



3 GOOD HEALTH
AND WELL-BEING



“Health System, Roles of Service Purchaser” shapes the service through Universal Health Coverage (UHC)

July 2023

The National Health Security Office (NHSO), Thailand :

[//eng.nhso.go.th](https://eng.nhso.go.th)

Outline of the presentation


- Overview of Universal Health Coverage (UHC) in Thailand
- Introducing and implementing the Universal Health Coverage Scheme (UCS) : translating legislation into practice
- Overall outcomes
- Remaining challenges

OVERVIEW OF BACKGROUND AND UNIVERSAL HEALTH COVERAGE IN THAILAND

Thailand Background



- 77 Provinces 13 Regions
- 878 Districts
- 7,256 Sub-districts (Tambon)
- 75,032 Villages



Muang District

- capital district
- more urbanized
- provincial hospital

Other Districts

- mostly rural area
- informal sector
- district hospital

Thailand Performance of Sustainable Development Goals in Year 2021

THAILAND

East and South Asia

OVERALL PERFORMANCE

COUNTRY RANKING

Thailand

43 / 165

COUNTRY SCORE



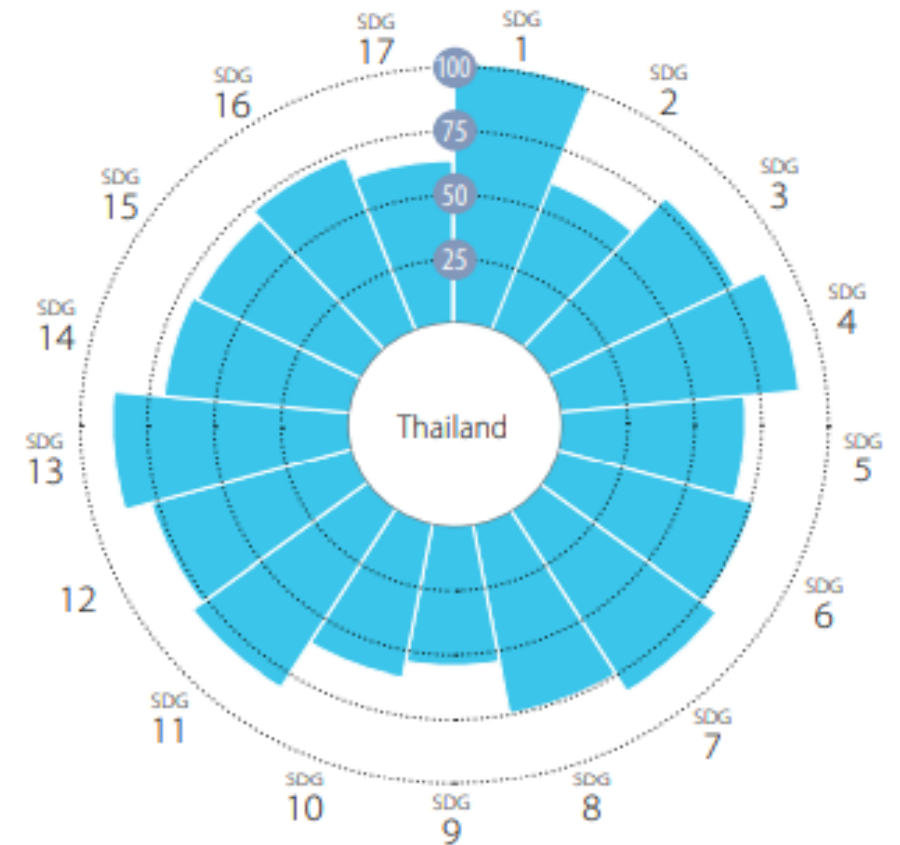
REGIONAL AVERAGE: 65.7

STATISTICAL PERFORMANCE INDEX

0 (WORST) TO 100 (BEST)



AVERAGE PERFORMANCE BY SDG



Source : Sustainable Development Report 2021, page 438-439; <https://sdgindex.org/>

Moving toward Thai UHC

From 1975

- Long march of reforms of Thai public health insurances
- Expansion of health financial risk protection by targeting approaches

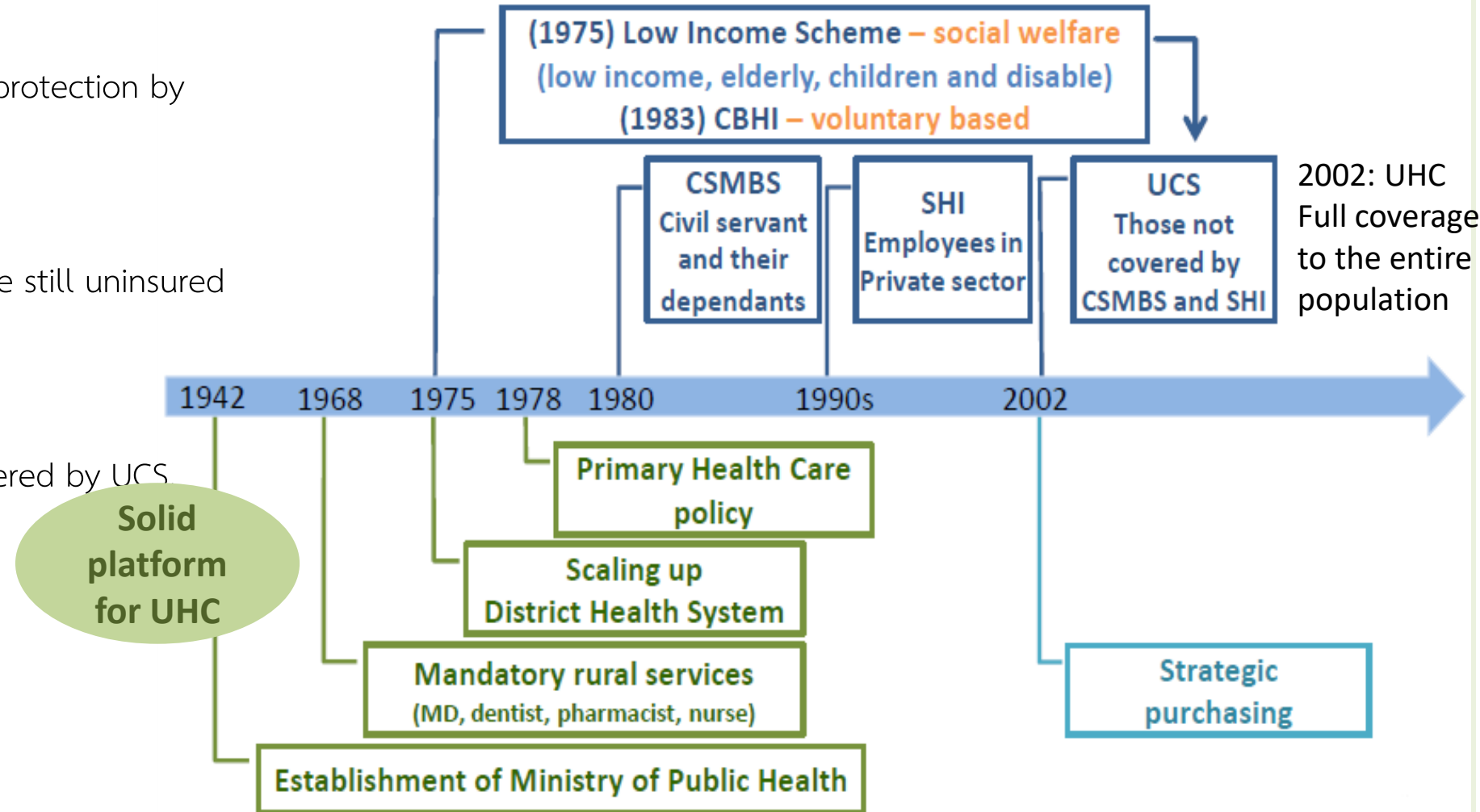
By 2001

- 30% of 60 million population were still uninsured [non-SHI and non-CSMBS]

In 2002 and afterward

- All residual population were covered by UCS
- established by NHS Act

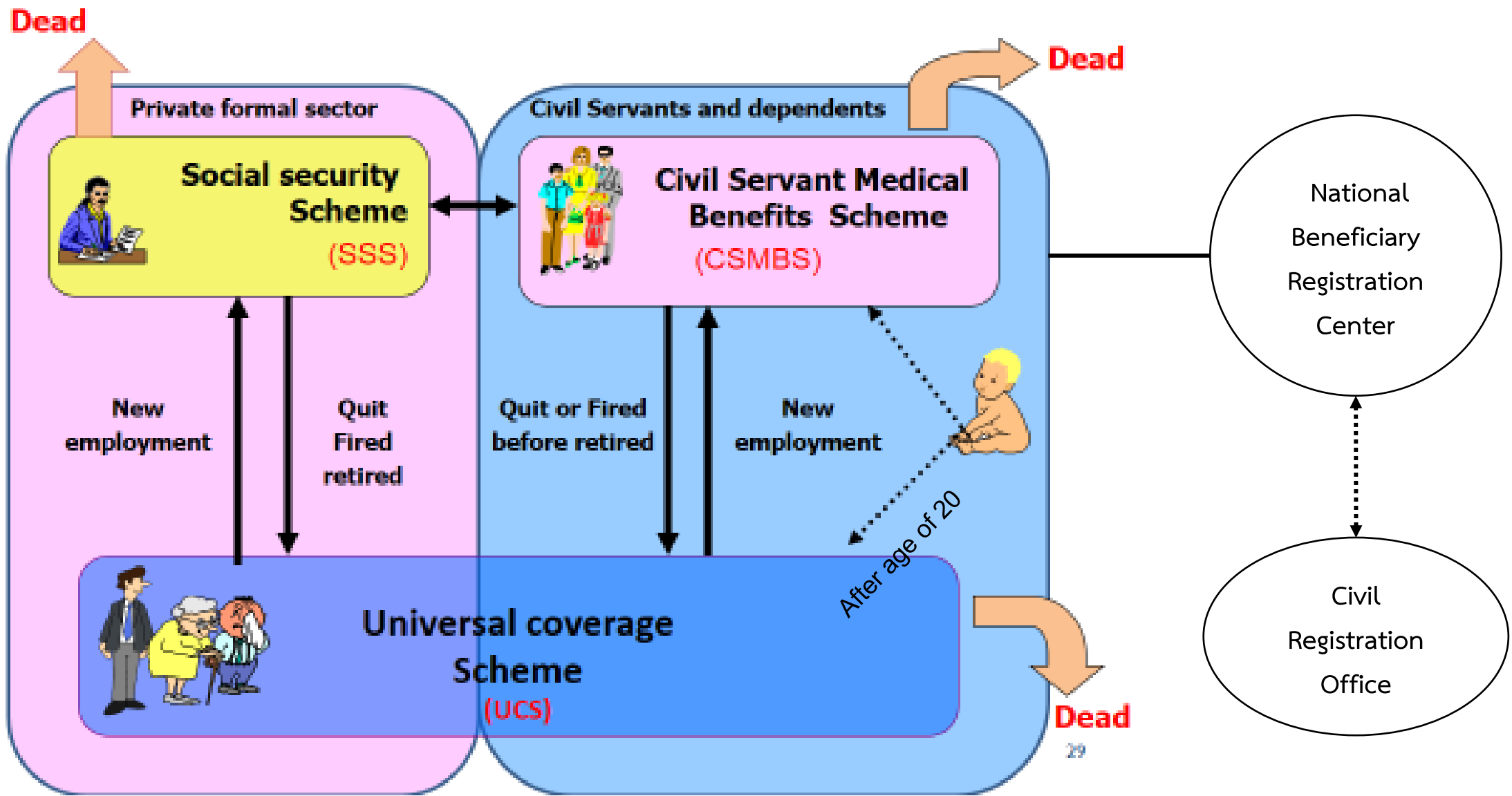
Thailand's UHC journey



Health insurance scheme in Thailand

	Civil Servant Medical Benefit Scheme (CSMBS) Started in 1963	Social Security Scheme (SSS) Started in 1991	Universal Coverage Scheme (UCS) Started in 2003
Population	5 Millions(7%)	14 Millions(20%)	50 Millions(73%)
Beneficiaries	Civil servants and dependents	Employees in private and public sector	The rest of Thai citizens
Sources of finance	General tax (~15,000 Baht/Cap)	Tripartite : 1.5% of salary (3,500 Baht/cap)	General tax (3,500 Baht/Cap)
Benefit packages	Comprehensive curative and rehabilitation	Comprehensive curative and rehabilitation	Comprehensive include prevention and promotion for all Thais
Payment method	FFS for OP DRGs for IP	Capitation for OP and IP DRGs for IP AdjRW>2 + add on	Capitation for OP & PP DRGs with global budget for IP Fee Schedule for high-cost drugs and procedures , QOF
Administrator Office	Comptroller General Department (Ministry of Finance)	Social Security Office (Ministry of Labour)	National Health Security Office (NHSO) – UC Board chaired by the Minister of Public Health

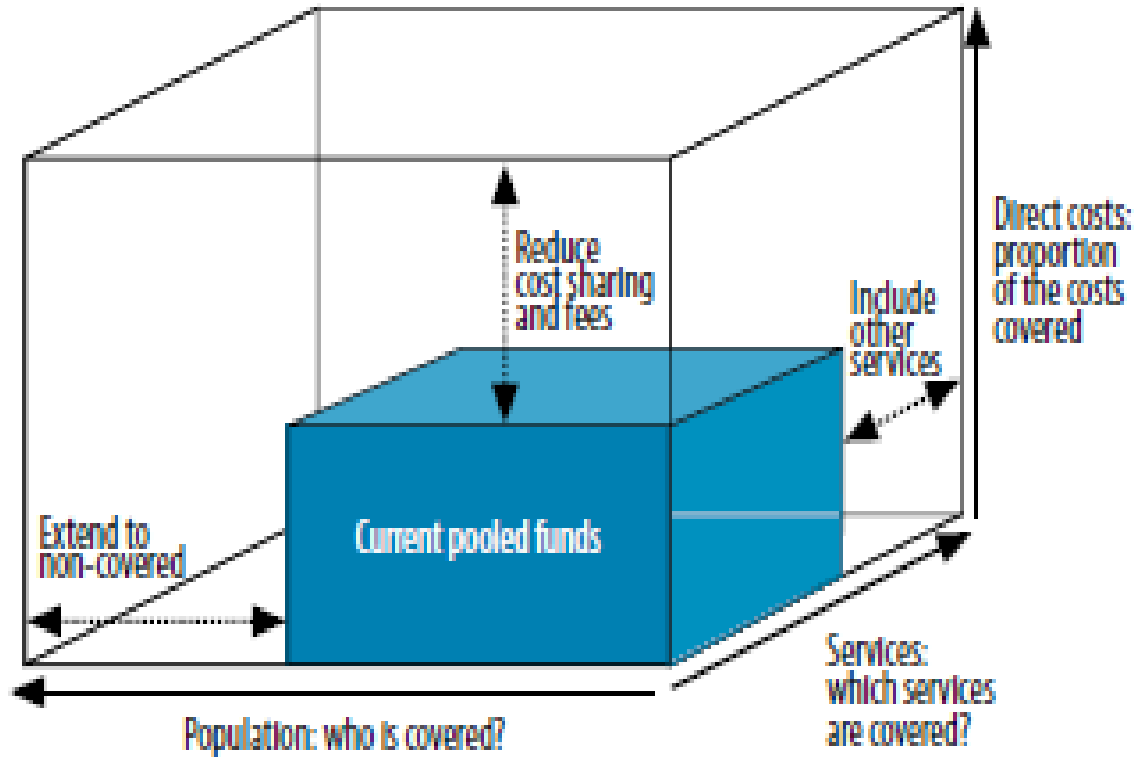
Dynamic of people's health insurance status



Three Dimensions of Thai UHC



Under three public health insurance schemes
(CSMBS (9%), SSS (19%), UCS (72%))



Y axis: Financial protection - **High**

Free at the point of service (Out of pocket 12% of THE)

X axis: Population coverage

universal population coverage (99.95% of population)

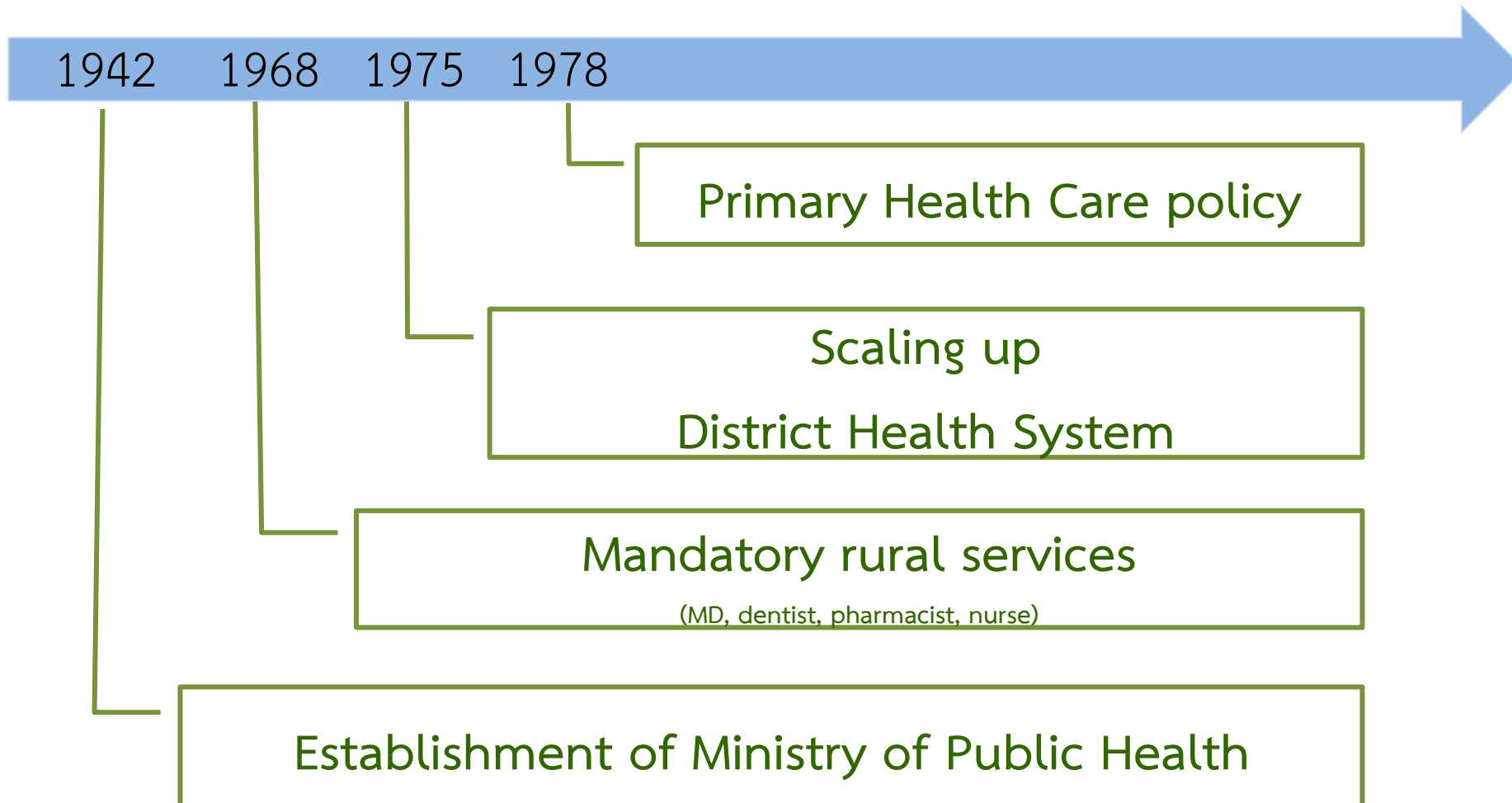
Z axis: Depth of services

Comprehensive package with small exclusion list.

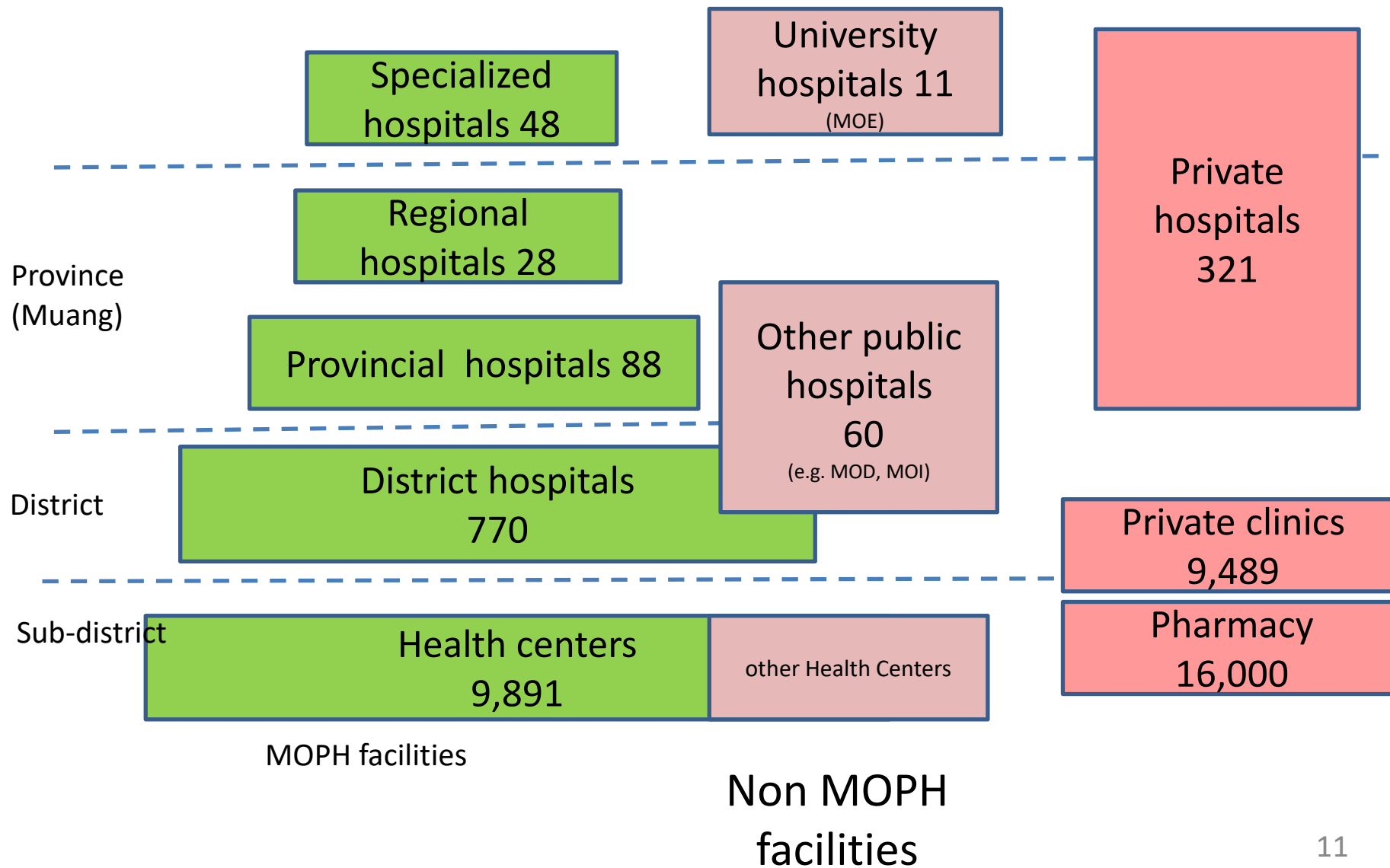
P&P, All essential drugs, Renal Replacement Therapies, organ transplant, CABG, cataract, dental services and dentures, etc.

Solid platform for UHC:

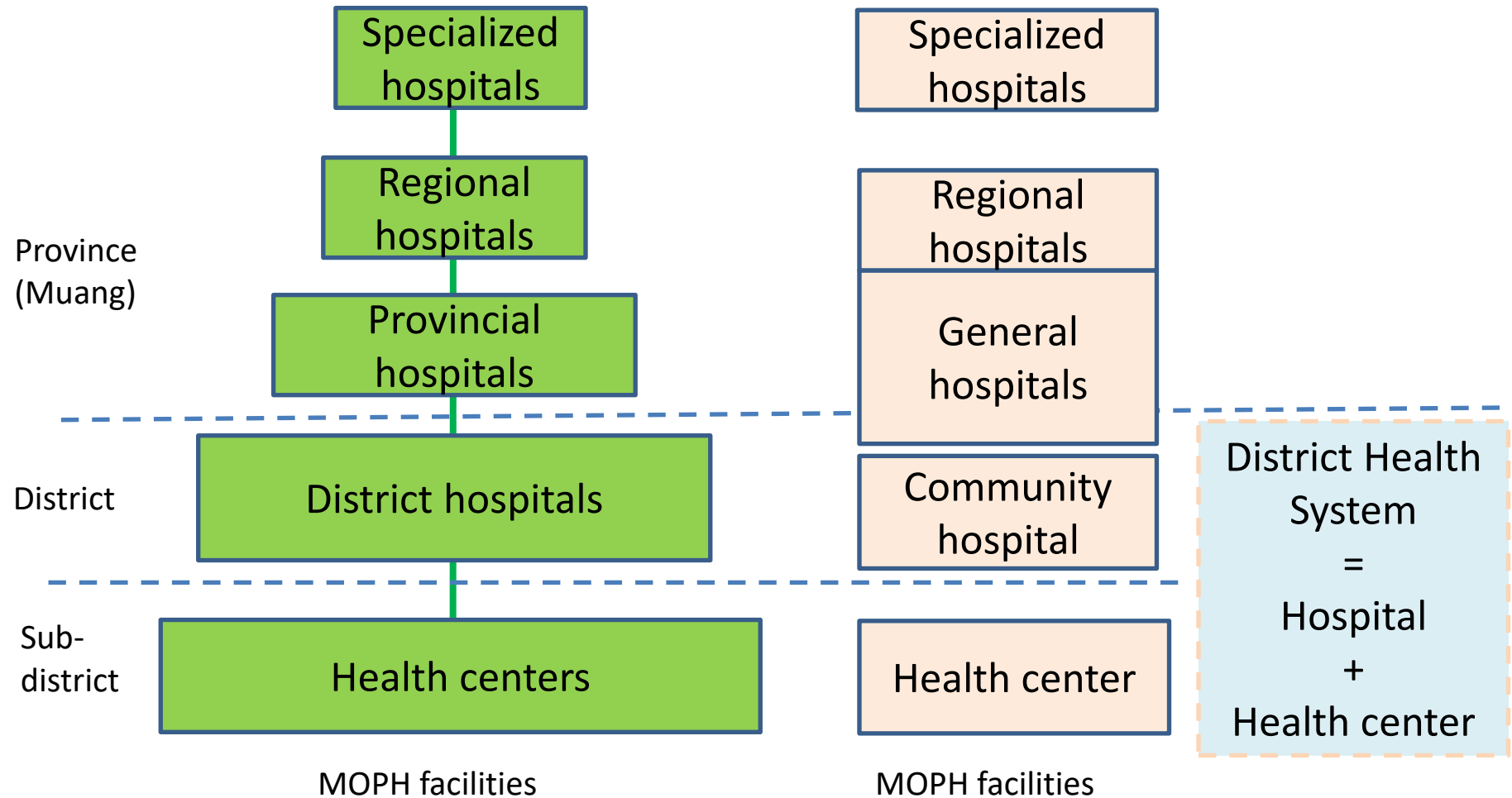
health delivery and health workforce development



Multi-level service delivery system



Multi-level service delivery system



Thailand's Health service delivery system



Primary care
subdistrict

3-6 Nurse & health officer
Cover 2,000 – 5,000
population

Comprehensive care
esp. Prevention and
promotion
Village Health Volunteers



Secondary care
District

2 – 8 doctors 10-120 bed
Cover 30,000 – 80,000
population

District area
Comprehensive care
in – patient service



Tertiary care
Provincial

150 – 500 bed
Cover 200,000 – 3,000,000

Provincial area
Regional area
Specialist service
Subspecialist service

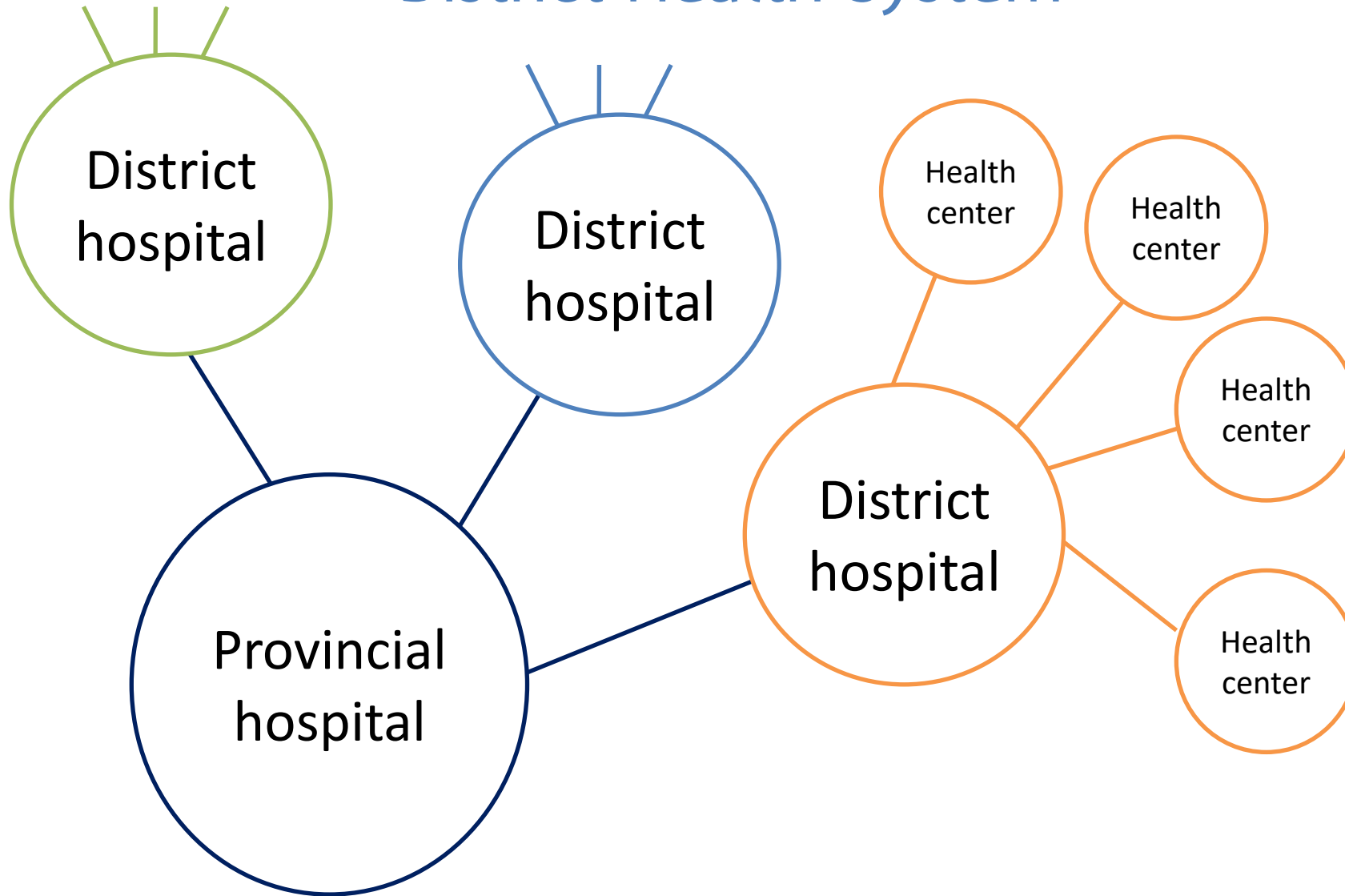


Excellent center

No catchment
Very high potential

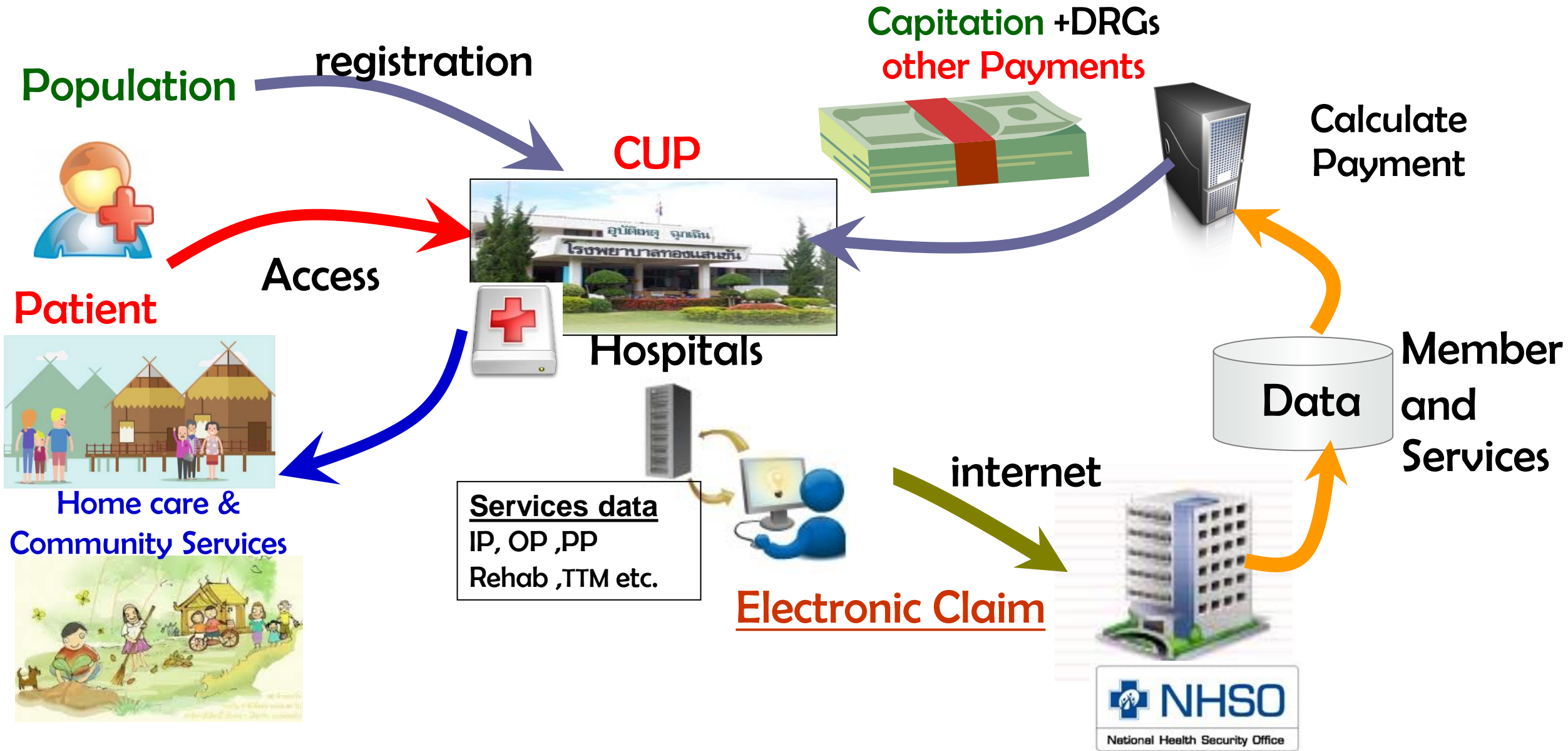
Specialist hospital
University hospital
Mostly in Bangkok area

District Health System



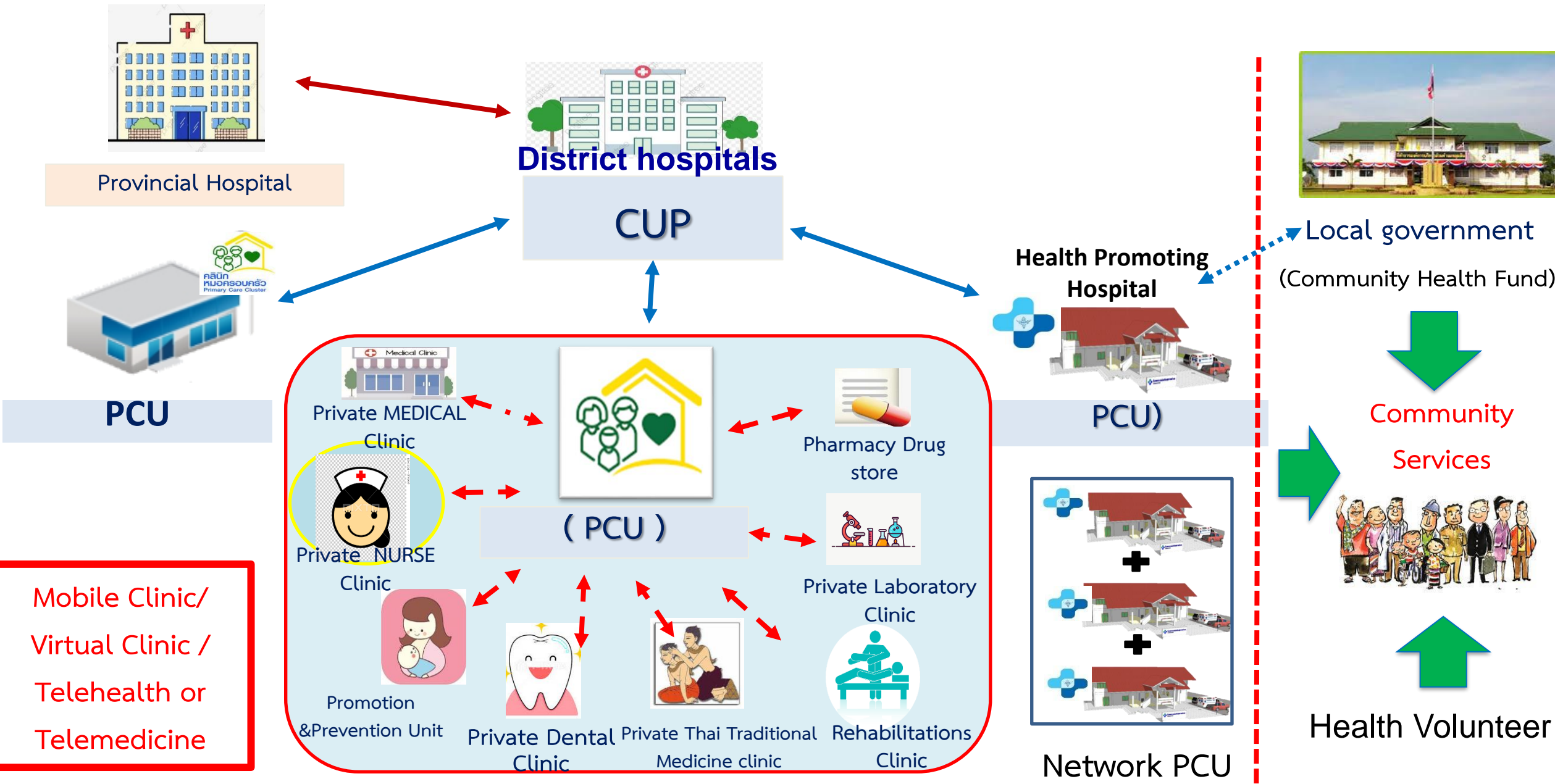
UCS SYSTEM DESIGN

Registration & Reimbursement System



CUP plays gate keeping function: pay for OP referrals to provincial hosp.

New PRIMARY CARE Setting

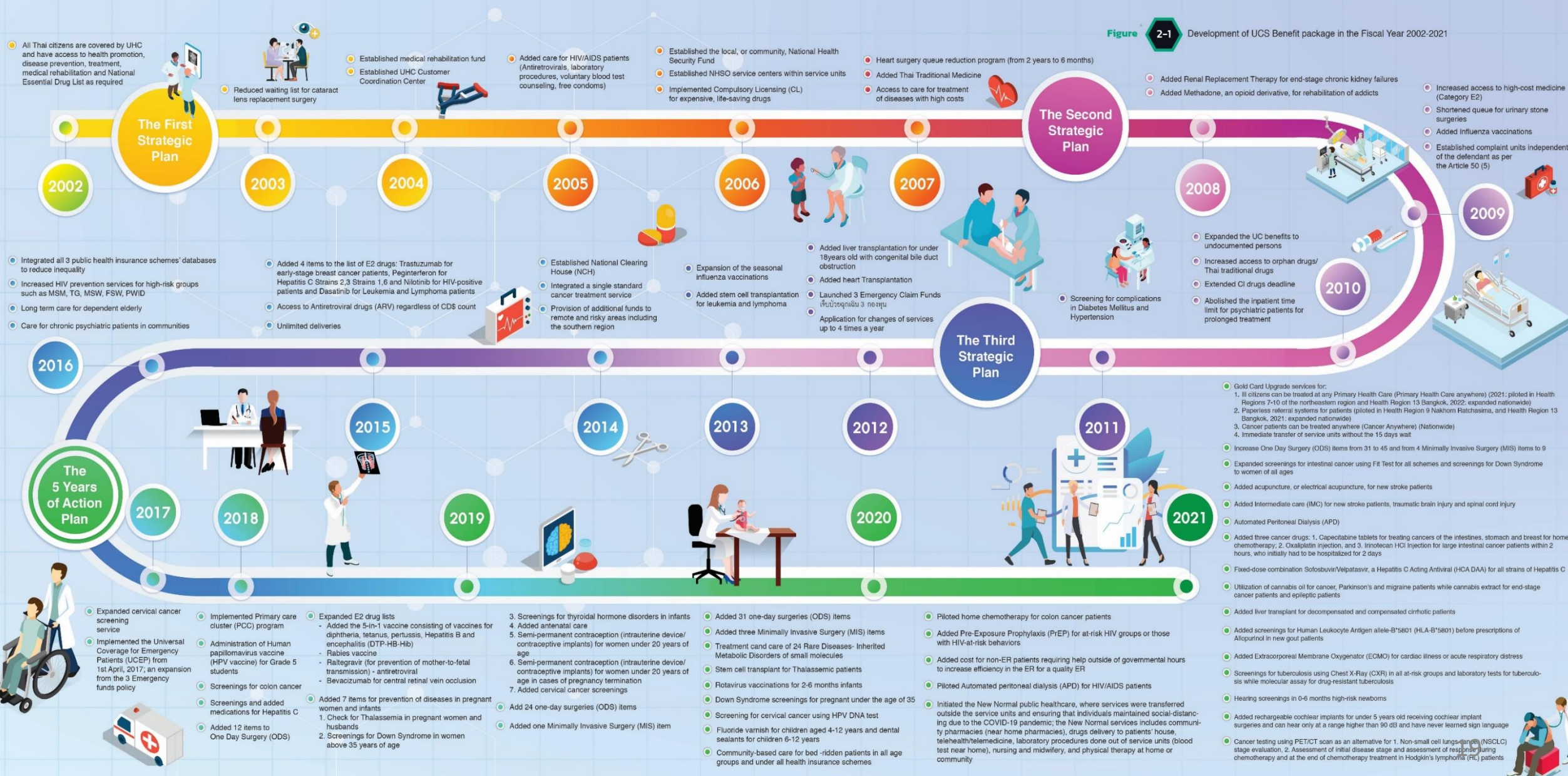


Mobile Clinic/
Virtual Clinic /
Telehealth or
Telemedicine

Funding for UCS

- **Source of finance: Tax-based financed**
 - ✓ Pooling fund from general taxation; close-end budget
 - ✓ No direct contribution from UCS members (*30 baht is as voluntary basis)
- **General principles for budget estimation**
 1. Per capita budget is based on
 - Volume of services used
 - Unit cost of services provided
 - Projection of increases in service utilization and cost
 2. Data availability
 - Administrative database , hospital financial reports, beneficiary registration
 3. Policy direction
 - Increased access , standard protocol, new benefit packages as necessary

Health benefit package : evolution since inception 2002



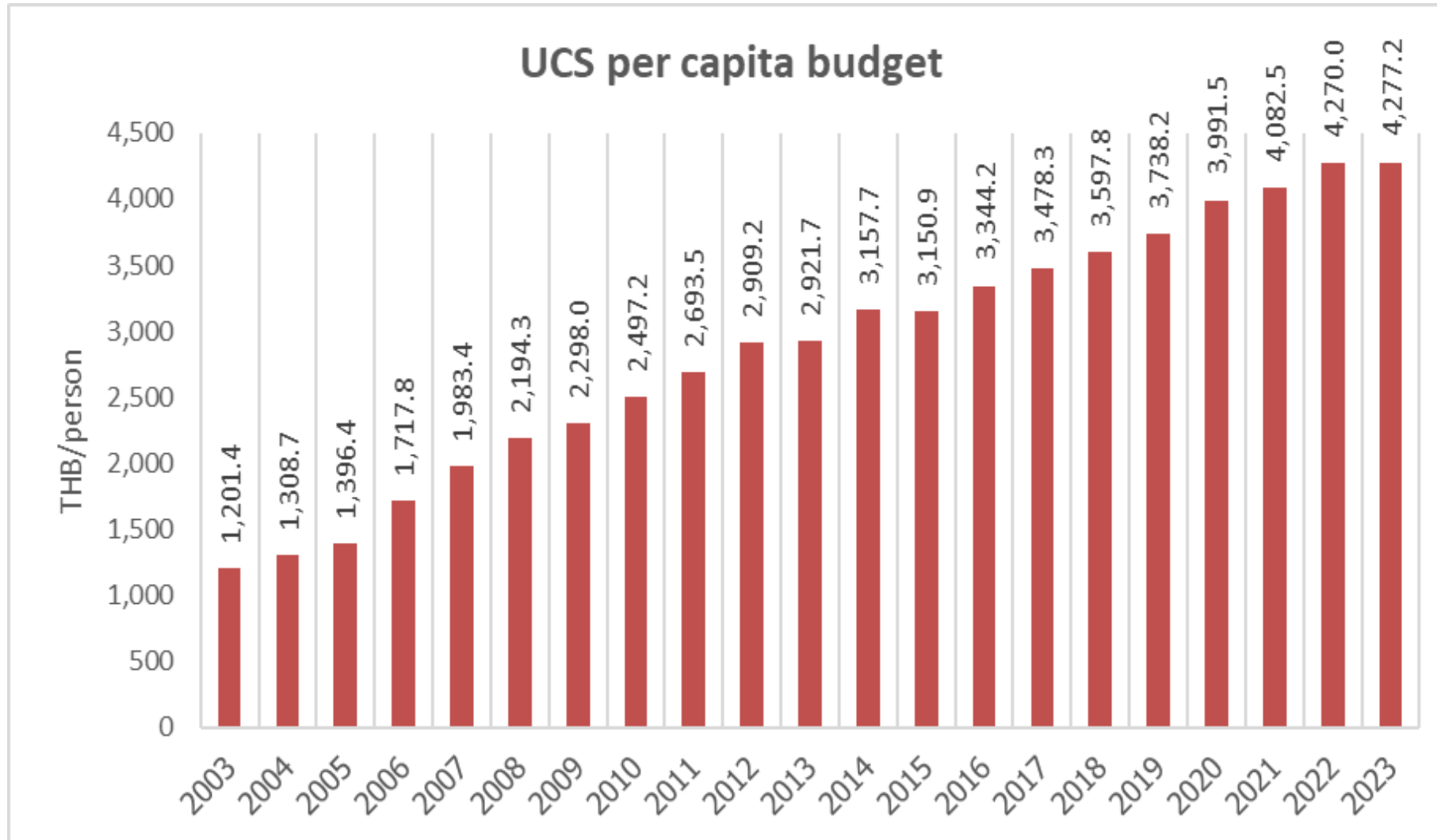
Benefit package for Personal health promotion & disease prevention services under the UCS in Thailand

Target	Basic services
Mothers & infants	Ante Natal Care, Post Natal Care, Family Planning, Health Education, Well Child Clinic, Immunization
Children < 5 yrs	Immunization(EPI),Health check up - Well Child Clinic, Growth monitoring, Oral health ,Health Education
Children 6-12 and adolescents 13–24 yrs.	Immunization(EPI), Growth monitoring, Oral health, Health Education : sex & reproductive health & addictive substance & exercise & eating habits & desired behaviors etc.
Adults 25 – 59 yrs.	Screening for DM/HT & depression & cancer of cervix and breast, Family Planning ,Health Education
Elderly	Screening for DM/HT & depression, Flu vaccination
Risk Population	Flu vaccination, secondary prevention for DM/HT, health education, Behavior-change programs

Provider payment mechanism

- **Closed-end payment methods >> cost containment**
 - **Capitation** for Outpatient services and P&P
 - weighted by % ageing population and remoteness
 - **Global budget** for IP
 - DRG single-base rate for all providers
 - Fee schedule for high-cost care, medical devices
 - **Risk of under-service provision**, counteracted by
 - Additional payment for some high-cost care
 - Complaint management through the 1330 hotline (call centre)
 - Standard and Quality Control mechanism: Quality Board, CPG applied, Auditing system
 - Working with The Healthcare Accreditation Institution (Hospital accreditation)
 - **To ensure access to some specific diseases with high burden**
 - Fee schedule with conditions e.g. cataract, stroke fast tract.

Per capita UCS budget, current price, 2003-2023, THB/capita



Factors of increases

- Additional benefit package especially high cost care/ interventions
- Increasing of utilization rate
- Increasing of medical, labor inflation (6% per annum)



Members' right protection

- Beneficiary registration
- Provide information (Q&A) and file complaints
- Active communication through various channels
- Ensure standard and quality of care through promoting and supporting quality improvement program/measure, monitoring, visiting, etc.
- Complaint management handling
- No fault compensation

Call Center 1330

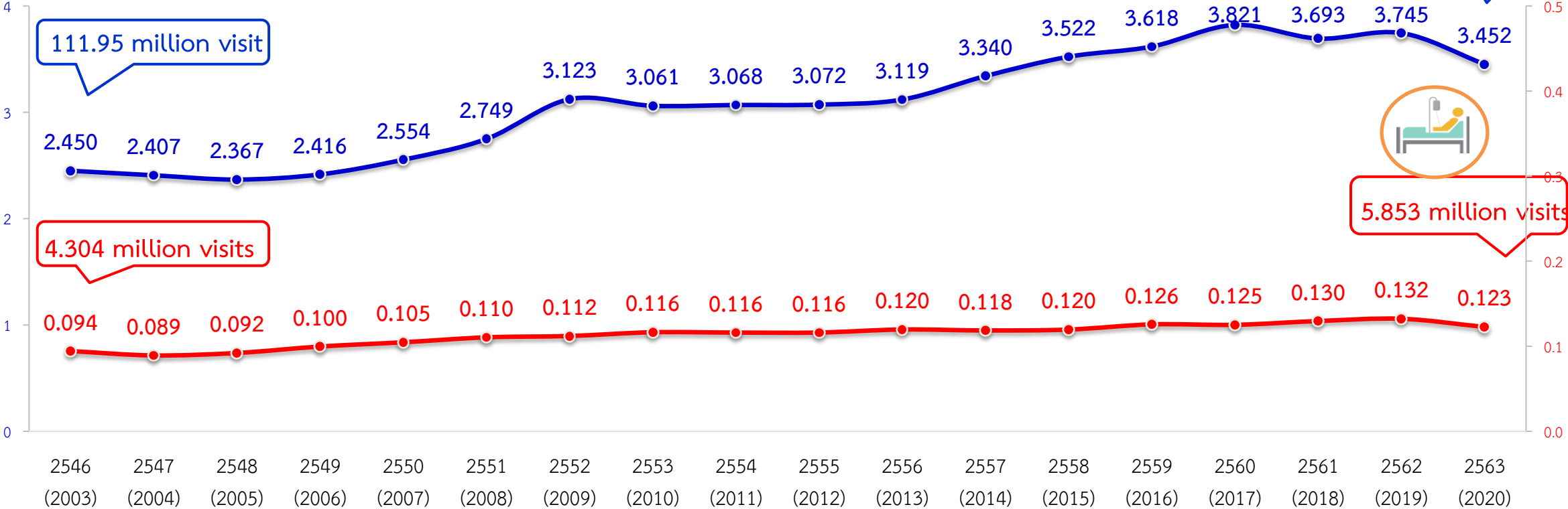


OVERALL OUTCOMES

Utilization of Out-patient and In-patient



164.06 million visit



5.853 million visits

—●— Out-Patient utilization rate (visit/person/year) —●— In-Patient utilization rate (visit/person/year)

Data Source : NHSO 2021

Utilization Rate OP-IP services by Age-group (FY2020)



Utilization Rate – OP
(Visit /person/Year)



5.30 **4.10** **2.56** **2.91** **7.04** **7.36**

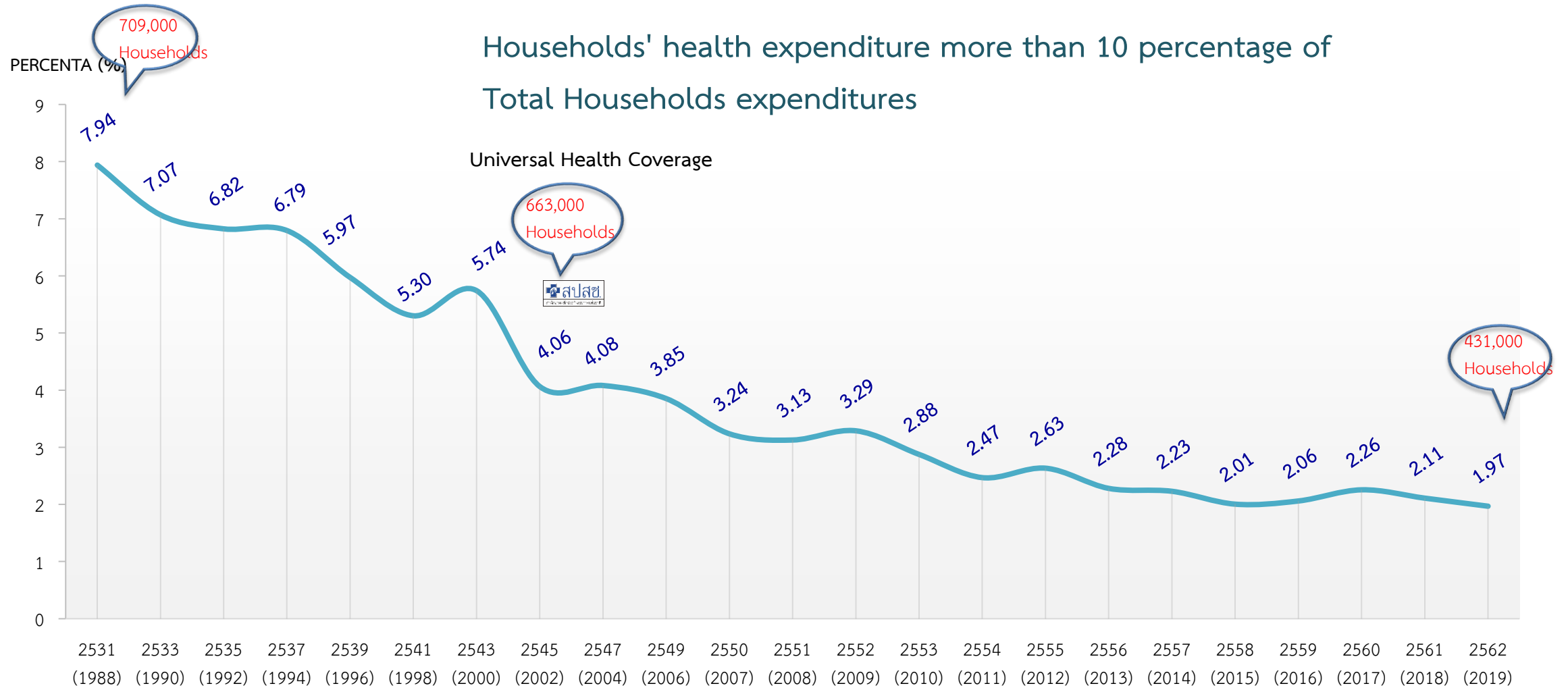


Utilization rate –IP
(Admission /person/Year)

1.19 **0.17** **0.07** **0.09** **0.19** **0.28**

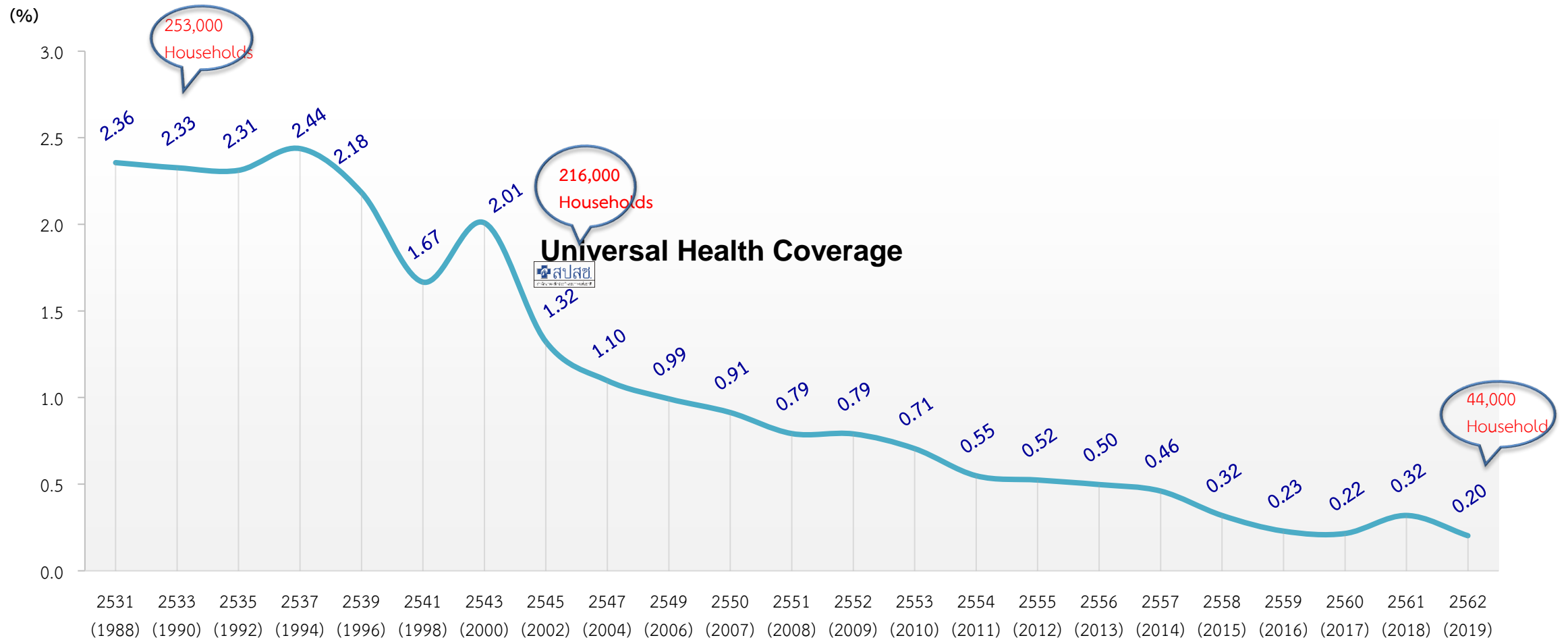
Source: NHSO data 2019

Financial Protection: Catastrophic health expenditure)



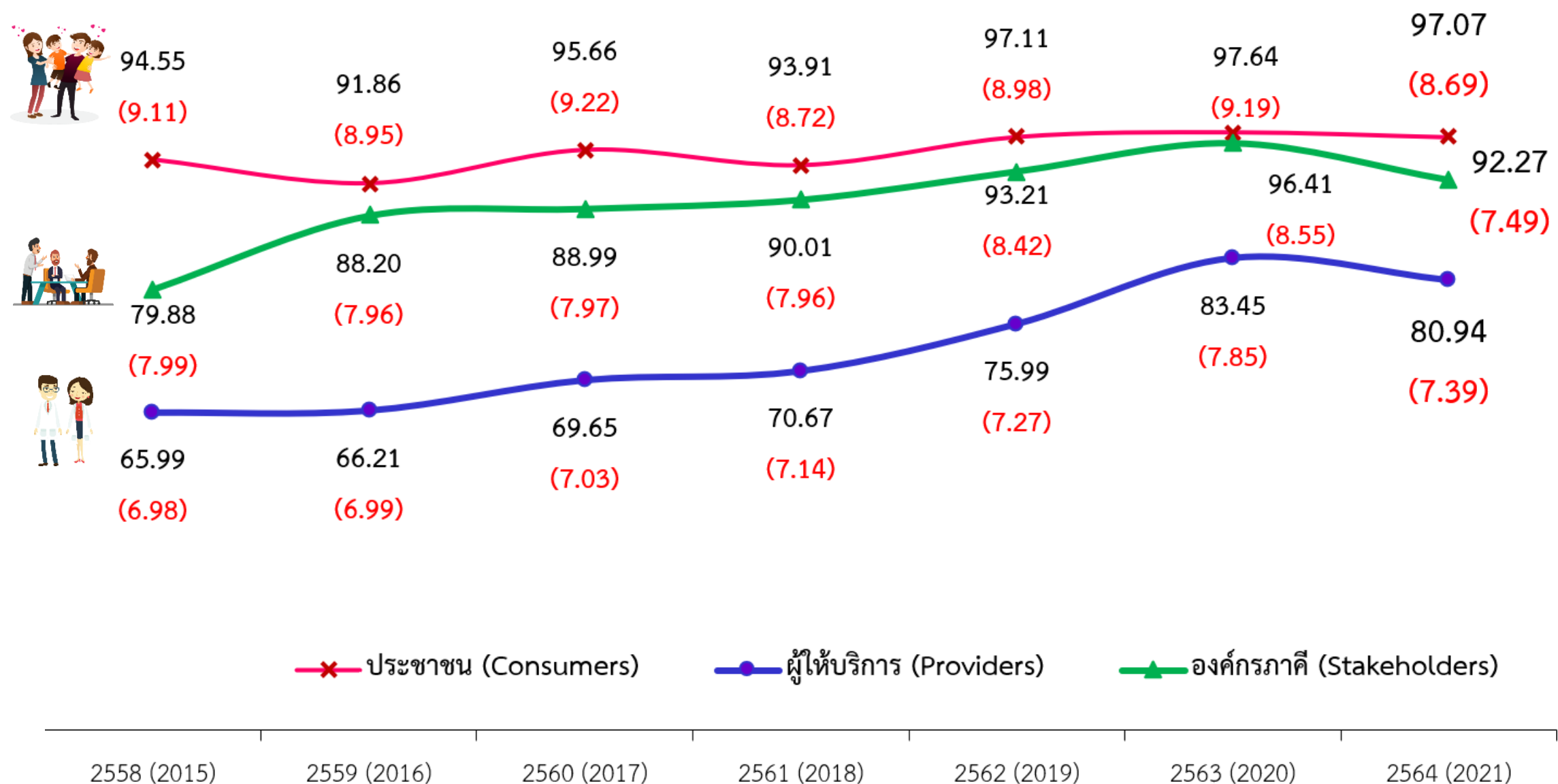
Source National Statistic Office (2020)

Financial Protection: Health impoverishment



Source: Health Welfare survey, National Health Security Office ,2020

Satisfaction of UCS members and providers



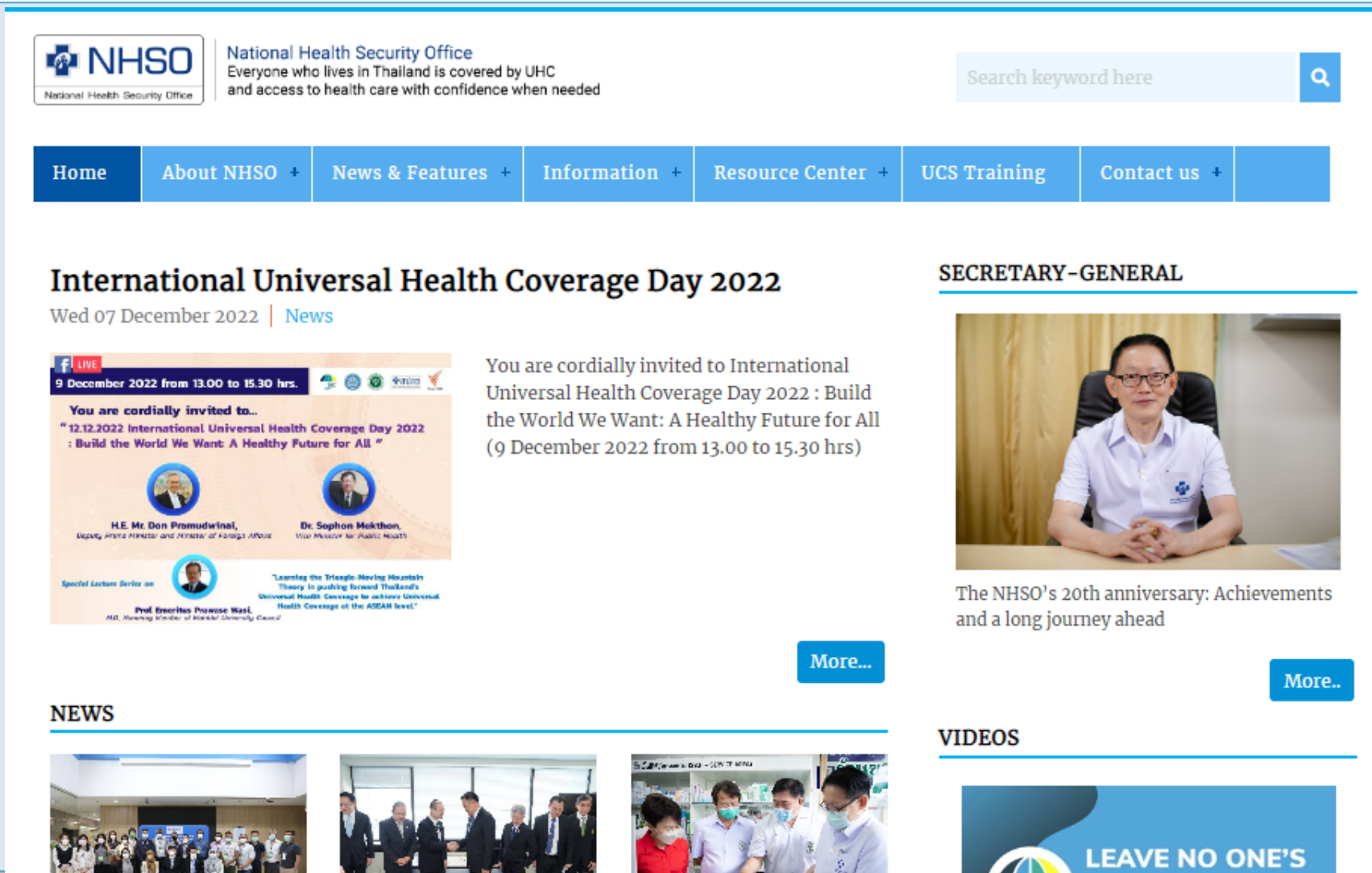
Source FY2003-2021: Satisfaction survey report, Satisfaction high 7- 10 scores

Remaining Challenges

- **Provider side:**
 - Rapid health technology development
- **Beneficiary side:**
 - Demographic and epidemiologic transition, demand to meet their needs and rights.
 - To create an equity and bankruptcy prevention
- **Financial side:**
 - Cost escalation while government budget tend to be limited
 - Preparedness for economic challenge or pandemic situation: UCS reliance on tax financing
- **Harmonizing** among three main schemes whose fundamentals are different

News, Activities, VDO, Gallery, Resource Center

<https://eng.nhso.go.th/view/1/Home/EN-US>

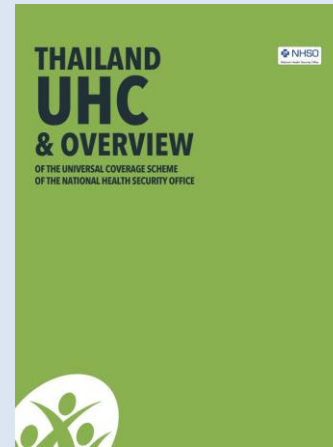


The screenshot shows the English NHSO website homepage. At the top left is the NHSO logo and tagline: "National Health Security Office. Everyone who lives in Thailand is covered by UHC and access to health care with confidence when needed." To the right is a search bar with the text "Search keyword here" and a magnifying glass icon. Below the header is a navigation menu with items: Home, About NHSO +, News & Features +, Information +, Resource Center +, UCS Training, and Contact us +. The main content area features a large article titled "International Universal Health Coverage Day 2022" dated "Wed 07 December 2022 | News". The article includes a Facebook Live event poster for "9 December 2022 from 13.00 to 15.30 hrs." with the theme "12.12.2022 International Universal Health Coverage Day 2022 : Build the World We Want: A Healthy Future for All". It lists speakers: H.E. Mr. Don Pramudwinai (Deputy Prime Minister and Minister of Foreign Affairs), Dr. Sophon Mekthong (Minister for Public Health), and Prof. Emeritus Phrasae Wasl (MD, Meritxet Institute of Medical University, Chiang Mai). The article text says: "You are cordially invited to International Universal Health Coverage Day 2022 : Build the World We Want: A Healthy Future for All (9 December 2022 from 13.00 to 15.30 hrs)". To the right of the article is a "More..." button. Below the article is a "NEWS" section with three image thumbnails. To the right of the main content is a "SECRETARY-GENERAL" section featuring a photo of a man in a white shirt sitting at a desk. Below the photo is the text: "The NHSO's 20th anniversary: Achievements and a long journey ahead" and a "More.." button. At the bottom right is a "VIDEOS" section with a video thumbnail showing a group of people and the text "LEAVE NO ONE'S".

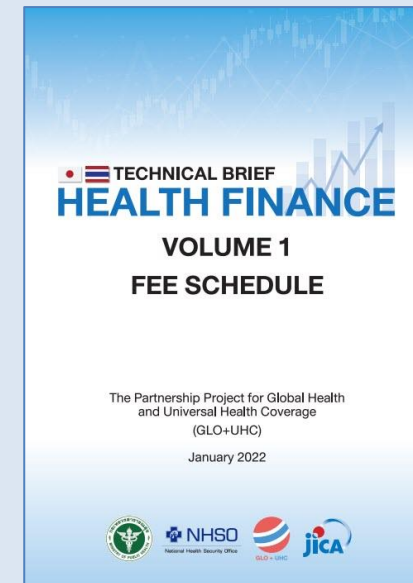
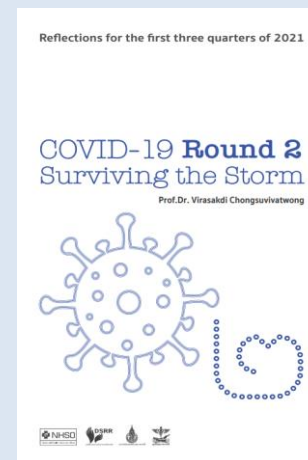
NHSO Resource centers

Learning materials (incl. articles, books, and videos) summarizing our experiences are available online!

NHSO Resource Center focuses more on the development of UHC, i.e., Universal Coverage Scheme (UCS) and its health financing system.



Also, technical reports and leaflets of the GLO+UHC Project are available.



<https://eng.nhso.go.th/view/1/Home/EN-US>



NHSO

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Thank you

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