Country experience with social participation

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Triangle that moves the mountain in UHC (Social participation)

Policy move  
Implementation  
Sustaintability

Knowledge

Political movement  
Social movement

New health care delivery model  
New participation process

Effective management

health care provider satisfaction  
Assuring quality and access to care

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

Catastrophic health expenditure, 1990 – 2017, % of household

Impoverishment due to health care costs, 1990 – 2017, % of household

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

From: Satisfaction Survey various year (NHSO)
Thank you