

Cost-effective administration of health services

YAW BROBBEY-MPIANI

MODE OF PRESENTATION

- What is cost-effective administration in health services and why recent focus ?
- Current focus of the health sector and its relations with cost-effective administration
- Summary of key challenges (admin. costs) of the health service
- Potential inaction that can lead to avoidable administrative costs in the Service
- What do we expect managers to do to promote cost-effective administration in health services?
- Systems to put in place to effectively and efficiently manage admin. costs of health services
- Concluding remarks

What is cost-effective administration in health services?

This primarily involves a three-prong but not mutually exclusive activities:

- where managers are mindful of related costs of managing the health service i.e. estate, human resource, equipment, medical and non-medical consumables etc
- take proactive measures to forestall undue escalation of such costs and
- Establish benchmarks to promote efficient / effective delivery of set objectives

Current focus of the health sector

- The quest to attain Middle Income Status for the country using the health related MDGs (what are they?) & current medium term POW, which place emphasis on quality of care, efficiency, good governance etc require managers of the service to be cost-conscious
- Stakeholders' interest in public expenditure accountability systems in Ghana. **N/B: *Integrated Social Development Centre (ISODEC) has been given approval to carry out Cost Effective Analysis in the Health, Education and Water sectors this year***

Current focus of the health sector

- Dwindling resources from GoG/Health Partners and call for innovative ways of generating more financial resources through IGF
- The above-mentioned concerns call for the redefining or repositioning our responsibilities regarding the Primary role of the health service (healthcare provision, basic/on-the-job training and research)

Brainstorming

- Can you think of any avoidable costs in health services from the perspective of human resource, estate, transport, procurement and general administration?

Summary of key challenges (admin costs) of the health service

- Unearned salaries (how do they come about?)
- Deteriorating health infrastructure (plant and equipment) owing to inadequate PPM
- Absence or poor attrition analysis to effectively plan and manage health human resource
- Avoidable road traffic accidents/occupational hazards

Current challenges (admin costs) of the health service

- Medico-legal disputes and related costs
- All forms of wastage e.g. pilfering, frivolous procurement practices, misuse of vehicles and equipment
- Absence / non-adherence to SOPs e.g. in the use of equipment
- lack of user training etc

Potential inaction that can lead to avoidable administrative costs in the Service

- Exposed wires and faulty electrical fittings, which can cause fire outbreak and related costs
- Unkempt environment (can it in anyway lead to costs escalation?)
- Wet floor and absence of warning signs for staff, patients and clients

Potential inaction that can lead to avoidable administrative costs in the Service

- Inadequate emergency exists and lack of reflective signs for the attention of patients and clients, (a potential source of disaster in our facilities)
- Poor records keeping and related costs in retrieving official documents
- Inadequate security measures (-----leading to theft, burglary)
- Leaky pipes, broken cisterns, WCs, and other plumbing fittings
- Leaky roofs

What do we expect managers to do to promote cost-effective administration of the Service?

- Being conscious of the costs of running the health service
- Undertaking regular trend analysis of the administrative costs of providing health services
- Taking proactive role in scrutinizing and endorsing relevant financial documents such as BMC pay roll, vouchers, IPPD forms for new recruitments /promotions/retirement, procurement etc

Systems to put in place to reduce administrative costs of health services

- Ensuring maximum benefit in the use of health estate to serve their full life span; through users' understanding of the operation and function(s) of estate, equipment
- Keeping up-to-date records on equipment to know when such equipment have gone beyond their useful life to pave way for their disposal
- Effective fault reporting system and follow-up

Systems to put in place to reduce administrative costs of health services

- Rigid adherence to maintenance schedules
- Reducing medico-legal disputes (e.g. through sustainable orientation of staff on GHS Code of Conduct and Disciplinary procedures, Patient's Charter, Customer Care etc)
- Effective waste management system (from generation, through sorting, transportation and final disposal)
- Outsourcing of certain services
- Strengthening monitoring and supervision

CONCLUDING REMARKS

- What are benchmarks for assessing cost- effective administration of the health service?

THANK YOU