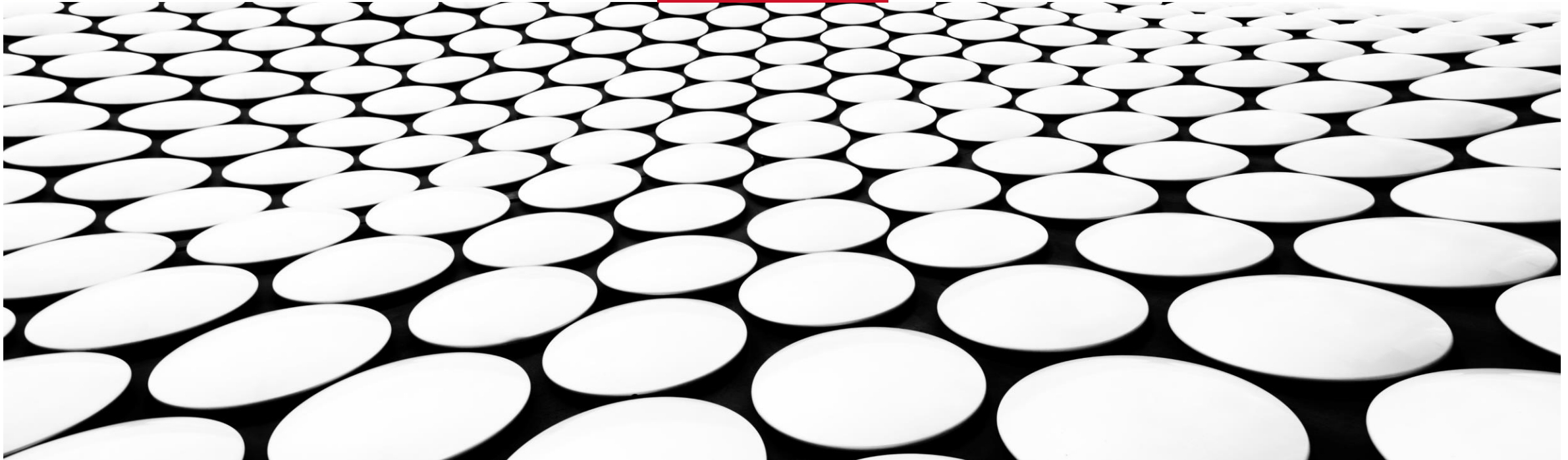


# 15<sup>TH</sup> CARIBBEAN CONFERENCE ON NATIONAL HEALTH FINANCING INITIATIVES, BUCARAMANGA, COLOMBIA

HEALTH FINANCING IN THE CARIBBEAN: OPTIMIZING EFFICIENCY IN GOVERNANCE AND PUBLIC-PRIVATE PARTNERSHIPS, THE BELIZE EXPERIENCE



National Health Insurance



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# CONTRACTING HEALTH PROVIDERS- COMPARING PUBLIC AND PRIVATE



# OUTLINE OF PRESENTATION



National Health Insurance

- BACKGROUND
- PARAMETERS FOR COMPARISON
- RESULTS (SELECTED INDICATORS)
- CHALLENGES
- SCORECARD

# SINGLE PURCHASER: CONTRACTUAL BASED....PUBLIC, PRIVATE, NGO.

- MINISTRY OF FINANCE APPROVED THE ESTABLISHMENT OF PRIVATE BANK ACCOUNTS FOR PUBLIC FACILITIES CONTRACTED UNDER THE NATIONAL HEALTH INSURANCE.
- CONTRACTS INCLUDE GUIDELINES: MUST FOLLOW SAME FINANCIAL REGULATIONS(PUBLIC).
- OBJECTIVE WITH PUBLIC FACILITIES WAS AVAILABILITY OF LOCAL FINANCIAL RESOURCES TO ADDRESS LOCAL NEEDS: MEDICATION, REPAIRS, HUMAN RESOURCES.
- REQUIREMENTS FOR PRIVATE AND PUBLIC SAME; H.R PROFILES; LIST OF EQUIPMENT; FACILITY STANDARDS; KPI
- **PAYMENTS** (Capitation) USED SAME ASSESSMENT OF INPUTS REQUIRED AND VALUE DEPENDED ON GEOGRAPHIC LOCATION, NOT BASED ON PRIVATE/PUBLIC/NGO.
- **FOR SUPPORT SERVICES:** NEGOTIATED PRICES ON BULK; TENDERS OF 37 MEDICATIONS WHICH NHI DISTRIBUTES; FOR PUBLIC FACILITIES, A SYMBOLIC PAYMENT WAS MADE FOR SUPPORT SERVICES AS THEY ARE SUBSIDIZED BY GOV.

# PARAMETERS FOR COMPARISON

1. FLEXIBILITY IN RESPONSE TO ASSESSMENT FINDINGS
2. MANAGEMENT OF HUMAN RESOURCES
3. COMPLYING WITH CONTRACTUAL TERMS (FINANCIAL PENALTIES)
4. OUTCOMES/KEY PERFORMANCE INDICATORS



National Health Insurance

## BELIZE

### PRIMARY CARE PROVIDER SERVICE CONTRACT

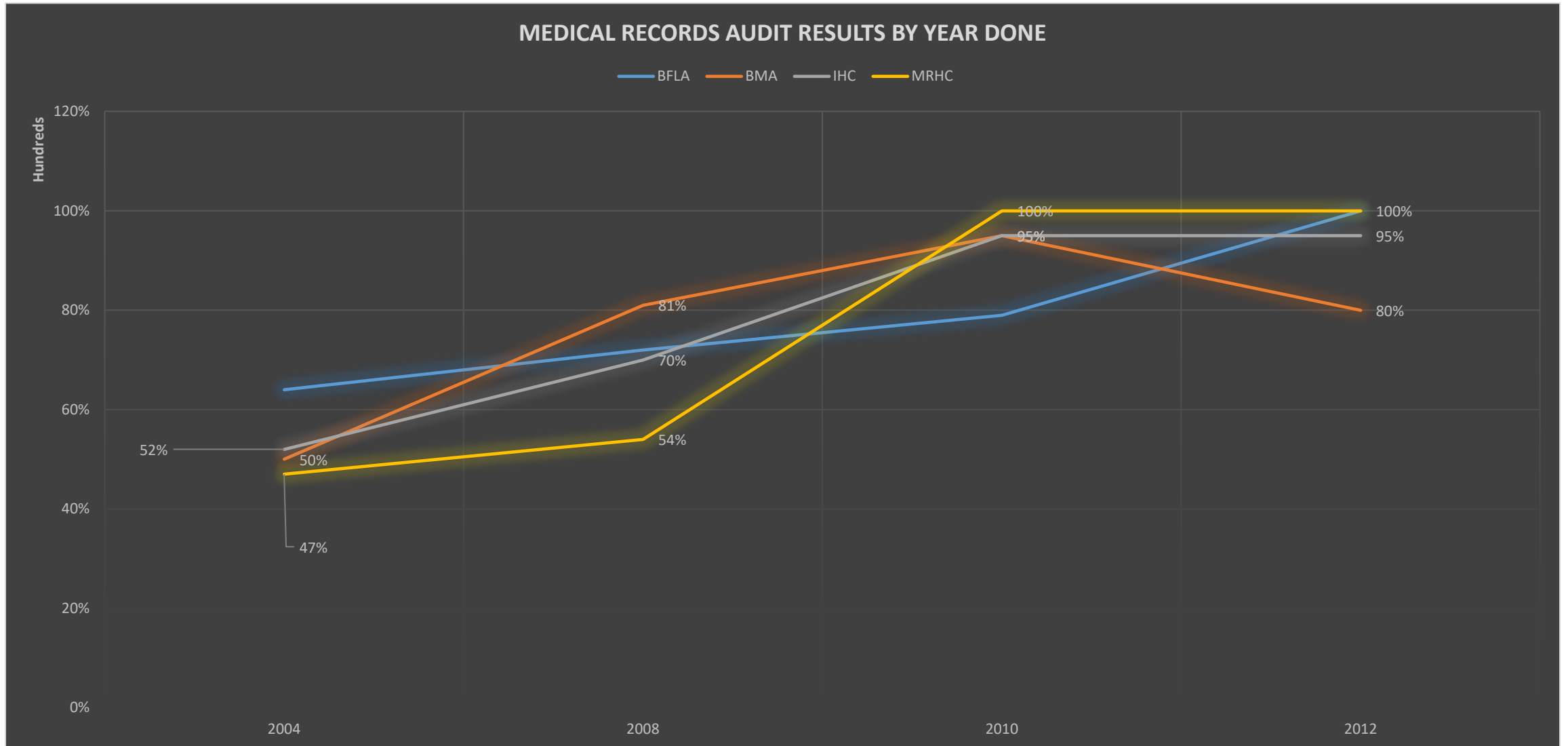
THIS AGREEMENT is made on the 1<sup>st</sup> day of April, 2023 between the SOCIAL SECURITY BOARD, a statutory body established under the Social Security Act, Chapter 44 of the Laws of Belize, with registered offices at Bliss Parade, Belmopan City, Belize (hereinafter referred to as "SSB"), of the ONE PART and MERCY CLINIC whose principal place of business is #1955 Mercy Lane, Belize City, Belize District (hereinafter referred to as "Primary Care Provider"), of the OTHER PART.

SSB and the PCP are collectively called the "Parties" and each shall be individually referred to as a "Party".

#### RECITALS

- I. The Social Security Board operates a National Health Insurance (hereinafter referred to as "NHI"), and, in connection with such insurance, arranges for the provision of primary health care services to the target population, with universal access to improve equity and outcomes in the Belize health system. For the purposes of this Agreement, the NHI will be the main implementing agency of the SSB.
- II. The primary mechanism by which the SSB will contract for the provision of primary care services is through the Primary Care Provider (hereinafter referred to as the "PCP"), who is contractually responsible for the management and operation of the MERCY CLINIC in the Belize District, which is the targeted health care provider under this Agreement.
- III. The Ministry of Health and Wellness will continue to assume responsibility for Public Health Services that aim to strengthen preventive and promotion health care through improving conditions in partnership with the community at large. These include *inter alia* control of communicable and non-communicable diseases, health promotion, public information and education, water and sanitation, environmental protection, health related data collection, surveillance and outcome monitoring. The PCP is required to collaborate with the Ministry of Health and Wellness as necessary.
- IV. The SSB wants to develop and expand access to cost-effective and quality

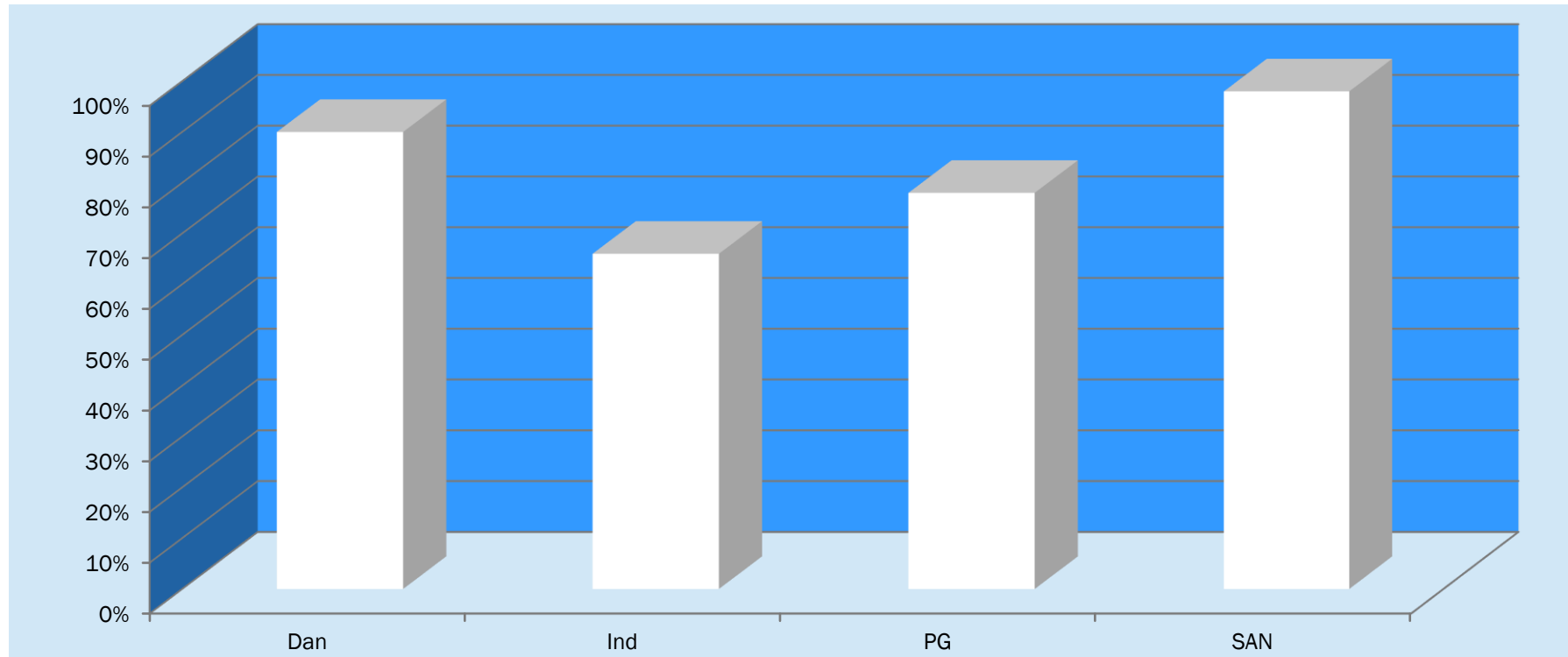
# RESULTS: MEDICAL RECORDS AUDITS



# MEDICAL RECORDS AUDIT (2015)- SOUTHERN REGION

Note: From 2006 to 2008  
poor results due to lack of  
enforcement

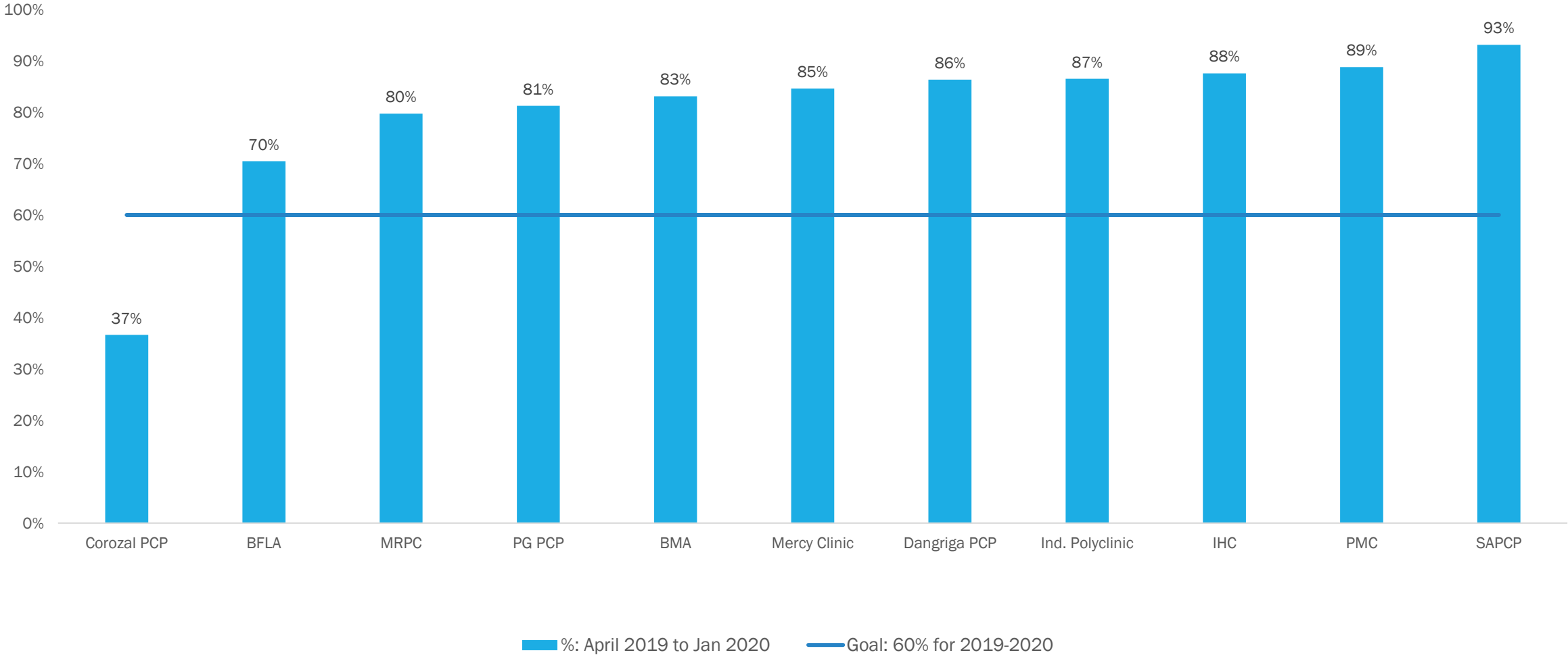
Medical Records Audit Results



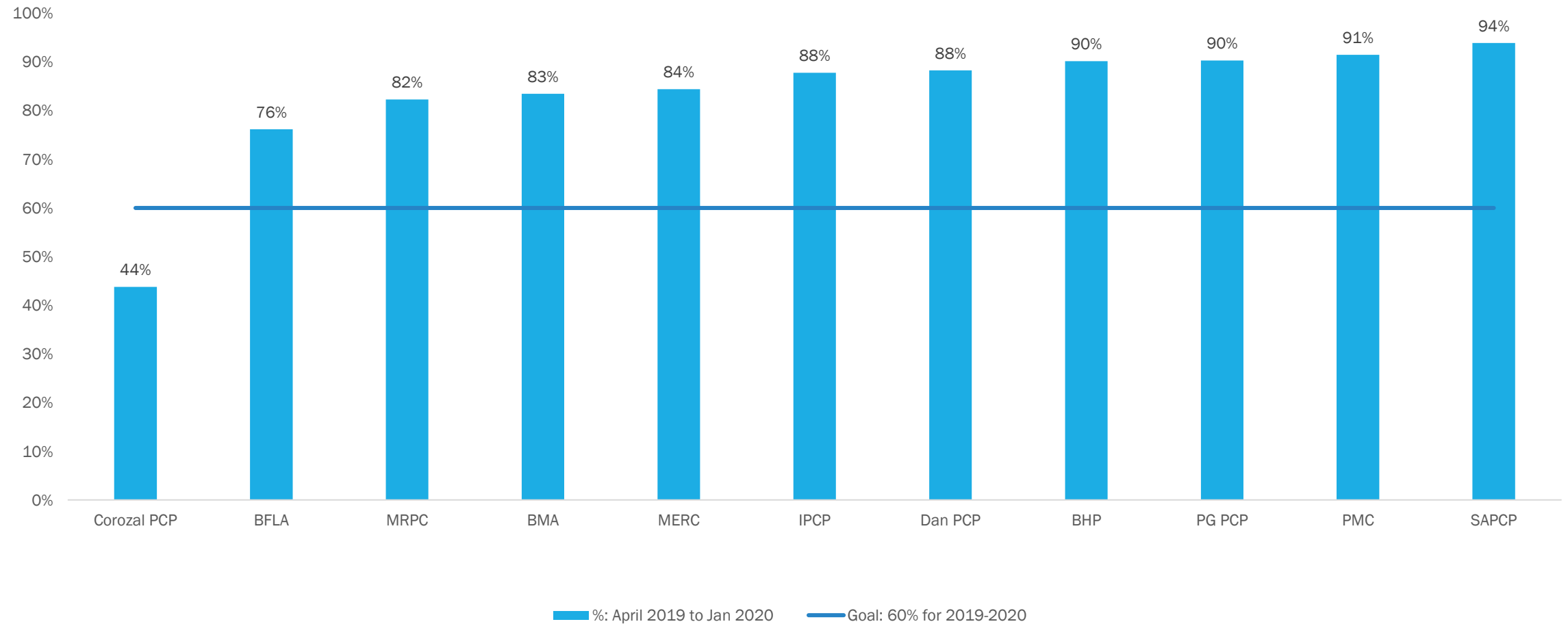


2019	CZL (public)	PAT ( NGO)
Scores (target 90%)	68%	100%
<b>Diabetes Audit Score 2019</b>		
	CZL	PAT
# of records assessed	19	19
# of records that met the target (90%)	13	19
<b>Total score</b>	<b>68%</b>	<b>100%</b>

# % of Hypertensive Patients with $\geq 3$ Clinic Visits and with Outcome Indicators Measured



## % of Diabetic Patients with $\geq 3$ Clinic Visits and with Outcome Indicators Measured



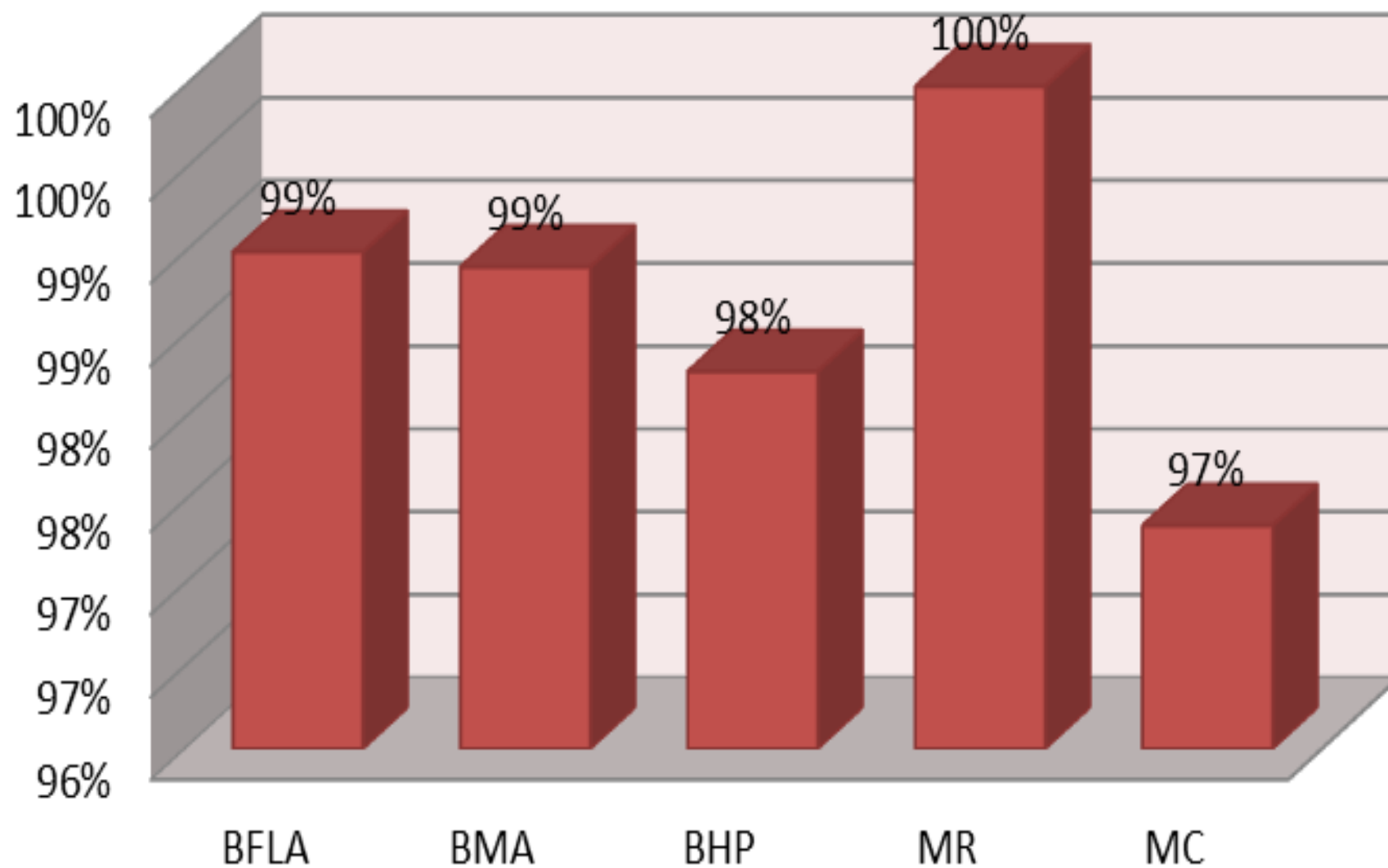
OVERALL PERCENTAGE SATISFACTION BY PCP

PCP	2001	2003	2004	2005
IHC (private)	85%	85%	91%	92%
BFLA (NGO)	86%	82%	92%	90%
BMA (private)	81%	81%	93%	95%
MR (Public)	75%	72%	89%	97%

## Patient Satisfaction Survey Overall Score by PCP for 2022

PCP	BFLA	BMA	BHP	MR	MC
Final Score	93%	73%	87%	90%	97%
PCP	DAN	IND	PG	SA	
Final Score	63%	68%	89%	74%	
PCP	CZL	PAT	Chunox	San Narciso	
Final Score	89%	89%	95%	47%	

# Facility Evaluation Total Scores 2014



## 2022 Assessments: KPI

Southern Region											
		Pass Score	DAN		IND		PG			SAN	
Facility Assessment		85%	71%		89%		87%			96%	
Patient Satisfaction Survey		80%	63%		68%		89%			74%	
NCD Consultations		60%	41%		56%		52%			62%	
Management Meetings		YES	YES		YES		YES			YES	
Financial Reports		YES	YES		YES		YES			YES	
KPI Scores		<b>80%</b>	<b>DAN</b>	<b>40%</b>	<b>IND</b>	<b>60%</b>	<b>PG</b>	<b>80%</b>		<b>SAN</b>	<b>60%</b>

## BELIZE CITY KPIs 2022

	Pass Score	BFLA		Pass Score	BMA		Pass Score	BHP			
Facility Assessment	85%	99%		85%	96%		85%	93%			
Patient Satisfaction Survey	80%	93%		80%	<b>73%</b>		80%	87%			
NCD Consultations	50%	52%		40%	55%		40%	52%			
Health Education Sessions	YES	YES		YES	YES		YES	YES			
		<b>BFLA</b>	<b>100%</b>			<b>BMA</b>	<b>75%</b>			<b>BHP</b>	<b>100%</b>

Matron Robert's KPI Indicators			
	Pass Score	MR	
Facility Assessment	85%	89%	
Patient Satisfaction Survey	80%	90%	
NCD Consultations	50%	<b>40%</b>	
Health Education Sessions	YES	YES	
Management Meetings	YES	YES	
Financial Reports	YES	YES	
		<b>MR</b>	<b>75%</b>



## DIFFERENCE IN WORK ENVIRONMENT (MANAGEMENT)

- PUBLIC FACILITIES MAINTAIN THEIR PUBLIC FUNCTION: CLINICS MUST COVER EXTRA HOURS; SEE PATIENTS WHETHER REGISTERED (NHI REQUIREMENT) OR NOT; ALMOST WITH SAME STAFFING; WORKLOAD IS SOMETIMES DOUBLE OF WHAT THEY SEE UNDER NHI COVERAGE.
  - FRUSTRATION
  - AFFECTS QUALITY
  - DIFFUSES THE BENEFITS OF NHI PACKAGE
- DIFFERENT BENEFITS AND ALLOWANCES; ATTRITION RATES HIGH; SEEKING SECURITY OF TENURE;
- ARE SUBJECT TO THE WHIM AND WILL OF THE REGIONAL MANAGEMENT WHO SEES THIS CADRE OF H.R AS ADDITIONAL STAFF TO COVER OTHER NEEDS OF THE REGION.

# REGISTERED VS NON-REGISTERED PATIENTS AT PUBLIC FACILITIES

## Independence Polyclinic

	2020	2021	2022
Total Patients Seen	20222	25939	31039
Total Non-registered	9530	9411	8557
Percent Non-registered	47%	36%	28%

## Corozal Polyclinic

	2020	2021	2022	To July 2023
Total Patients Seen	16015	8712	15190	11307
Total Non-registered	14265	7409	9037	7391
Percent Non-registered	89%	85%	59%	65%

**If Registered:** Entitled to full package covered by NHI  
**If not Registered:** Entitled to whatever MOH has available, usually short on meds, imaging, labs.

Because of Public facility, must meet conditions of MOH; Open 24/7; few additional personnel hired; overworked NHI contracted personnel! In case of Corozal, personnel used to cover Hospital services as well!

# SCORE CARD

1. FLEXIBILITY IN RESPONSE TO ASSESSMENT FINDINGS:	Private/NGO: +++	Public: ++
2. MANAGEMENT OF HUMAN RESOURCES	Private/NGO:+++	Public: +
3. COMPLYING WITH CONTRACTUAL TERMS (FINANCIAL PENALTIES)	Private/NGO:++++	Public: +
4. OUTCOMES/KEY PERFORMANCE INDICATORS	Private/NGO: +++++	Public: +++

**Key Message:** If allowed to manage locally, public clinics can perform as well as or better than private entities. Pay for performance works; Need robust monitoring and evaluation systems.

**The End:** Future looks bright as Government fully supports the Rolling Out of the National Health Insurance with strengthened governance structure of the Health system and more autonomy for Health Providers (Ministry of Health and NHI have different functions and must be clearly articulated in legislation)

