Strategy for Strengthening eHealth Thailand
Strategic Area 1: Policy and Strategy

• Objective 1.1 – Support the formulation and adoption of people-centered e/mHealth policies and strategies and its implementation.

• Objective 1.2 – Encourage countries to set eHealth as a political priority at the national and regional levels

• Objective 1.3 – Support the establishment of a regional and national intra/intersectoral network (civil society/public network) to participate in the formulation of eHealth policies and standards, as well as decision-making in that area

• Objective 1.4 – Establish a regional system to review and evaluate eHealth policies
Get our boss to

READ and understand

e-Health and its importance
ENGAGING STAKEHOLDERS

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<th></th>
<th>Health</th>
<th>Non-Health</th>
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<td>Public</td>
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<td>Private</td>
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<td>People</td>
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- Decision makers
- Broader stakeholders
- Key influencers
- Engaged Stakeholders
- General public
Part 1  
National eHealth vision

- Manage the process
- Engage with stakeholders
- Establish the strategic context
- Learn from trends and experience
- Draft an initial vision
- Identify required components
- Gather information on the eHealth environment
- Assess opportunities and gaps
- Refine vision and develop recommendations

Part 2  
National eHealth action plan

- Manage the process
- Engage with stakeholders
- Develop eHealth action lines
- Develop an integrated action plan
- Determine high-level resource requirements
- Apply funding constraints to refine plan
- Define implementation phases

Part 3  
National eHealth monitoring and evaluation

- Define indicators for monitoring and evaluation
- Define baseline and target measures
- Define supporting governance and processes

WHO/ITU National eHealth Strategy Toolkit
Situation analysis of public health problems.
• Strategies and goals of the National Health Development Plan No. 11
• SWOT analysis of the ICT Health.
• ICT planning (2013 to 2019)
• National Health Information Framework for ICT 2020 prepared by the Ministry of Information and Communication.
Master Plan:
ICT, Health, Economic and Social Development

Context:
- Culture
- Problems
- Current status of W&C care

Constraints:
Policy and Laws

eHealth Thailand

VISION

Leaders
Strategy & Investment

Workforce
Policy & Legislation
Standards & Inter-Ops

Infrastructure
Services
## Timeline and milestones

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<th>Stage</th>
<th>Week</th>
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**Upper expected timeframe**

**Lower expected timeframe**
Vision:
Strengthening Health System by using eHealth for enabling healthy life for all in Thailand

Mission
To establish eHealth as an integral part of the transformation and improvement of healthcare services in Thailand

Goal:
• To make health care services more accessible and affordable for patients, care providers, care facilitators, improve the quality and coordination of health care services.
Strategies

**Strategic 1.** Get the basics right – infrastructure, connectivity, basic ICT literacy and affordability planning.

**Strategic 2.** Health Information System strengthening.

**Strategic 3.** Seek innovative systems which connect people to eHealth services to improve issues of accessibility, affordability and acceptability.

**Strategic 4.** Develop human capacity in eHealth.
1. Adopt national ehealth strategies focusing on integrating ICTs to support the priorities of the health sector and to provide reliable and affordable Internet connectivity to health/medical centers to the benefit of all citizens including marginalized and disadvantaged groups, especially in rural areas.

2. Integrate the existing ehealth with e governance process.

3. Increase and encourage the use of mobile technologies in health projects for greater reach and inclusiveness.

4. Ensure privacy protection in promoting ehealth service.
5. Affordable and reliable connectivity
   Continue the need to ensure affordable and reliable connectivity from remote areas to health centers.

6. Create the legal framework
   Create the legal framework to promote the use of e/mhealth systems.

7. Measure the impact & evaluation
   Measure the impact of e/mhealth, through credible and replicable evaluation mechanisms and metrics.

8. Interoperability and networking
   Enhance interoperability and networking in e/mhealth systems.

9. Target financial resources
   Target financial resources specifically for e/mhealth services.
Thailand Health information system

• Health information system strategy, with components on the application of ICT for integrated health information systems;

• Thai National health IT standards (Interoperability) using Core data set standards 12 & 18 files standards

• Semantic standards ICD 10 TM, ICD 9 CM

• Security and privacy standards, Announced policy and practice guideline in the field of information security 2013 (http://ict.moph.go.th/)
Patient centric

GIS

War room/Business Intelligence

Disease management

Medical Record exchange

MOPH.DATA CENTER

Standard data

Data Quality

Smart mobile

Data Quality

Patient centric
The process of designing and implementing a strengthened HIS

1. **Leadership, coordination and assessment**
   - Setting up the national working groups and guidance committees and carrying out an assessment of the current HIS.

2. **Priority-setting and planning**
   - Using the results of the assessment to focus the working groups’ attention on the performance gaps and problems, deserve priority attention, generate the strategic ideas needed to strengthen the priority HIS sub-systems.

3. **Implementation of HIS strengthening activities**
   - Timephased implementation of agreed strategies, with monitoring and re-planning taking place at regular intervals.
Objective 1. Increase the availability of accurate and complete health data from public and private sources.

**Intervention 1.1:** Review and strengthen existing legislation, regulations and administrative procedures related to health data recording, reporting, storage, retrieval, analysis and dissemination governing both public and private sector.

**Intervention 1.2:** Strengthen and develop coordinated mechanisms for enforcement of legislation, regulations and administrative procedures that are related to health data.
Objective 2. Improve the quality of health information.

Intervention 2.1: Strengthen HIS supervision and feedback focused on data quality and performance standards adherence.

Intervention 2.2: Conduct special assessments of HIS facilities (tools, materials, ICT means, location and staffing) at all levels.

Intervention 2.3: Provide incentives and benefits linked to Merit – based performance incentive for staff involved in the HIS at all levels.
Objective 3. Enhance HIS commitment

**Intervention 3.1:** Strengthen the capacity of staff involved in the HIS through in-service training and degree programs.

**Intervention 3.2:** Strengthen and maintain the continuing authority and responsibility of the HIS Stakeholders Working Group as a technical instrument of inter-sectoral coordination for health related data and the Statistical Advisory Council.

**Intervention 3.3:** Integrate the HIS strategy and implementation plan into the future health strategic plan.
Universal health care in Thailand

- Universal Coverage scheme: 73.20%
- Social Security for private employees: 3.57%
- Health insurance: 12.30%
- Other: 7.3%
- No registration: 3.3%
- Civil servants and their families: 7.69%
- Other:

Source: NHSO April 2012
Telemedicine CARE

Consultation 24x7

A Tele-Doctor @ Hospital Nearby

Remote Monitor & Follow up @ home

Extended Personal Healthcare Program
• Improve population health outcomes
• Patient-focused
• Safe services
• Quality services
• Accessible services
• Cost Reduction in Health Care
Public health care

Number of practitioners in Primary health care = 44,000

Home health care for population "The doctor nearest you"

Public health care (1: 1,250)
CANDO
C = Child Care (0 – 5 year)
A = Antenatal Care
N = None – Communicable (Cronic)
D = Disability
O = Old

Strategic Public health care
"Every person, Every Issues, Any time"
System

Family doctor

Family health care attendant

Medical expertise
Link
Closely

People

1:1,250
Ability
A wizard
Encouragement

family practice physicians
1:1 District
Adviser
Primary emotions
CARE (Care by heart)

Consultation

A tele doctor @ hosp nearby

R remote monitor and FU. @ home

E xtend personal Health promotion program

mobilization and strengthening of support networks
Consultant distance
Rely like family

- Find a doctor near you,

Thoroughly online

- Happy Home Care

- Health plan, Individual, communities, actively participate.
C = Consultation 24x7

People

The family health care attendant

Family doctor

Medical expertise

1:1250

1:12

Pop 15000
C = Consultation 24x7

Family health care attendant (1:1250)

Family health care attendant consult to family practice physicians

family practice physicians consult to Medical expertise
Doctor online

People can access to remote medical services at Health Promoting Hospital
People can access remote medical services at Health Promoting Hospital
R = Remote Monitor & Follow up @ home

Home health care visiting with Telecommunications

Home health care mobility

Home and communities visiting
R = Remote Monitor & Follow up @ home
E = Extended Personal Healthcare Program

- Track warning systems
- Health promotion programs
- Health education Programs

Health campaign
mHealth

• Several mHealth initiatives have been established, piloted and tested in Thailand.

New technologies and services that make up the “Internet of Things” and M2M Applications need to be adapted to ensure that developing country can also benefit in the near future.
GIS Health on Smartphone.. Launch on December 2013

- Health Specialist
- Services
- Health care unit Mapping
- tools and medical equipment
- information of Health status
GIS Health on Smartphone
eGovernance in various sectors

Sample governance model for national monitoring and evaluation

Source: WHO & ITU, Define supporting governance and processes, National eHealth Strategy Toolkit » page 26
eHealth Implementation Timeline

Establish Enterprise Architecture

Establish Interoperability Framework

Governance and Legal Framework Council


Change Management and Capacity Building

Phase 1
2 Years

Phase 2
3 Years

Phase 3
4 Years

Phase 4
3 Years

Phase 5
3 Years

Identify Service integration possibilities and Develop Business Process Techniques

Create a Metadata Repository and a Data Warehouse

Build Data Center, Infrastructure for Communications, Server, VPN, Middleware, Security, Knowledge,

Deploy Common Applications and Specific Applications

Create Disaster Recovery Sites

Deploy Electronic Procurement

Enable Independent Single Point of Contact for Access to Information and Services

Integrate Service Delivery and Governmental Processes

Customize Information and Services needs of individuals and businesses
Next Mission

Just Do it
THANK YOU 😊