



**FINANCIAL PROTECTION AND IMPROVED ACCESS TO HEALTH CARE:  
PEER-TO-PEER LEARNING WORKSHOP  
FINDING SOLUTIONS TO COMMON CHALLENGES  
FEBRUARY 15-19, 2016  
ACCRA, GHANA**

**Day V, Session I.**





# *INTELLIGENT HEALTH SYSTEMS*

## *Ghana's journey*

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# BACKGROUND



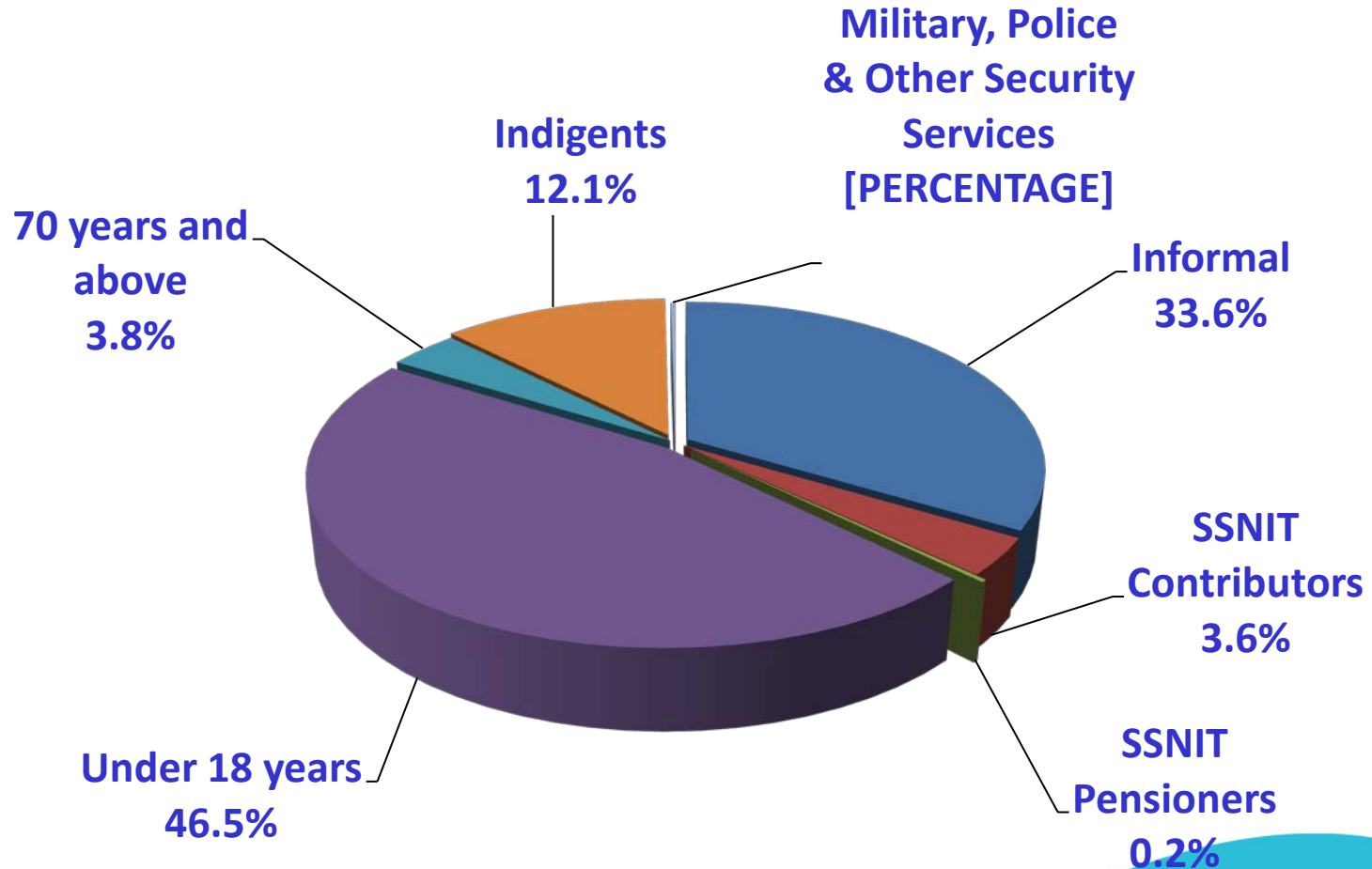
- The NHIA is yet to leverage its incredible wealth of data to inform purchasing decisions
- Develop an evidence-based dashboard to inform and enhance the core functions of the NHIA i.e. Membership registration and health purchasing

# Data Collection

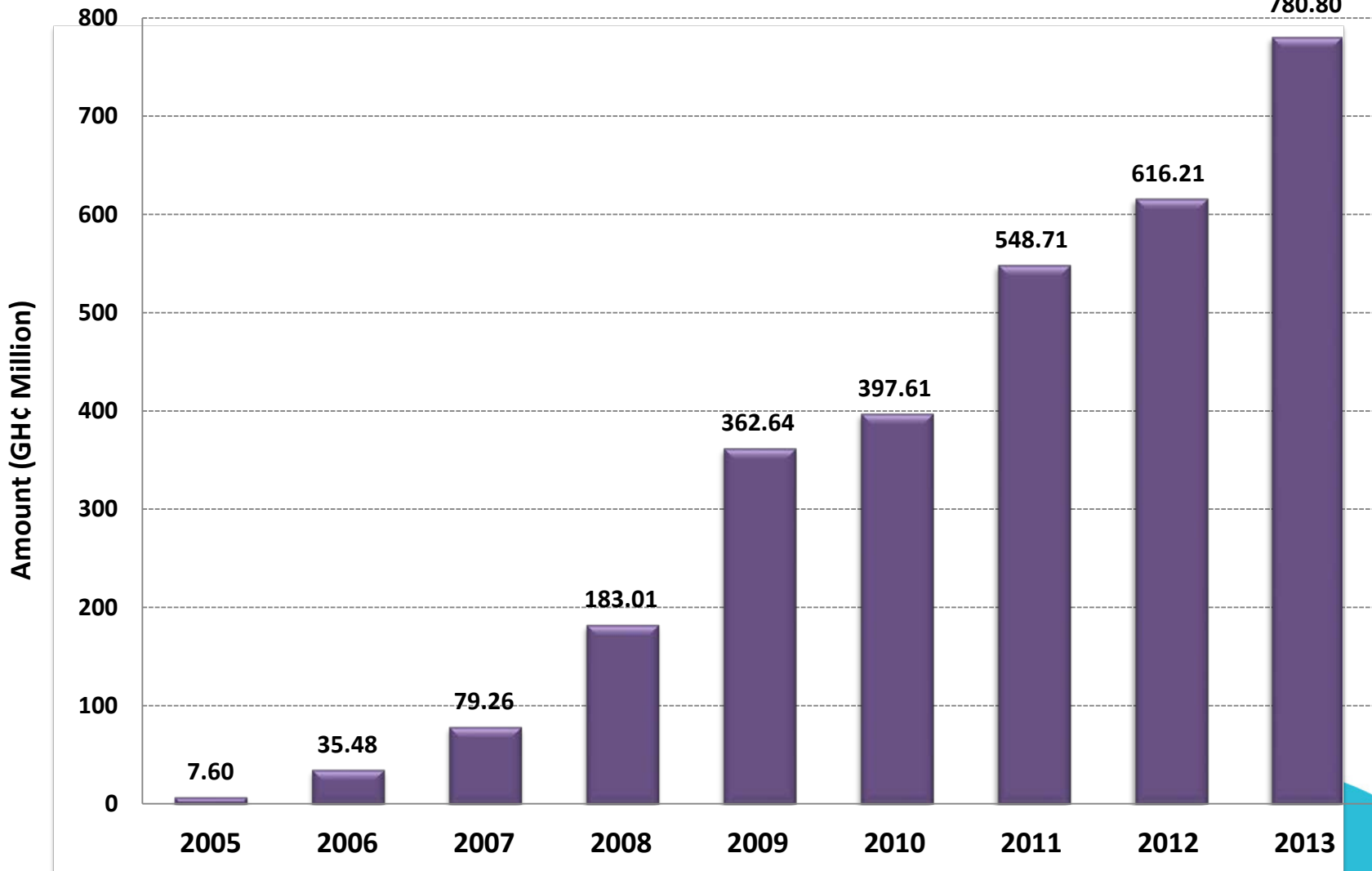


- Membership data – by region and district and by category, gender and age
- Claims data – volume & value of claims by OPD, IPD, Medicines and Services

# Membership by category



# Claims Payment Trend (GH¢ Million)



## Process

- January 2014 – Evidence-based strategic purchasing  
– in collaboration with HFG
- May 2014 Multi-stakeholder workshop within NHIA  
– identify priorities and opportunities for reform
- June 2014 Core Team – identify 10 specific indicators with emphasis on current challenges especially sustainability and capitation must be actionable
- June-August 2014 Technical subcommittee - reviewed the specific indicators for feasibility

# Choosing indicators



- Based on the objectives of the Medium Term Strategic Plan 2014-2018
- All Directorates of NHIA represented
- Indicators for each thematic area identified
- Measure of performance
- Actionable



# INDICATORS



Each indicator was rated on:

- ❖ Ease of production
- ❖ Business requirements for pulling each indicator
- ❖ Sample visualization

For each indicator:

- ❖ Identify and examine the data source
- ❖ Asses the quality of the data derived from the source
- ❖ Options for visualizing the data in a useful manner
- ❖ List challenges associated with producing the indicator

# Indicator Rubric



<b>CRITERIA</b>	<b>EASY (1point)</b>	<b>MEDIUM (3pts)</b>	<b>HARD (5pts)</b>
<b>Indicator clarity</b>	Understand meaning & purpose and agree on definition	Agree on meaning & purpose. Some disagreement on definition	Disagreement on meaning, purpose & definition
<b>Data availability</b>	Readily available for MIS access	Partially available or needs attention	Data not available or of low quality
<b>Data quality</b>	Raw data validated by manager	Raw data available must be cleaned before validation	Raw data difficult to separate in a useful form or requires cleaning of major errors

# Indicator Rubric cont'd



<b>CRITERIA</b>	<b>EASY (1point)</b>	<b>MEDIUM (3pts)</b>	<b>HARD (5pts)</b>
<b>Visualization</b>	Visualization approach agreed and straightforward	Visualization approach discussed , not finalised	Visualization approach has substantial disagreement
<b>Sample indicator achieved</b>	Indicator completed	Completed with issues	Not completed

5-12 points = EASY

13-16 points = MEDIUM

19-25 = HARD

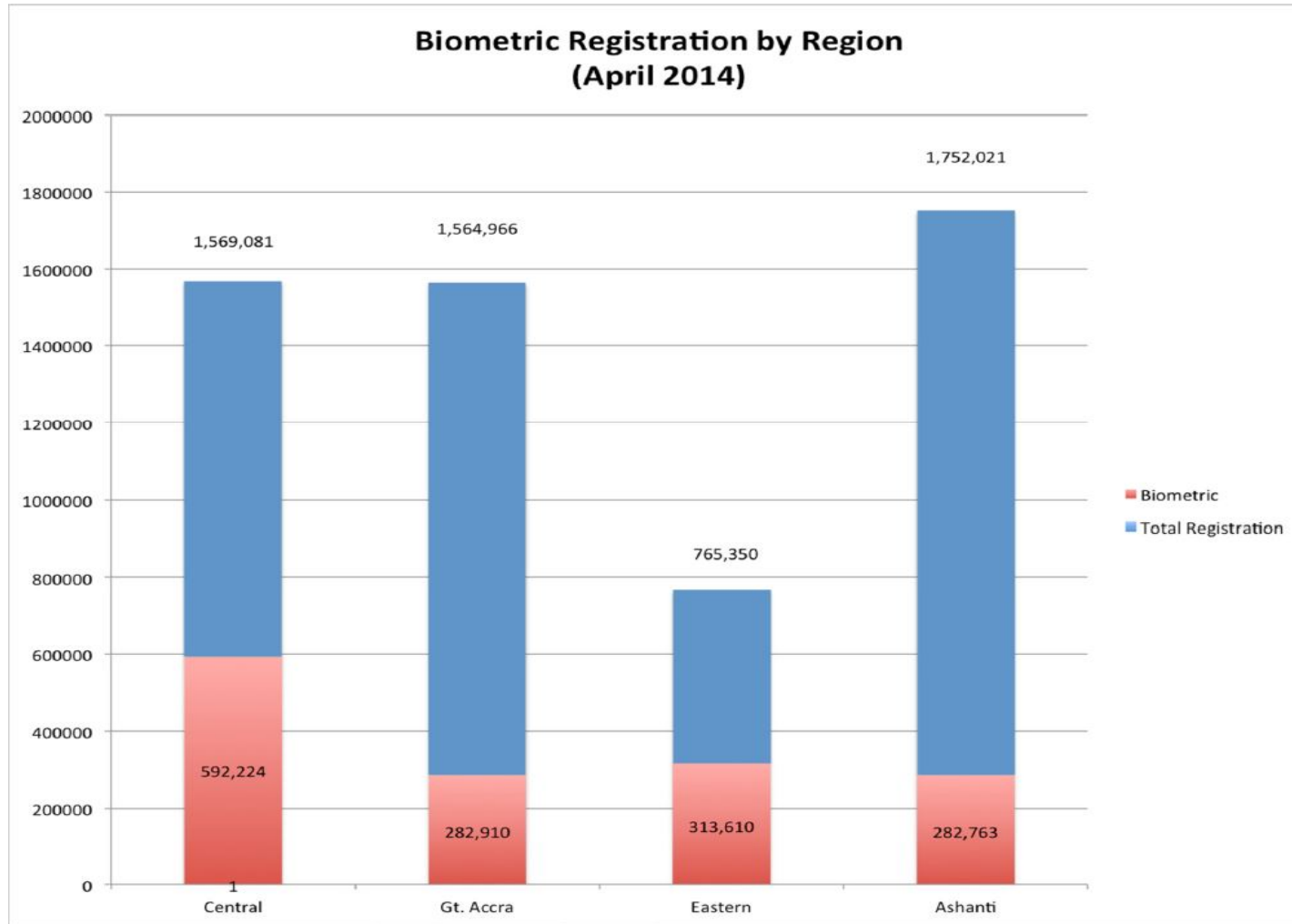
## Initial indicators

- **Active members** – by region, district, age, gender, category
- **Biometric Registration** – number of active with new Biometric card, PPP enrollment for capitation
- **Claims liability** – by geographical location, provider type, medicines, services, OPD & IPD, vetted/unvetted, paid/due

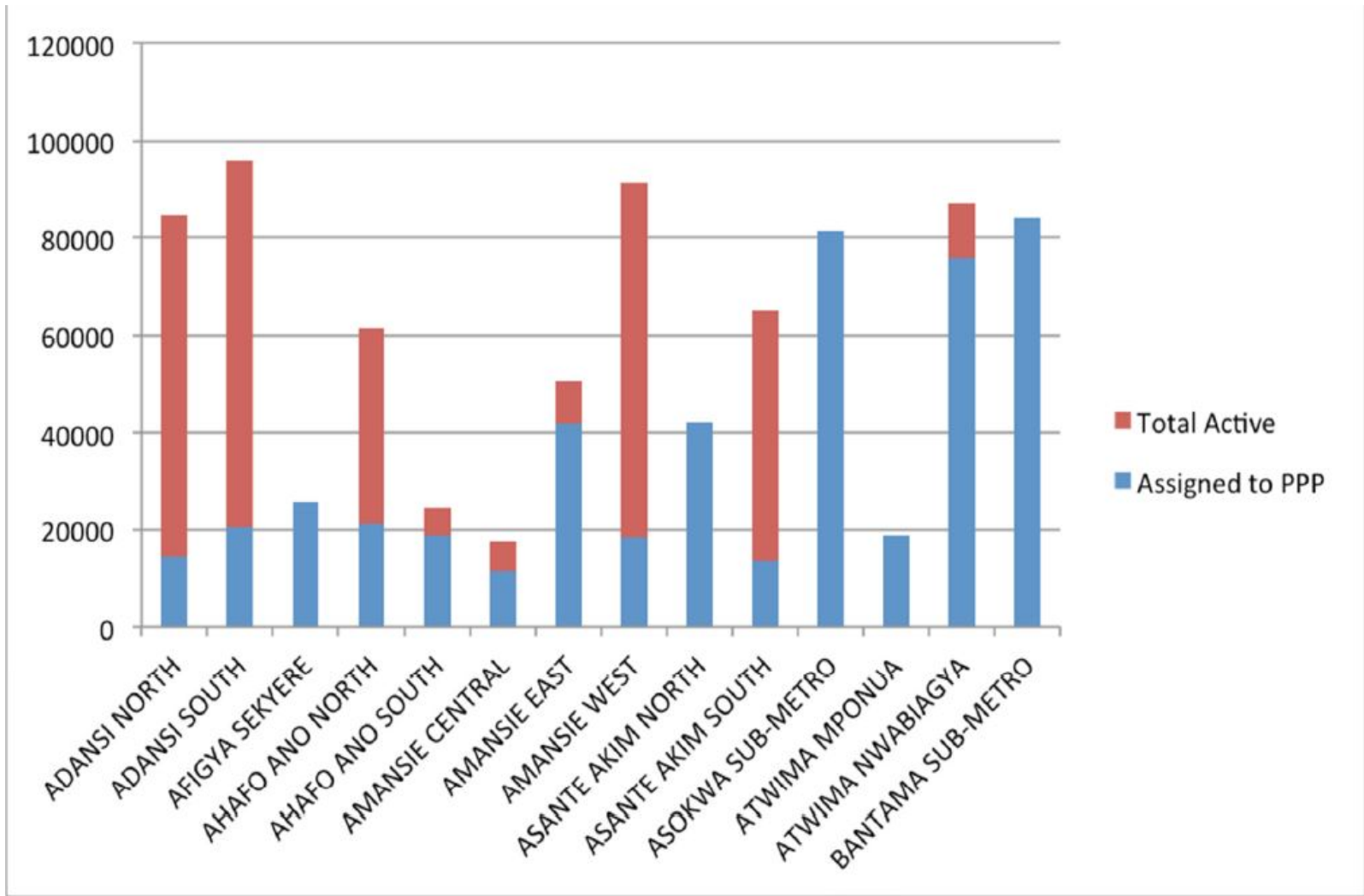
## Active members

- Monitor coverage towards UHC – ensure increased target being met
- % of indigents covered – liaise with Social Welfare to improve targeting
- Geographical distribution – special registration to capture those in hard to reach areas

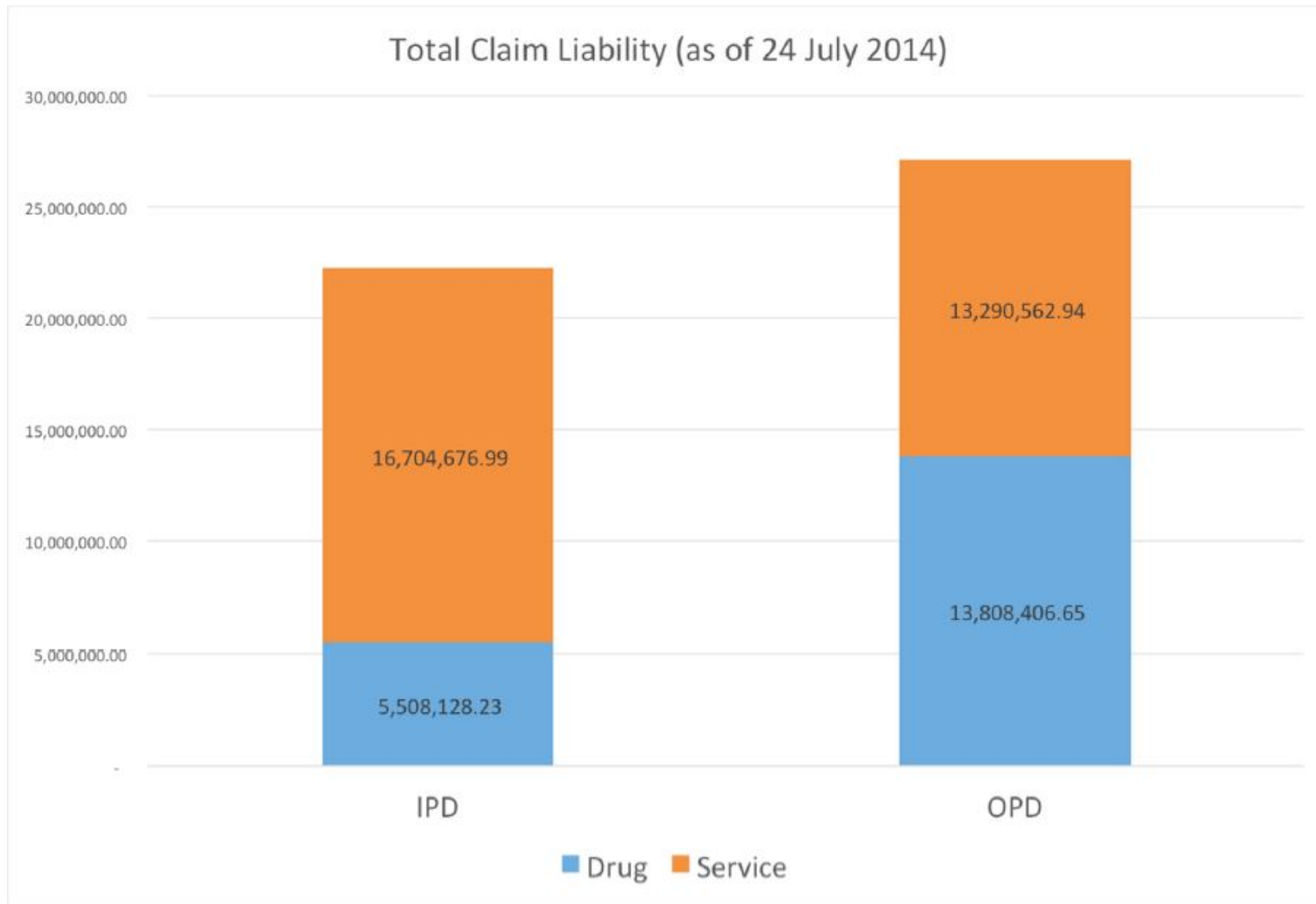
# Biometric Registration



# Capitation – choice of PPP



# Claims liability





# Operations Research



# Operations Research

- Identify problem
- Develop one-page proposal
- OR committee vets proposal using prioritization matrix
- Submit research proposal to management for approval

## Phase 1

## Phase 2

- Identify OR project team
- Request data
- Refine research questions and design study
- Implement study
- Analyze and synthesize findings and prepare recommendations

- Review research
- Disseminate research findings - policy brief, presentation, CAF to manage and share
- Apply evidence-based recommendations for policy and operations change

## Phase 3

# Operations Research



## Outlook:

- ✓ Improved data collection – quality and quantity
- ✓ Use of dashboard as early warning system for key activities
- ✓ Data analysis guides operational research
- ✓ Operational research guides interventions and reforms
- ✓ Interventions are measured by indicators to measure performance

**And the cycle goes on.....**

# Conclusion

- Membership data & claims data are a valuable resource
- The data does not need to be comprehensive to start the process
- Decision –making must be evidence-based driving to strategic purchasing
- Claims data not perfect but there is enough to analyse leading to reforms
- **Efficient claims management** is one of the key **cost-effective** solutions to the **sustainability** of the NHIS

# THANK YOU

