

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

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# INTRODUCTION.

- Health Insurance is the application of health economics into health care financing.
- It brings in a third party into the business who holds the purse on behalf of the patient (Insurance Schemes the purchasers ).
- This third party is not the patient (customer ) in our health care system who negotiates prices and pays.( health market). Health Insurance gives full rights to the patient.

# INTRODUCTION.

- Health Insurance calls for cost effective ways of management.
- It requires cost efficiency.
- It requires economic analysis of your day to today actions that have financial implication.
- It also needs comparisons of financial actions (internal and external) .
- HI makes use of historical cost data for actions

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- The Health Service Administrator need to understand the system of NHIS.
- You all accept and show keen interest to work with the NHIS staff and patients or clients.
- There is need to set up a good monitoring system for the process.
- There is also the need to organize smooth patients flow in the facility to easy tension to patients and staff.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- The legal documents that guide the practice of health insurance is NHIS Law Act 650 and LI 1809. Buy them and read from page one to last. And provide some for your heads of Departments.
- Study the contract document well before signing with the scheme.
- It would be good to draw rules of engagement with the scheme on how to handle disputes.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- Support departmental heads to ensure that all claims forms are collected and processed daily particularly for OPD.
- Set step up a system to ensure patients do not take folders or claims forms away.
- Reconcile claims with daily attendants or entry records .
- Reorganize folders, consulting rooms and keep daily register to reconcile at the end of the day.
- You are to have somebody to ensure all patients get a claims form.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- Set up patients complains desk and ensure it is functional.
- Provide daily support to staff while they are working (Verbal and material rewards).
- Hold regular meetings with the scheme management (Respect them )
- Designate a desk and provide a staff to handle NHIS issues.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- HOW TO MANAGE POST DATED FUNDS.
  - Encourage bulk purchasing when fund arrive.
  - Keep aside funds for daily work
  - Ensure early claims processing and submission.
  - Computerize /Use more casuals/Part/Over time for regular staff.
  - Treat your patients well (**Good customer service**)

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- GUIDING FUND DISBURSEMENT.
  - Apart from Drug fund, Mortuary fees and GOG funds and cash collected, all NHIS funds are bundled.
  - G-DRGs tariffs covers Administration, supplies, Lab, X-ray, other investigations, Feeding, maintenance (departmentalized).
  - If care is not taken misapplication and disproportions sharing can result can cause disaffection by staff).
  - Design a disbursement formula for all cost centres.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- GUIDING FUND DISBURSEMENT.
  - Proportions must be based on inputs /output figures.
  - Take care of non income generating sectors(Staff training, Public health, Department of Social Welfare, mental health units etc.
  - These allocations must be agreed by all and reviewed from time to time.
  - This should then be used to design a facility guide formula with a high management team to ensure it happens.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- STRONG FINANCIAL MONITORING
  - Before HI, financial monitoring has been on ensuring conformity to accounting rules which include conducting financial trails and reconciliations.
  - More importance has often be placed on external funds than IGF, yet IGF is also public funds.
  - With HI IGF is becoming or has become the bigger source of funds for running the health facilities.
  - Prudent management is very necessary.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- STRONG FINANCIAL MONITORING
  - With HI growing, funds monitoring style has to change to include cost effectiveness and cost efficiency analysis. Just like if have money in your pocket you want to make maximum benefit of it, so for IGF and for that matter every public money .
  - Monitoring now has to compare inputs with outputs (Results oriented).
  - Monitoring must compare inputs and outputs facility with a facility of same size and rate efficiency.

# NHIS MANAGEMENT AT HEALTH FACILITY LEVEL.

- STRONG FINANCIAL MONITORING
  - New Funds monitoring tools has to be development for monitoring IGF.
  - New spending guidelines had to be designed and enforced for IGF
  - Enforce your authorization system to the letter for use of IGF
  - Rewards and sanctions system has to be designed and applied to ensure compliance by all.
  - Prompt claims submissions and reporting very important

# THE END

- Let us keep record of insured and insured funds (including finances monthly ).
- As you apply the tariffs document take note omissions, gaps and changes in drug prices.
- Document your question, comments and suggestions and submit to region.(copy me).
- **Let us deal with staff attitudes and quality care. Take an ELEPHANT thank you.**