Health Management Lessons learned from Information Systems in Results-Based Financing

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This Presentation

- SHARE the EU-funded SPHIP project in Bangladesh

- Results Based Financing

- Lessons Learned from RBF in different countries

- Innovative use of information systems in health programmes

Strengthening Health Applying Research Evidence (SHARE)

Objective:

Strengthening capacity of national health authorities and icddr,b to support evidence-informed health policy making that lead to improved outcomes

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Universal Health Coverage (UHC) , Health Systems and Population Studies Division (HSPSD)

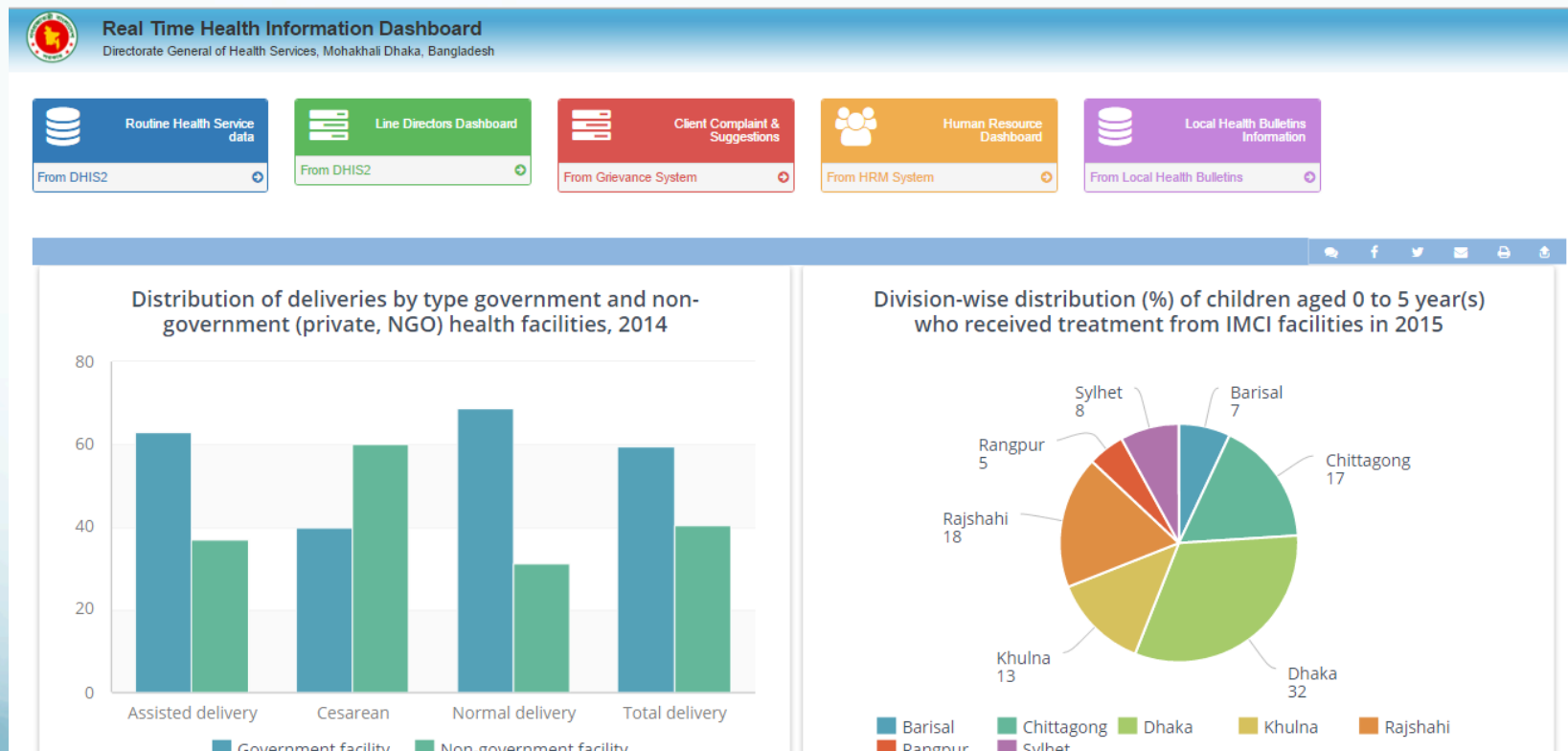**International Centre for Dirrhoeal Disease Research, Bangladesh (icddr,b)**

Partners

Work in SHARE project
Develop Dashboards for Data Analysis

Capacity building in SHARE

➢ Build capacity of health managers and service providers for promoting routine use of MIS data using the DHIS 2 Platform

➢ Train policy makers and programme managers to support Evidence Informed Health Policy Making

➢ Strengthen "Research Policy Communication Cell" (RPCC) of DGHS, Ministry of Health and Family Welfare to identify, compile, summarise, and communicate high quality evidence to stakeholders and users

Objectives of Results-Based Financing

Improvement of healthcare

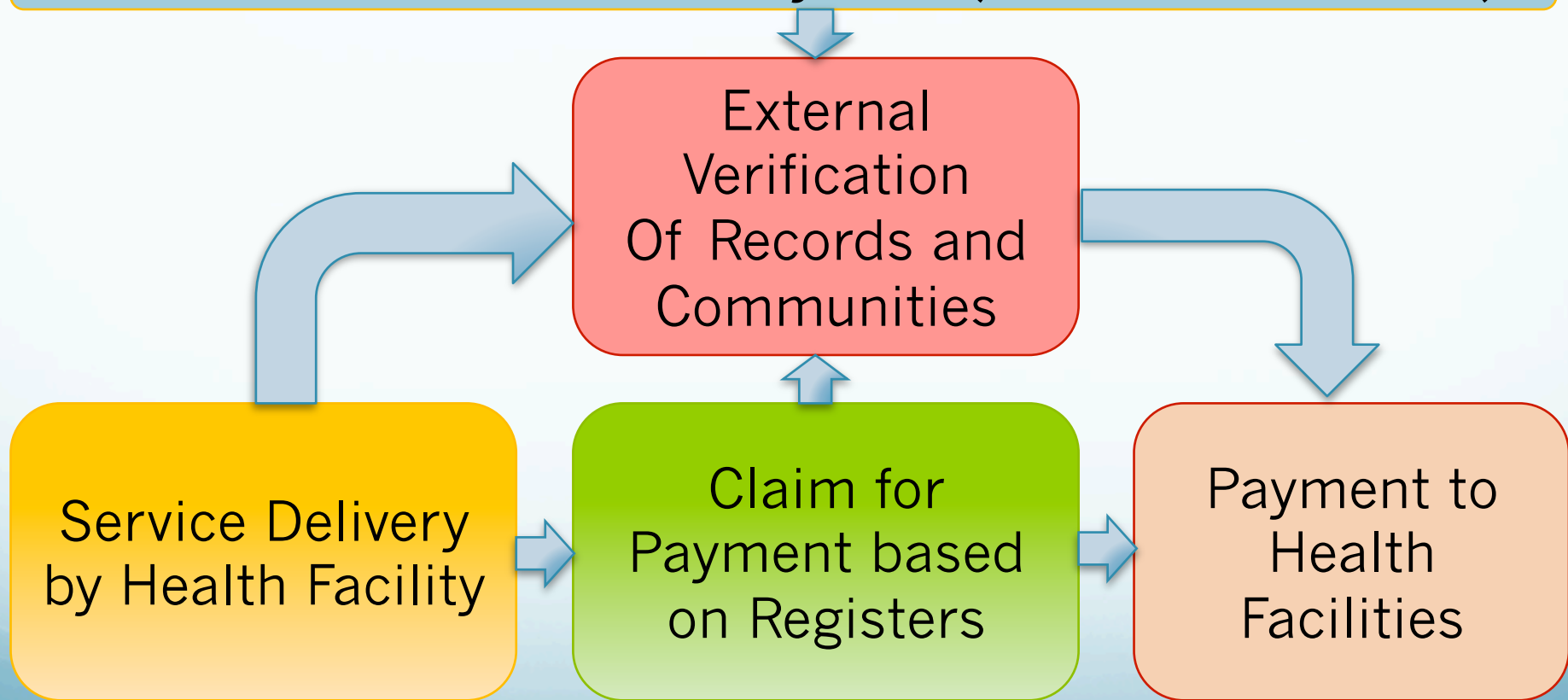| Quality	Accessibility	Costs
Human Resources	Free healthcare	Efficiency
Investments	Patient satisfaction	Effectiveness
Supervision	Community participation	Transparency

Strong emphasis on market approach

Results Based Financing
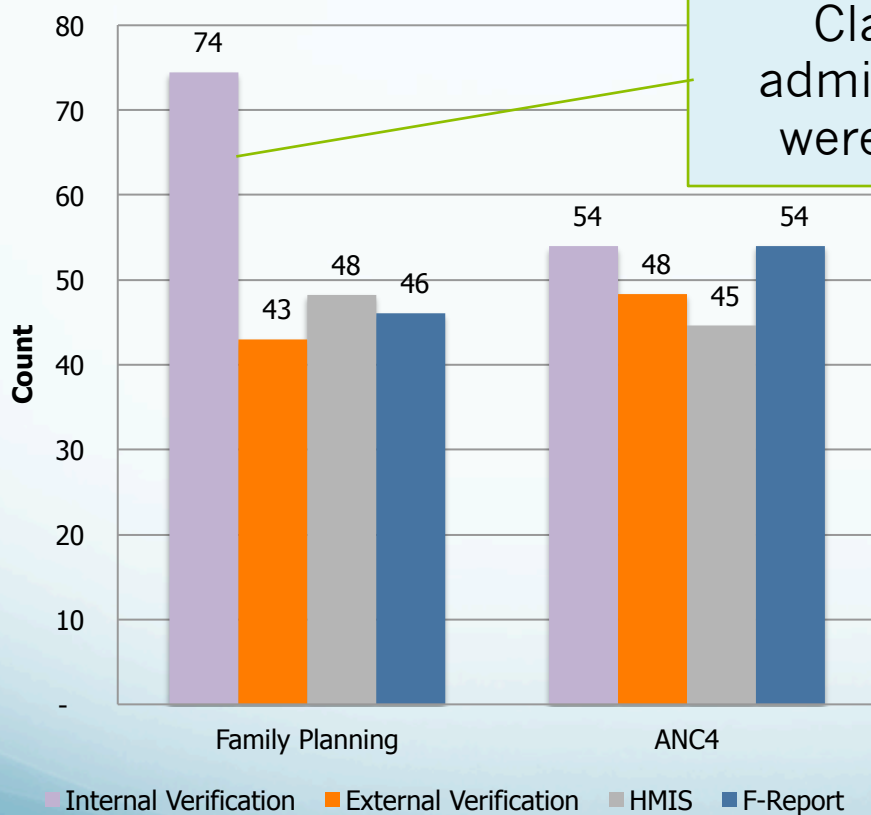
External Evaluation of the System (counter-verification)

External Verification Of Records and Communities

Service Delivery by Health Facility

Claim for Payment based on Registers

Payment to Health Facilities

If verification starts too late…

Private facilities PBF payments Oct 2012 - Oct 2013

Afghanistan
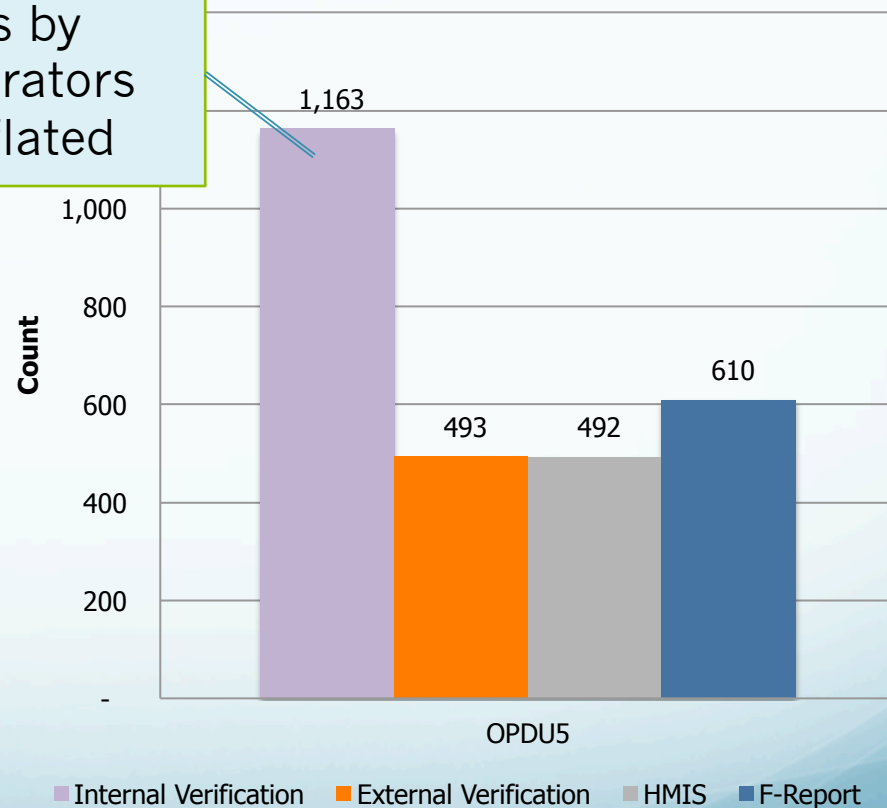
Most entries in records were fake
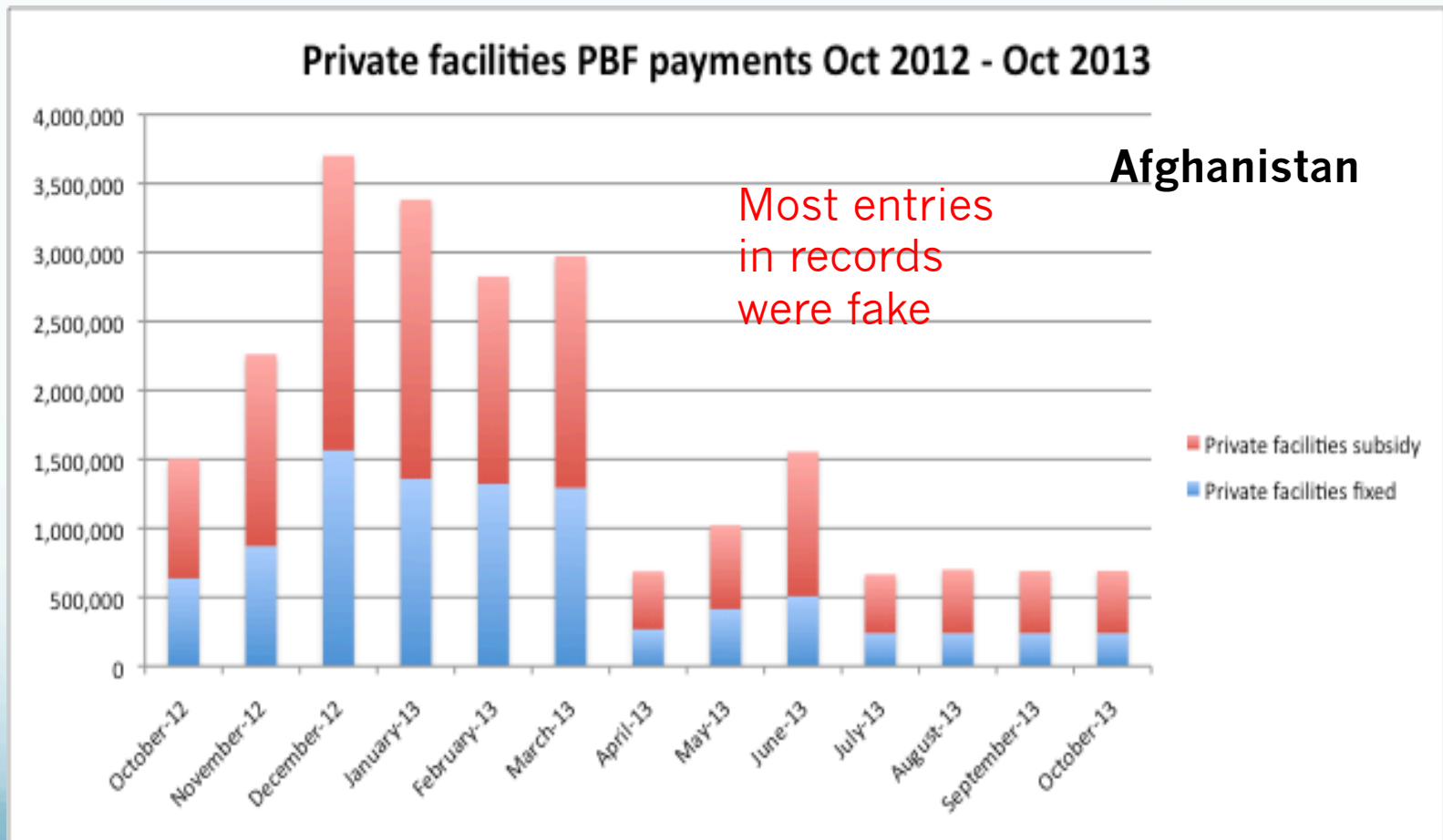
Comparing in Sierra Leone

Comparison of Average Volume (4 Months) By FP and ANC Indciators

Comparison of Average Volume (4 Months) By OPDU5 Indicator

Claims by administrators were inflated

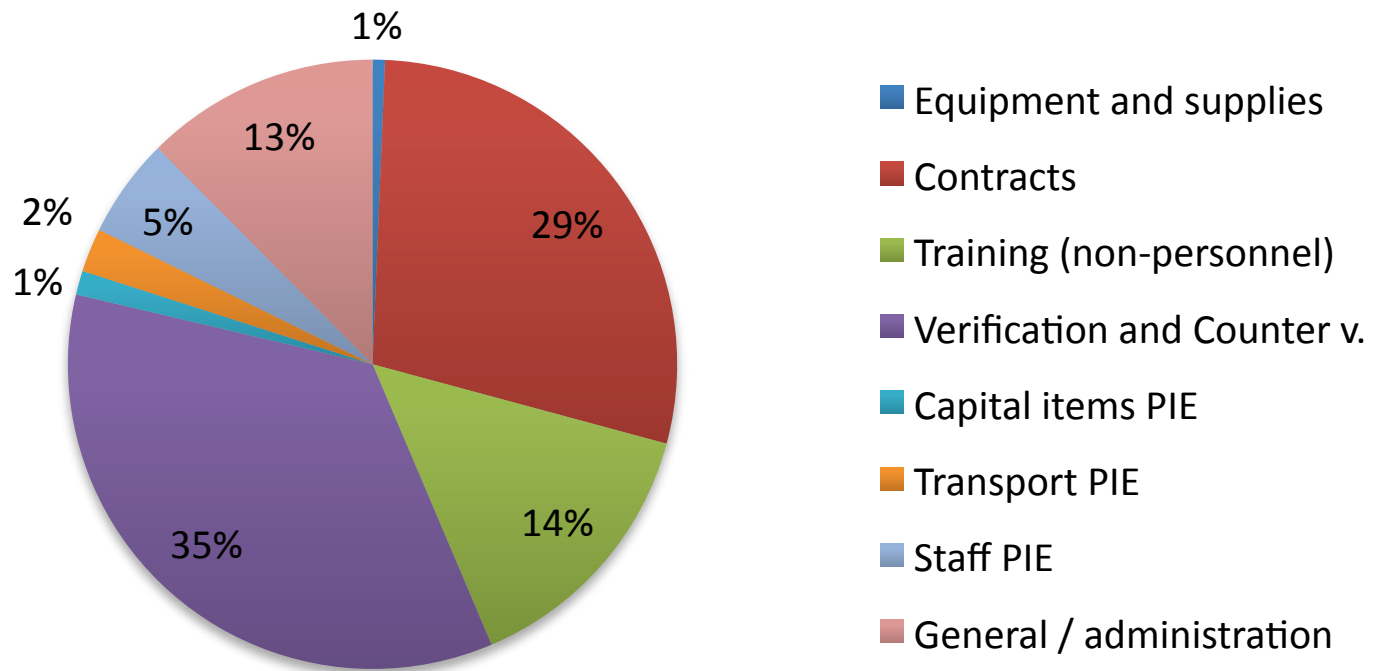# Control is necessary for reliable information

- Quality control in HMIS contributes to reliable information
  - Automation at the lowest level, fewer copy errors
  - Identify outliers in an early stage and correct

- External verification: various experiments in RBF
  - Independent outsiders or institutions within the system?
  - Full verification or sampling?
  - Community involvement in verification?
  - Incentives for more reliable reporting?

Complete verification in RBF is too expensive

Project expenditure Jul 2011 - Dec 2012

Zimbabwe

Pie chart segments:
- Equipment and supplies — 1%
- Contracts — 29%
- Training (non-personnel) — 14%
- Verification and Counter v. — 35%
- Capital items PIE — 1%
- Transport PIE — 2%
- Staff PIE — 5%
- General / administration — 13%

Incentives for staff contribute to quality of reports

Income Loss Due to the 5% Difference Rule
Total income lost From March to September 2012 = $157,529.30
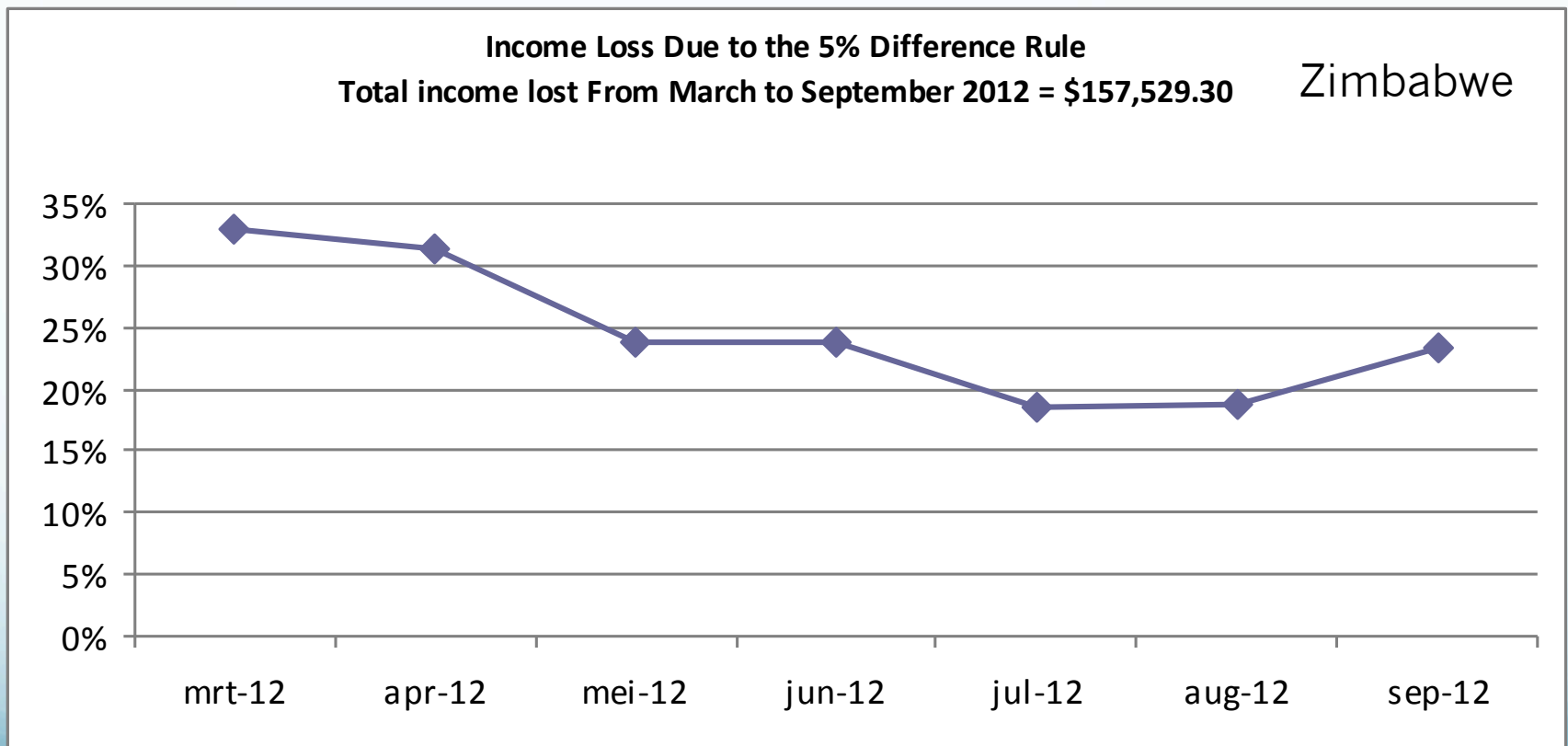
Zimbabwe

Breakthrough?

- DHIS modules for financial management RBF (Zimbabwe)

- Electronic Health Record (DHIS 2 Tracker, or other systems, also tested in Bangladesh)
  - Direct entry of information at the source
  - No intermediate steps or paperwork for aggregation
  - Reduces fraud, outliers are easily detectable

- Electronic Health Record used in research replacing expensive surveys (Kenya SPHIP project)

- Text message to patient to verify service utilisation and patient satisfaction (experiment in Burundi for institutional deliveries, complaints in Bangladesh)

Take home messages

- Data quality is important, certainly when financial incentives are involved
  - Good quality HMIS with frequent data analysis helps to detect "simple" errors: capacity building needed (SHARE, icddr,b)
  - External verification is very effective, but too costly: use it to create data reliability culture and go back to sampling and monitoring weak spots

- New electronic patient record and ICT solutions offer opportunities for reduction errors in HMIS, for quality control, accountability, research

- We need studies into feasibility and cost-effectiveness of innovative methods of electronic patient records

Thank You

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