

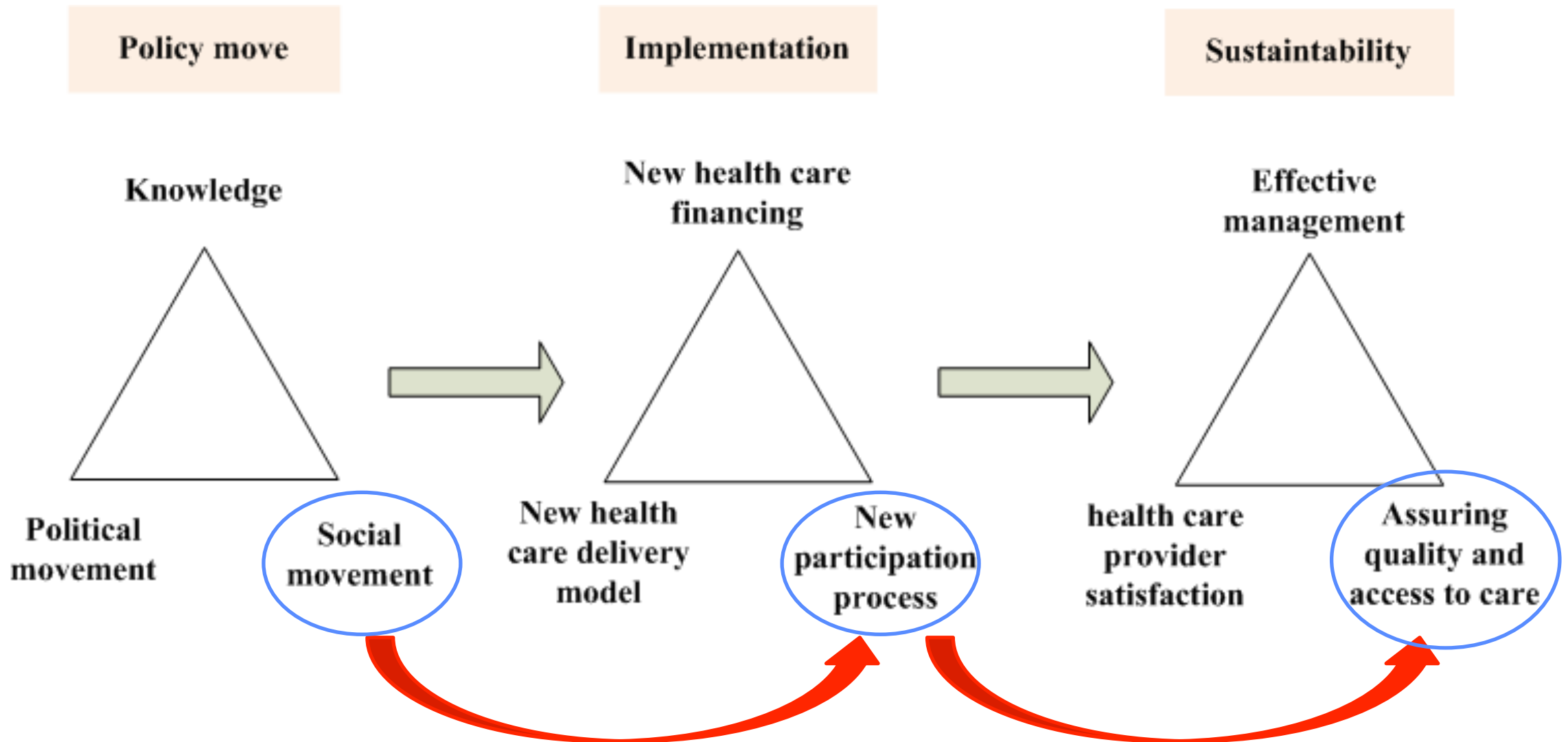
Country experience with social participation



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Triangle that moves the mountain in UHC

(Social participation)



Social participation process

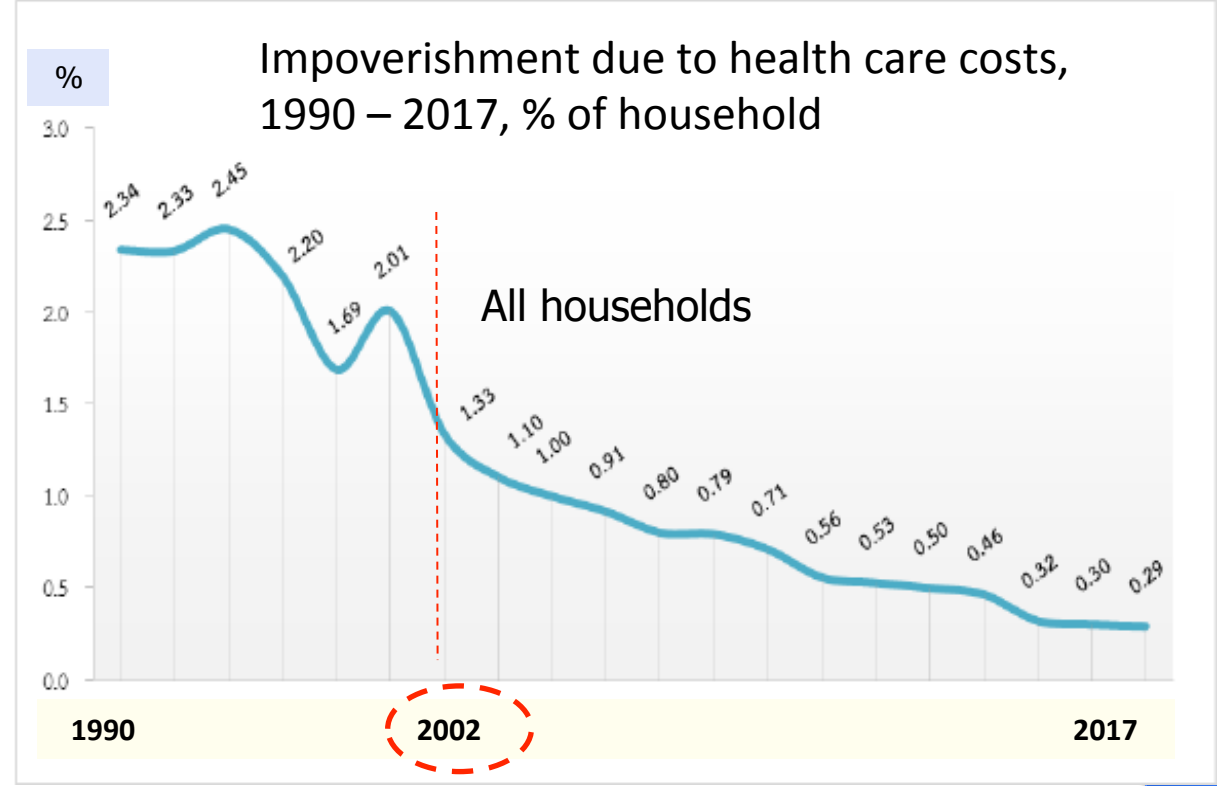
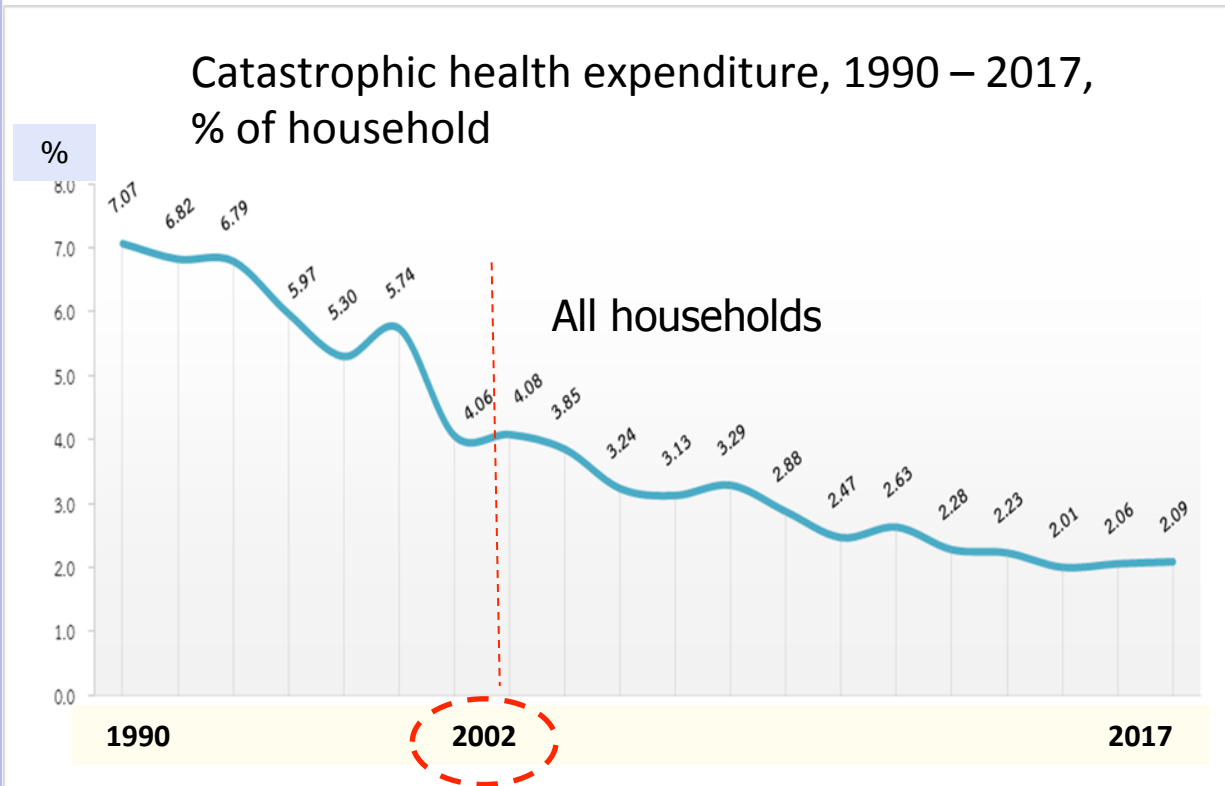
(National Health Security Act 2002)

- ❑ 5 of 30 seats in board member
 - Subcommittees eg Benefit package, finance
- ❑ Public hearing every year
 - Benefit package, Access
 - Financial issue
- ❑ Set up governance for people complaints
 - In community
 - In hospital (support no fault liability chapter)
 - Call center (24/7, ask question, complaint, find the bed)
- ❑ Support NGO, private sector, community in UHC
 - Prevention & Promotion (P&P) eg. in HIV patients
 - Matching fund with local government for P&P, Rehabilitation
 - Rehabilitation center run by NGO

Assuring quality and access to care

- ❑ Report outcome and problem to cabinet, parliament, senate, public
 - Monitor satisfaction : find the pain points
 - Monitor catastrophic expenditure and Impoverishment from health care expenditure
 - Monitor access of important conditions eg
 - *P&P : CaCx screening, ANC, Vaccination*
 - *Primary care: OP visit, Long term care, social care*
 - *High cost care: RRT, HIV, Cancer, Stroke, AMI*
- ❑ Approved budget by cabinet : What are new benefit each year?
- ❑ Solve complaints within 25 days
- ❑ Monitor effective coverage problems eg. TB, HIV, DM, HT etc

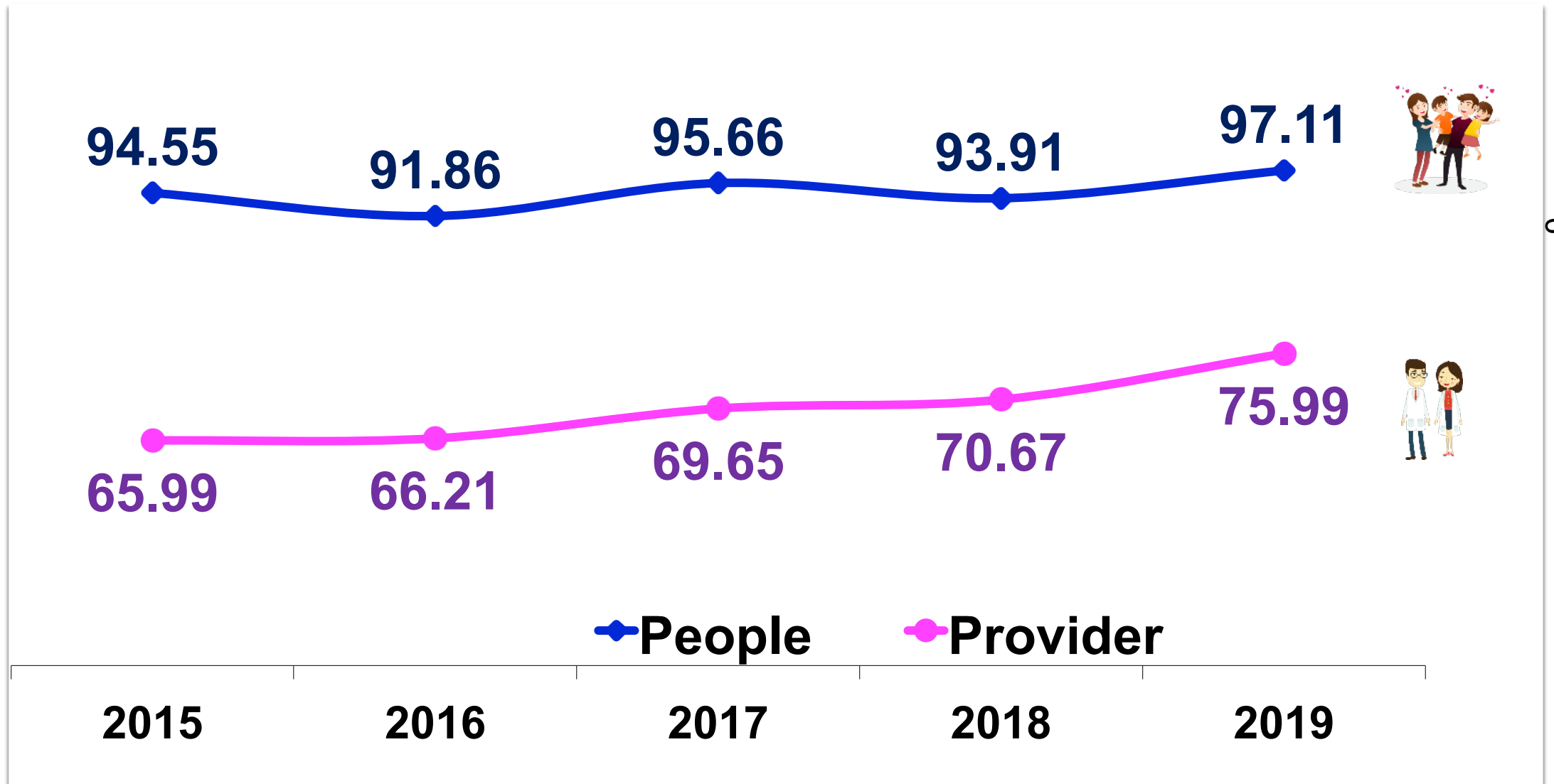
Reduction of catastrophic health expenditure & Impoverishment due to healthcare cost



Source: Limwattananon et al, 2018; Health Welfare and Socio-economic Survey; National Statistic Office



Satisfaction monitoring



From: Satisfaction Survey various year (NHSO)

Thank you



หุดอมรวมเดือร้อช้อย...หุดากหุดอยเพือหนึ่งเดือย :
รวมพล้งสร้องสรุดค์หุดักประกันสุขภพที่ยั้งยึน