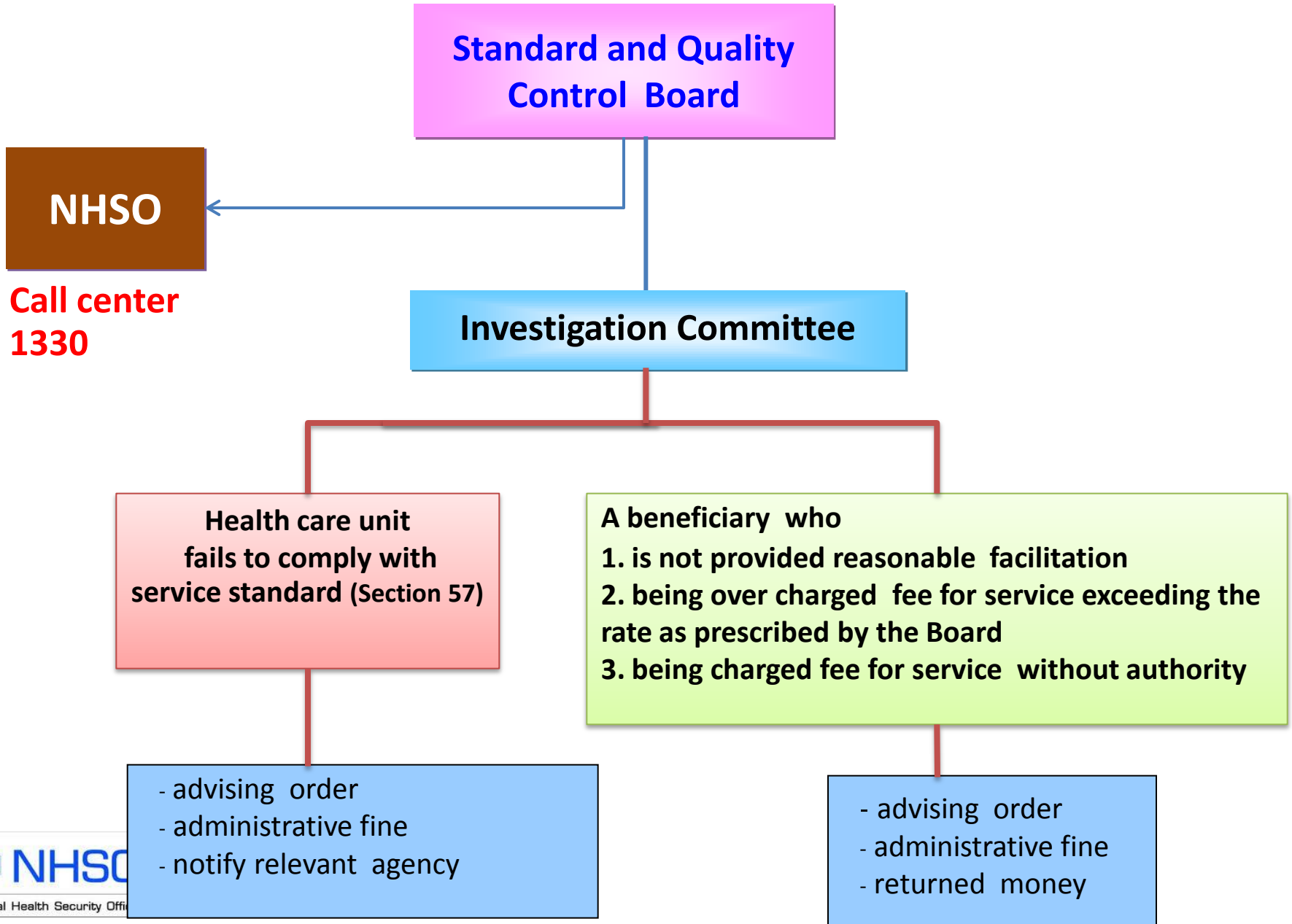
Audit

1. Claim audit
 - Coding audit (proper discharge summary , accurate coding) – 100,000 medical records were audited each year or 1-3% of total medical records, not less than 30 records/hospital
 - Billing audit
2. Completeness and Quality of Medical record
3. Quality of care audit (Medical audit, Medical review)
 - diagnosis and treatment follow standard or guideline
 - the resources utilization

Organization for quality control and consumer protection

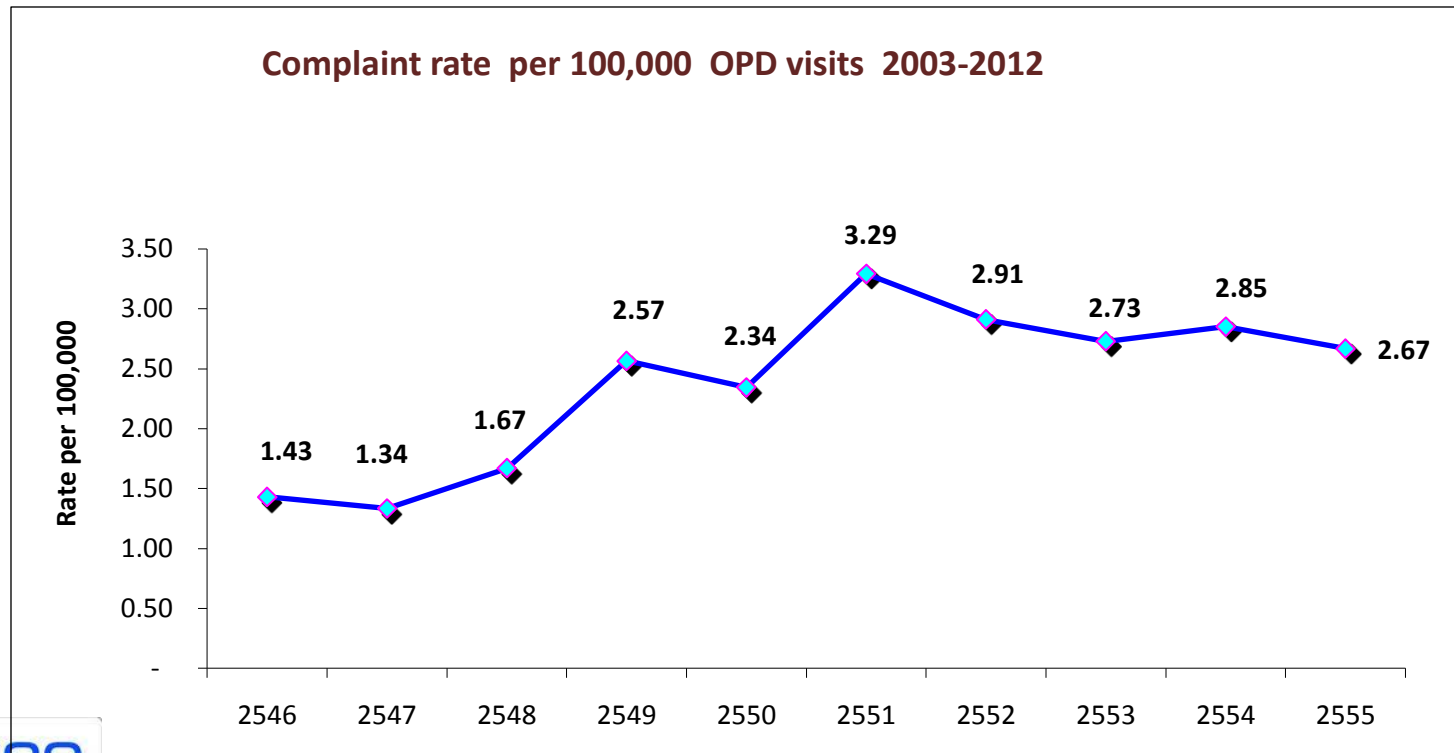


Complaint management



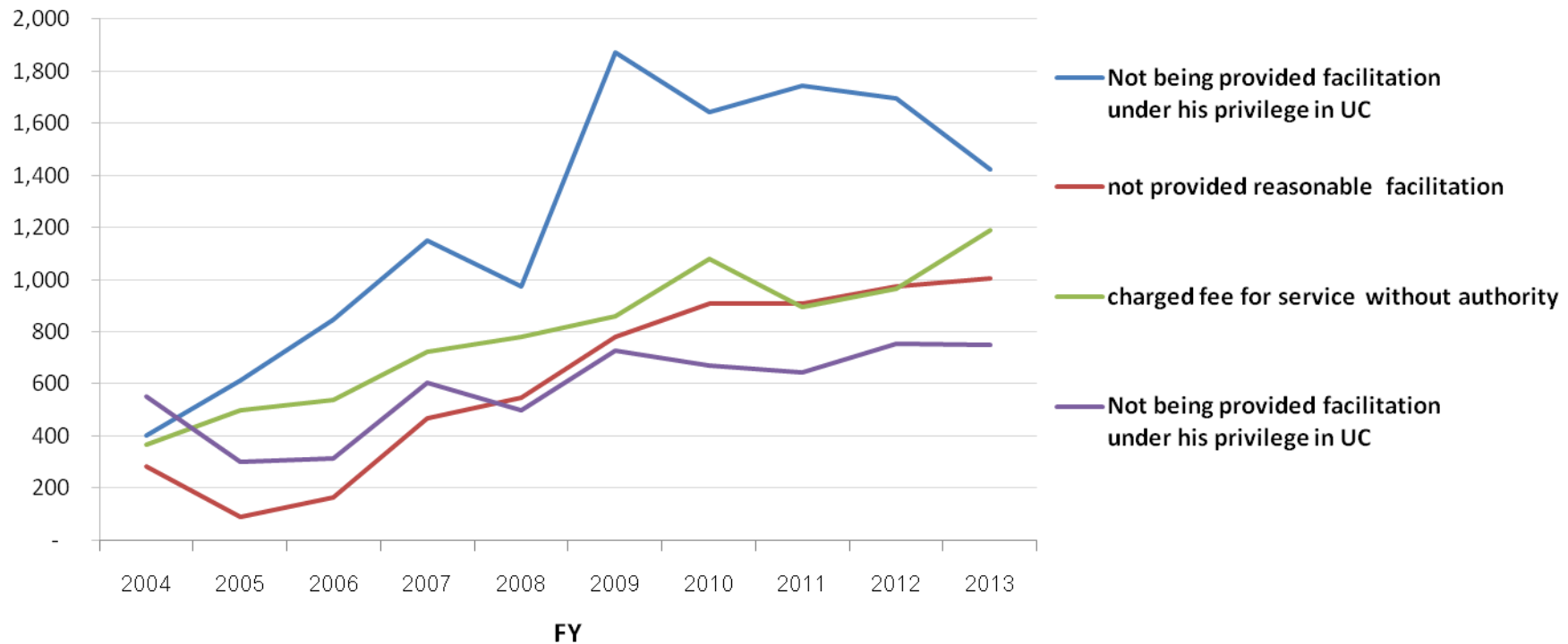
Complaint rate per year in 2003 – 2009 (Section 57,59)

	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
Out-patient (million visit)	111.95	112.49	111.64	114.77	119.29	128.76	147.60	153.40	153.81	163.82
patient complaint (section57,59)	1,602	1,502	1,864	2,945	2,796	4,239	4,298	4,186	4,386	4,370
complaint rate : 100,000 OPD visits	1.43	1.34	1.67	2.57	2.34	3.29	2.91	2.73	2.85	2.67



Complaint Issue of Section 57, 59

No of cases



Sawasdee Krub

