Peran e-health, Teknologi Kesehatan, Pendidikan dan Penelitian Dalam Peningkatan Mutu dan Keselamatan Pasien di Indonesia
The IT Interaction of Providers & Health Insurance to improve quality & manage risks

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“Medical Care –is a human interaction between patient and doctor within a context and in a social system. As such it is not a commodity” (LOMA Workshop Platform)

The Three Elements of Interactions

Public
Patient Safety
Endemic concern
Awareness and control system

Professionalism of Healthcare Providers
(WHO- Ministry of Health)
Evidence Based medicine The doctor's expertise includes both diagnostic skills and consideration of individual patient's rights and preferences in making decisions about his or her care - related to Best practice- The Joint Commission's Annual Report on Quality and Safety 2007 found that inadequate communication between healthcare providers, or between providers and the patient and family members, was the root cause of over half the serious adverse events in accredited hospitals. Other leading causes included inadequate assessment of the patient's condition, and poor leadership or training.
Essential Medicine and Rationalization use of drugs

Industry
(Companies – Ministry of Finance)
Controlling claims
Maintain profitability
Providing Customer centric service

Information Technology
The dimension of ‘ASSURANCE’
The Role of IT in both functions (Service & Risk)
IT strategy to balance Service, Risk & Profitability
“Bridging Platform” as one of the solutions
Askes
Dynamic Risk Management Cycle

Policy Review & Analysis
Product Policy
Underwriting
Risk Management
Management Information System
Servicing
Fraud Losses
Claim Payments
Insurance – Providers
Balancing the Different Objectives

Insurance requirements to Providers

1. Excellent Quality of Service
2. Accurate Claims
3. Responsive IT System
4. Efficient Operation
5. Risk Management

Providers Issues

1. Database Management
2. Claim Sorting & Settlement
3. IT Infrastructures
4. Workflow System
5. On time Claim Payments
BALANCING SERVICE vs RISKS
Insurance Perspective

The Service Contract
• Providing Advance Claim Payments to Providers
• ID Card with no Photo
• Automatic Mass Card Issuance
• Easy Account Maintenance
• Change of Status, Family Doctors, Address etc

The Risk Exposure
• Fictitious Claims (Medicines, Treatments, Induce Demand for Treatment, Excessive Usage, Up coding
• Fraudulence Cases
• Unauthorized Use of Card
• Data Forgery
## BALANCING SERVICE vs RISKS

### The Solution Matrix

<table>
<thead>
<tr>
<th>Service Objectives</th>
<th>Risk Mgt &amp; Quality Control</th>
<th>Information Technology</th>
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</thead>
</table>
| Speed, Accuracy & Efficiency | • Business Process Reengineering  
  • Risk Identification & Mitigation (ERM)  
  • Manuals, SOP, Documentations | • Automation  
  • Integrated Work Flow  
  • Data Warehousing  
  • Data Mining  
  • Digital Reporting  
  • System Interfacing with providers |
ASKES Service Strategy

BALANCING SERVICE vs RISKS

<table>
<thead>
<tr>
<th>Service Statement</th>
<th>I.T &amp; System</th>
<th>Reducing Risk</th>
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<tbody>
<tr>
<td><strong>To : Members</strong></td>
<td>• Centralised Data Base</td>
<td>Unauthorized Use of Cards</td>
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<tr>
<td>“I serve you everywhere you go in Indonesia”</td>
<td>• Real Time On Line</td>
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<tr>
<td><strong>To : Providers</strong></td>
<td>• Interfacing System.</td>
<td>Early detection of any irregularities</td>
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<tr>
<td>“I give you Claim Payment Interface System (Bridging) at your own hospital”</td>
<td>• Built In Control System</td>
<td>“I help you (providers) to detect frauds”</td>
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<td>• Web Based System</td>
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The Solutions
Bridging System

The Technical

The Network
The Technical - Bridging Modules

• Customers Queing System Real Time On Line (at Providers side)
• Centralised Master File – Validation & Authentication (At Askes side)

• Billing System Real Time On line
• Centralized Mapping of Medical Services & Treatments (Provider & Askes)
• Master File – Validation & Authentication – Payment (Askes)
Askes Network Virtual Private Network
650 contact points - Real Time Online

3,000 Dokter Keluarga
8,340 PUSKESMAS
450 Karyawan
719 Optik
1,056 Apotik
871 Rumah Sakit
2,616 Karyawan, 450 Kantor
Benefits of “Bridging System”

• Cut customer waiting time at Major Hospitals by 30%
• Improving Claim Accuracy
• Improving quality of Risk Management
• Improving Members & Providers Satisfaction
• Improving & Enrich Employee Capabilities
## Progress Pengembangan “Bridging System s/d 2011"

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What Could IT / e Health do to get better balance (Risk, Service, Quality, Safety)?

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<tr>
<th>Service Objectives</th>
<th>Design &amp; Discuss Business Process</th>
<th>Propose to Business Process Owner</th>
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<td>Better</td>
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What Should IT do to Promote E-health?

1. Identify Service Improvement Opportunities - What would be the “real” benefits for our customers?
2. Review Current Business Process – Why we keep doing the same thing over and over again? We should get it done Faster, Cheaper & Better
3. Design the Business Process – “KISS” Keep It Simple Senor !!!
4. Sell the KISS Idea to the Business Process Owners – Fight for it!
5. Implementation
6. Close Monitoring
Thank You