

INNOVATION IN MANAGED HEALTHCARE TO ALIGN WITH THE NHI

Prof Praneet Valodia
BPharm, MPharm, PhD
Independent Healthcare Consultant

Cell: 0720707700

pvalodia@pvconsulting.org

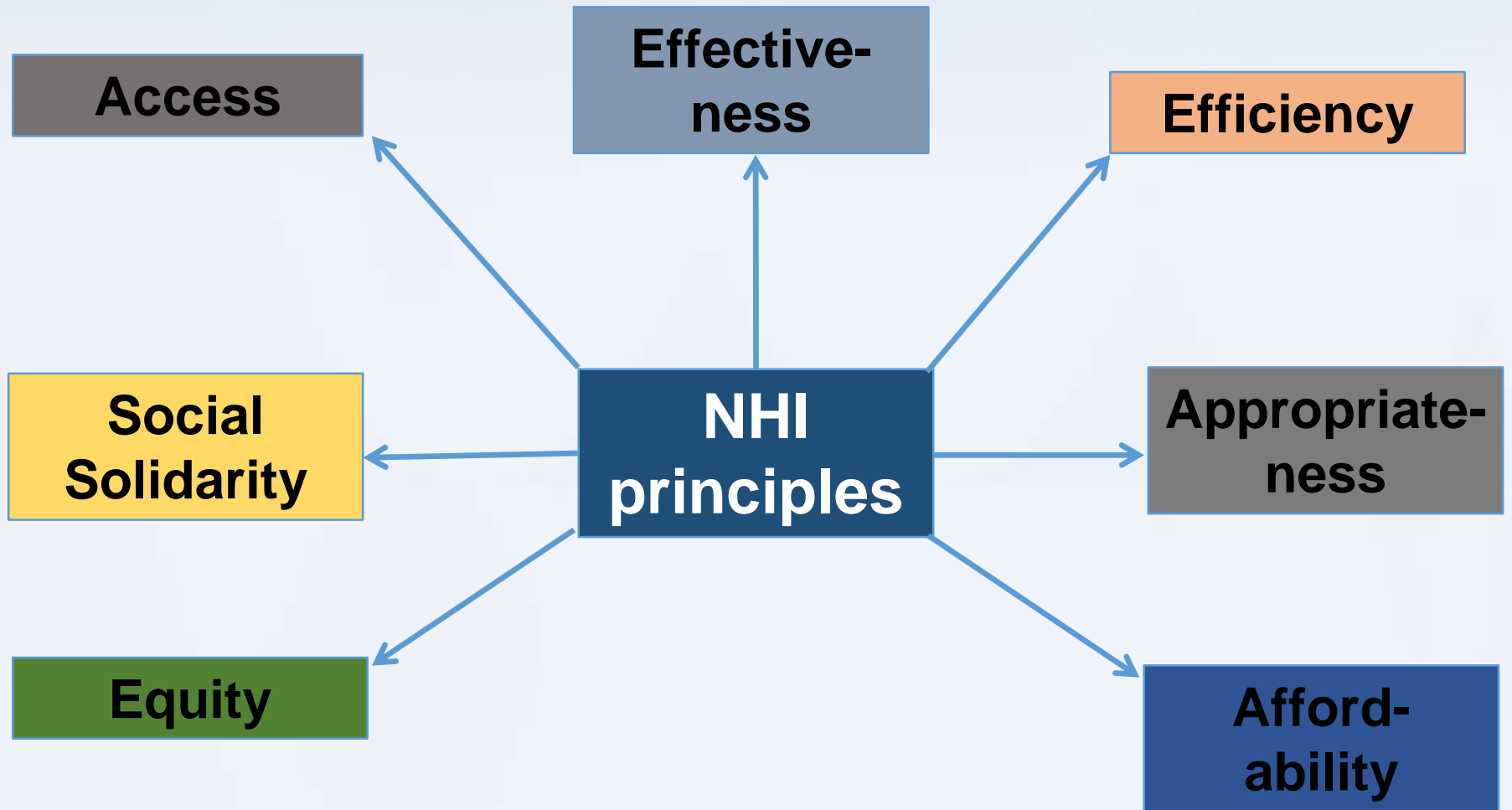
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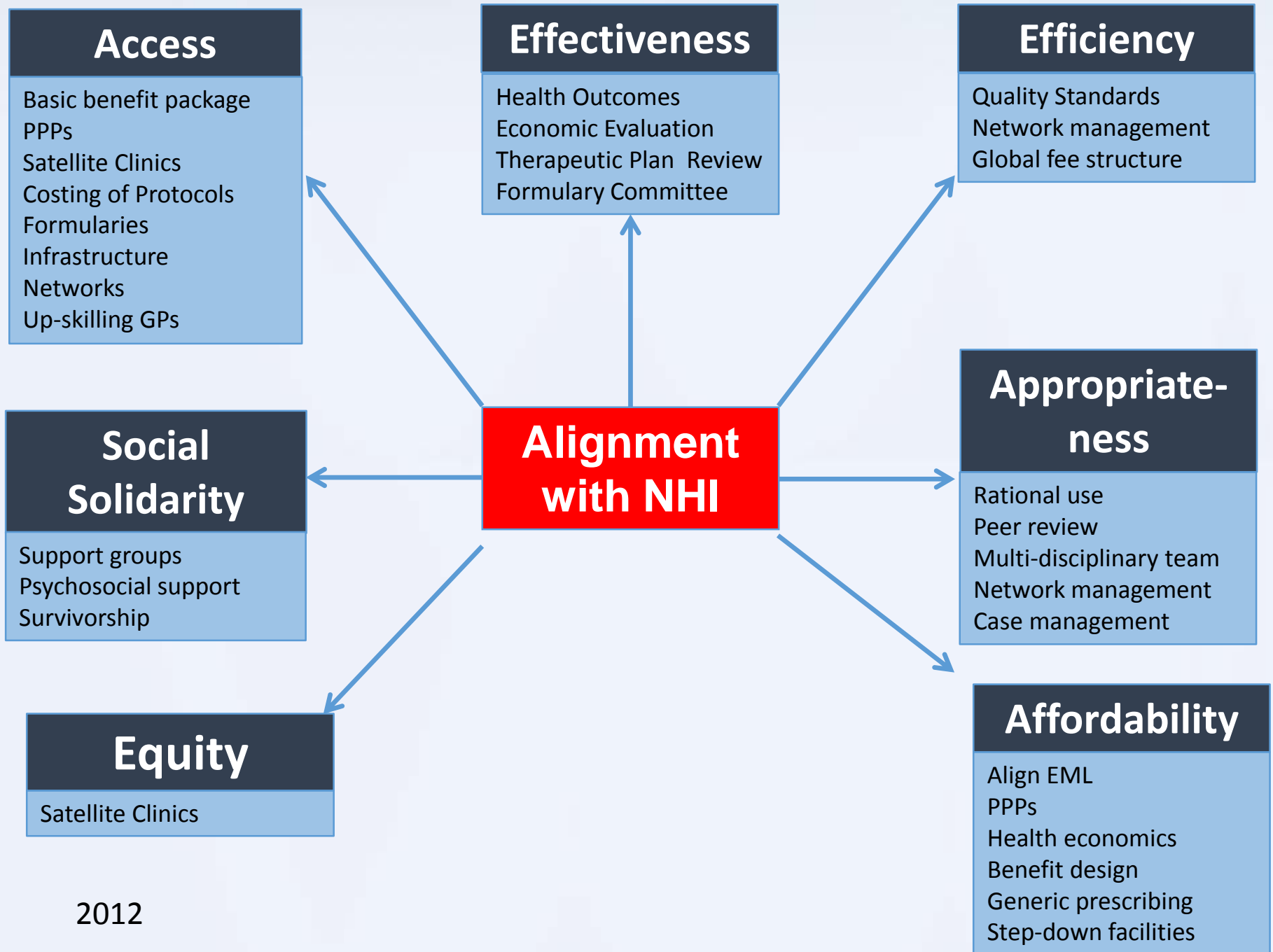
Outline

- NHI principles
- NHI Bill, 2018 and MHC
- Situation analysis of MHC
- Recommendations
- Health outcomes – principles
- Health outcomes measurement – asthma
- Harm reduction
- Concluding remarks

NHI – strategy

- **Complete transformation** of healthcare service provision and delivery, including the healthcare financial model.
- **Total overhaul** of the entire healthcare system, including management systems.
- **Radical change** of administration and management.
- Provision of a **comprehensive package of care** underpinned by re-engineered Primary Health Care.
- Better regulation of **healthcare pricing**.
- Improvement in **quality** of healthcare.





‘Evidently, the private health sector will **not** be sustainable over the medium to long term’.

NHI policy paper, August 2011

National Health Insurance Bill, 2018

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14	implement information management systems to assist in monitoring the quality and standard of health care service.
15	Undertake research on, the monitoring of and the evaluation of the impact of the Fund on national health outcomes.
15	ensure that health care providers, health establishments and suppliers are paid in accordance with the quality and value of the service provided to users at every level of care.
19	be able to provide the services at the lowest possible price without compromising the quality of its services.
34	details of the performance of the Fund in relation to ensuring access to quality health care services in line with the health care needs of the population.
43	Provide an overall assessment of the performance of service providers, health establishments and suppliers.
49	The performance of service providers accredited in terms of this section must be monitored and evaluated as determined by this Act and appropriate sanctions must be applied where there is deviation from contractual obligations.

Situation analysis: MHC

Has managed healthcare care performed in SA?

What evidence do we have that MHC is successful?

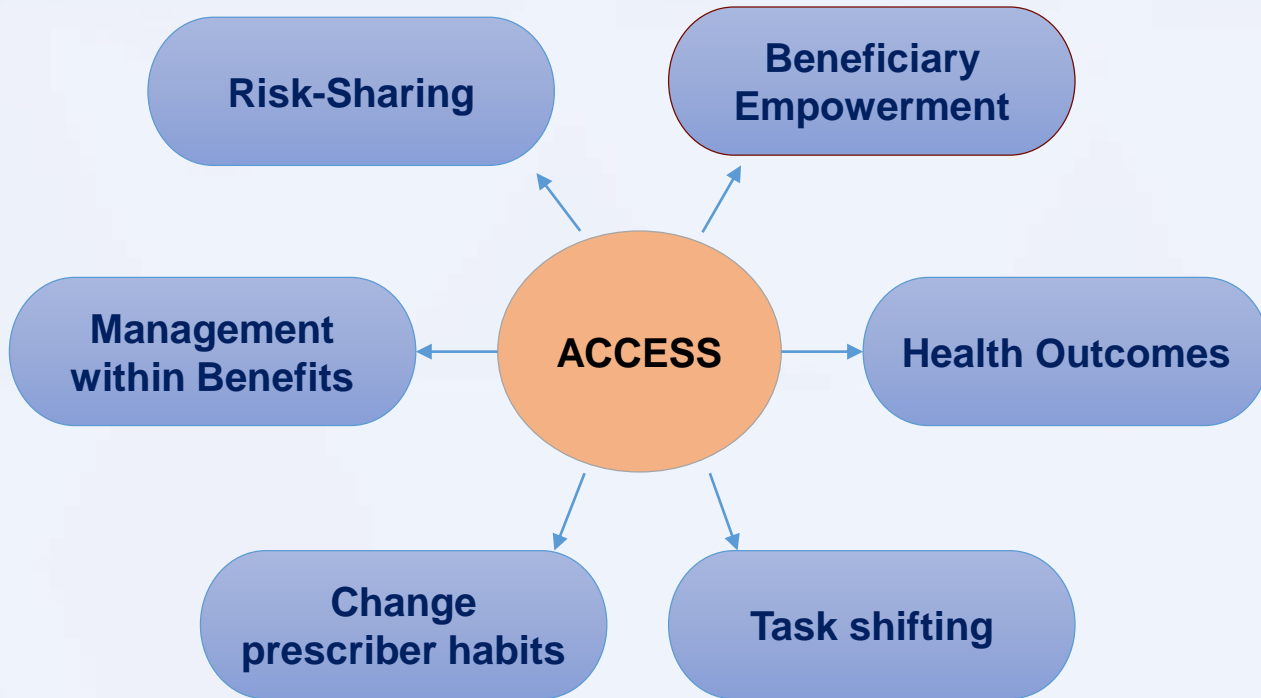
Do we measure health outcomes / measure performance in South Africa?

Definition of MHC

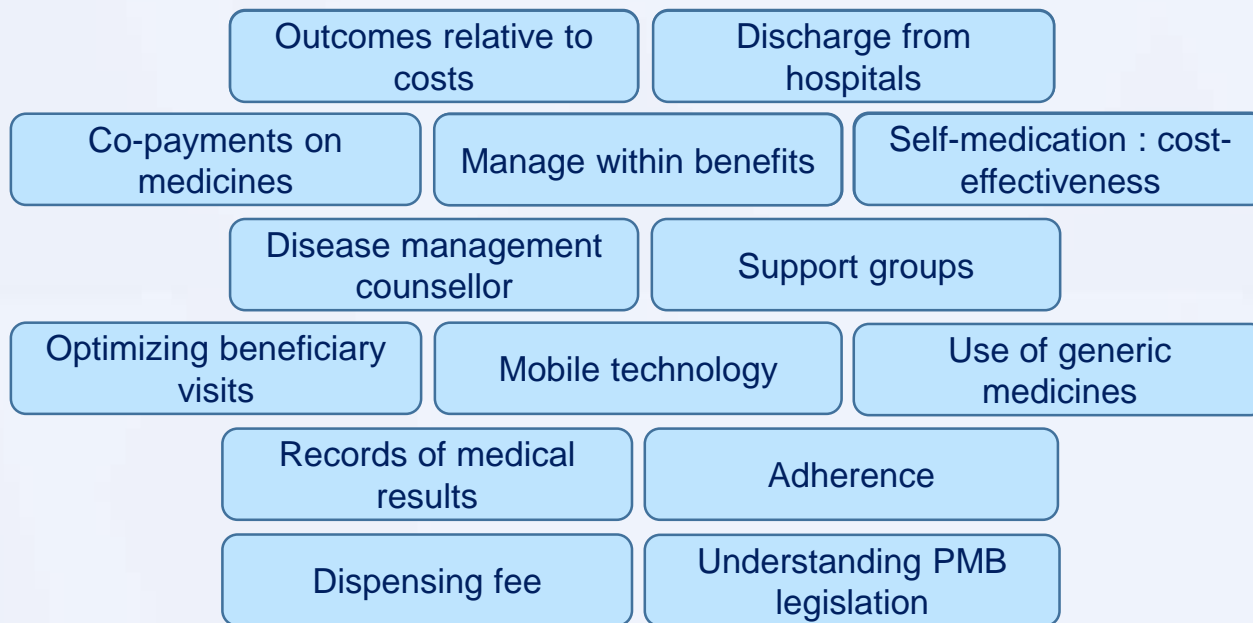
“**managed health care**” means **clinical** and **financial risk** assessment and management of health care, with a view to facilitating **appropriateness** and **cost-effectiveness** of relevant health services within the constraints of what is **affordable**, through the use of **rules-based** and **clinical management-based** programmes.

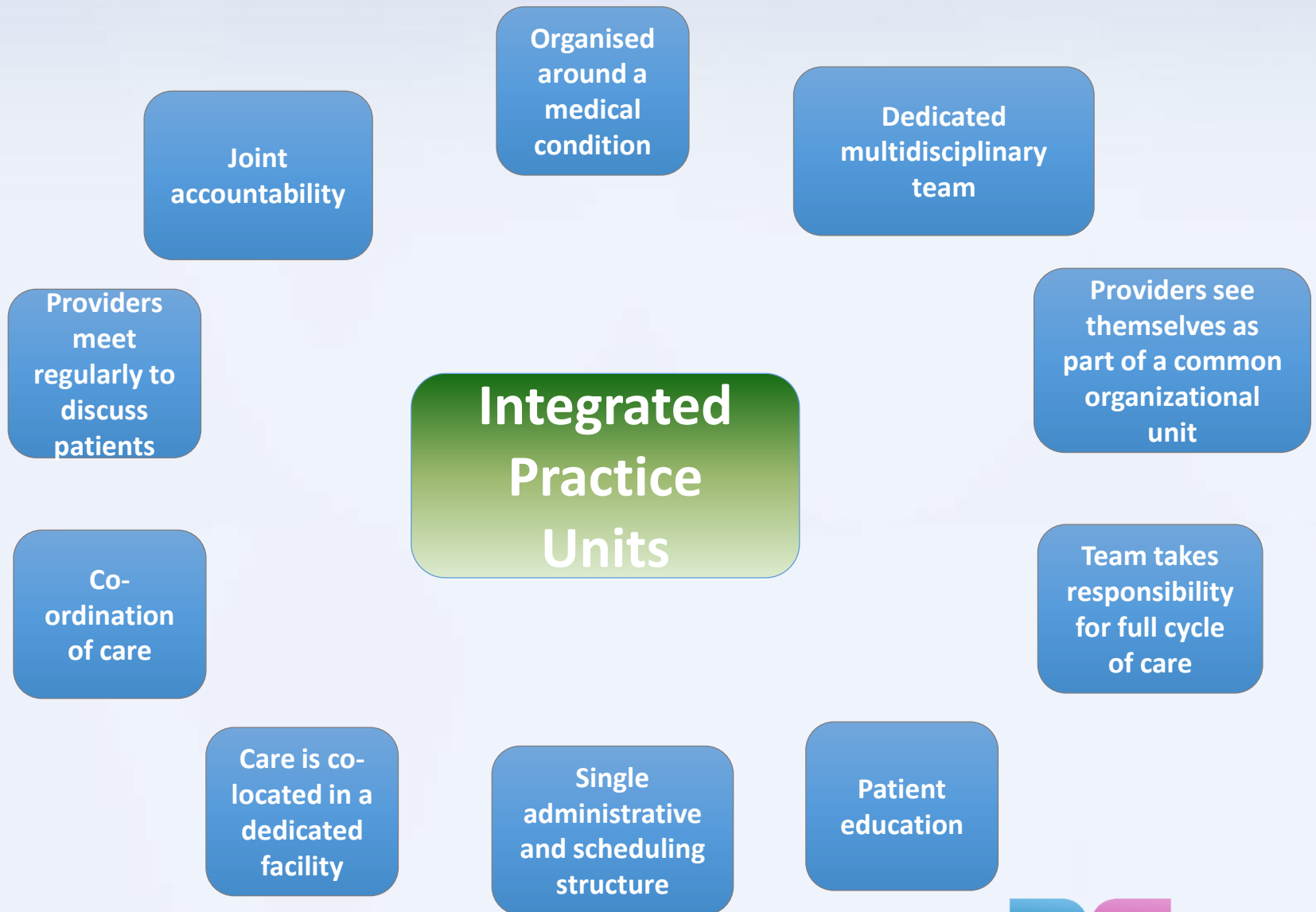
Regulations: Medical schemes Act 131 of 1998. 20 Oct 1999

Recommendations



Beneficiary Empowerment





Other recommendations

- Measurement of value / measuring health outcomes
- Change business models to maintain profit margins
- Implement formalised peer review systems
- Formalized think tanks
- Centre of excellence
- Smart technology

Recommendations

- Patient-centred care
 - Access to personal information
 - Reduce wastage - personal records
 - Access to good, relevant medical information and advice
- Targeted intervention
- Identify areas for clinical impact

Recommendations

- Bundled payments
- Clinical pathways
- Telemedicine / Email consults
- Hospital rating system – patient-driven
- Cost-effective consumerism
- Benefit design - pay for pharmacology reviews, optimization of treatment, etc.
- Harm reduction interventions

Health Outcomes

- Outcome measurement is perhaps the single most powerful tool in revamping the health care system.
- Measure outcomes for every patient.

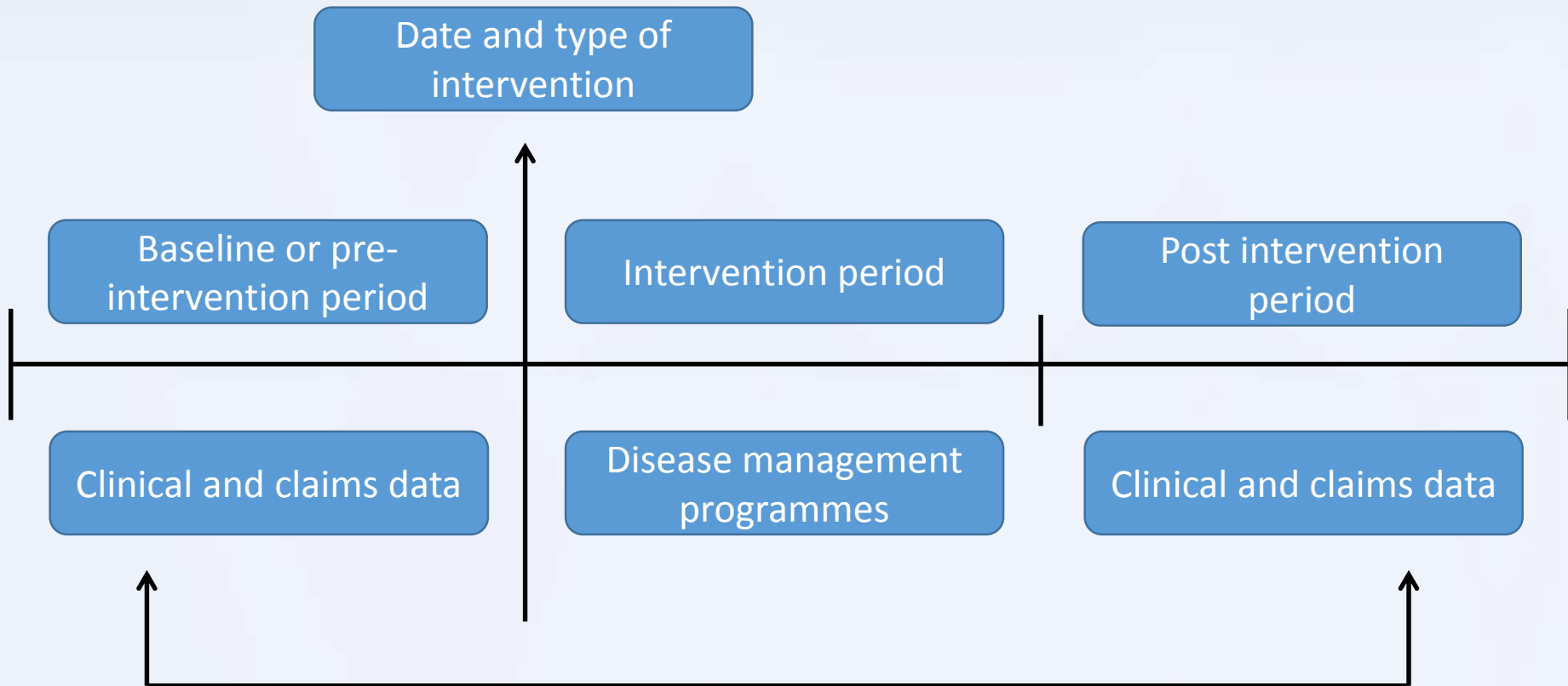
Porter ME. What is value in health care? NEngl J Med 2010; 363: 2477-81

Definition : Outcomes Research

A scientific discipline that evaluates the effect of health care interventions on patient-related, if not patient specific, economic, clinical and humanistic outcomes.

ISPOR BOOK OF TERMS, 2003

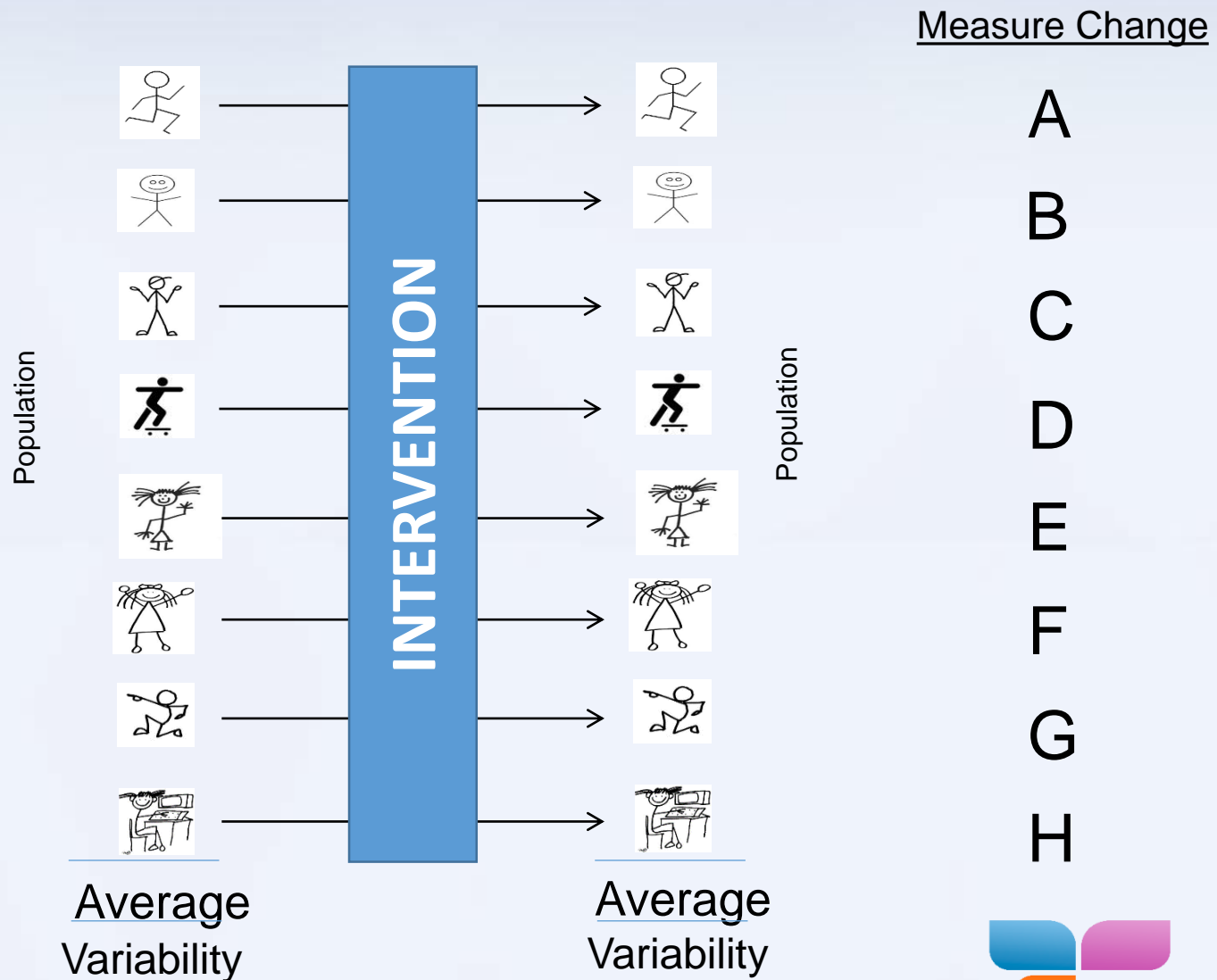
Health Outcomes Assessment



Difference = Outcome

Value of health care intervention

Individual Health Outcomes Assessment



Health outcomes measurement for asthma

FIRST VISIT	SECOND VISIT	THIRD VISIT	FOURTH VISIT
Demographics	Inhaler technique	Self management	Compliance checks
Medicines	Triggers	Knowledge	Inhaler technique
Symptoms	Peak flow	Quality of life	Peak flow
Compliance	Dosage form	Productivity	Knowledge
Assess asthma control	Assess asthma control	Assess Asthma control	Assess asthma control
	Spacer device	Patient satisfaction	Spacer device
	Nebulisation		Nebulisation
	Warning signs		Quality of life
			Productivity
			Patient satisfaction

Harmreduction intervention /heat-not-burn technology



What is harm reduction?

- Refers to policies and interventions to reduce the harmful consequences of alcohol, tobacco, marijuana and other psychoactive substance use.
- Minimises the negative health impact of a risky activity without stopping it entirely.
- Harm reduction = reduce risk of a harmful activity by using safer alternatives.

Tobacco harm reduction

- Offer **less risky alternatives** to regular cigarettes for those smokers who cannot or choose not to quit.
- Provision needs to be made for the large number of people who continue to smoke.
- Switch to alternative products with lower health risks.

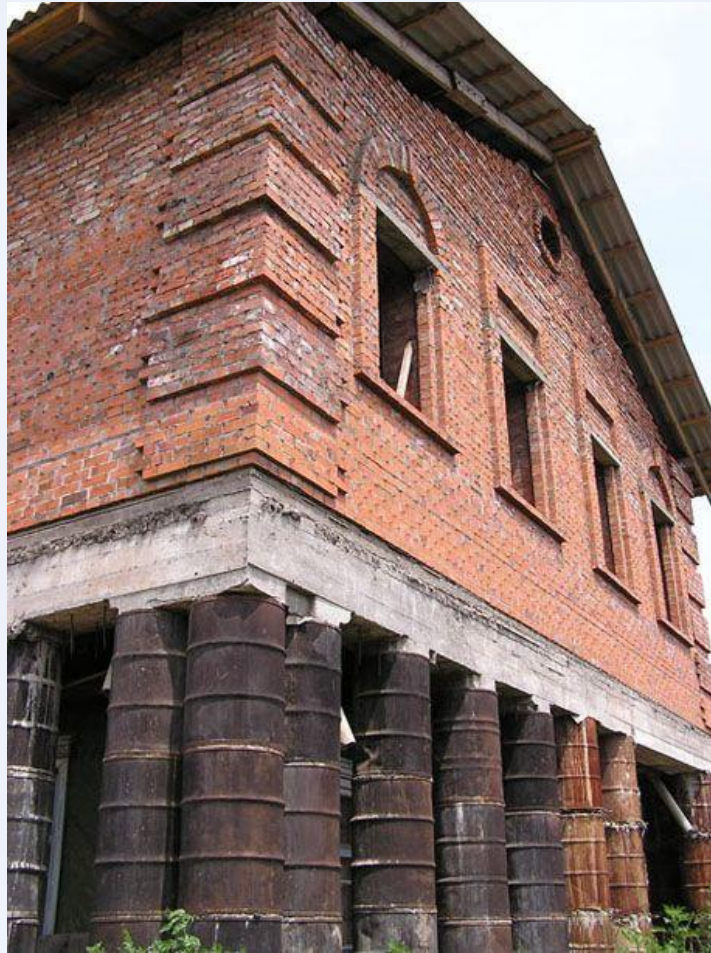
Concluding remarks

M. Porter and T. Lee, 2013:

‘Health care leaders and policy makers have tried countless **incremental fixes** – attacking fraud, reducing errors, enforcing practice guidelines, making patients better ‘consumers’, implementing electronic medical records – but none have had much impact’

Need a paradigm shift in our thinking!!

Need experimentation and adaptation



Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has."

Margaret Mead, Anthropologist

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