

Ejada Implementation

Agenda

- 1:00 – 1:20 The EJADA Implementation
Altijani Hussin
- 1:20 – 1:40 Overview of KPIs methodology
Aurel Brudan – KPI Institute
- 1:40 – 2:30 Clinical indicators
Dr. Mohammad Fargaly
- 2:30 – 2:45 Break
- 2:45 – 3:30 Efficiency indicators
Altijani Hussin
- 3:30 – 4:00 Q&A and Next Steps
Dr. M. Fargaly, Hussin, Brudan



Law 11, from 2013

قانون رقم (١١) لسنة ٢٠١٣

بشأن

الضمان الصحي في إمارة دبي

The Law Objectives

Article (3)

The objective of the Law, hereby, is the realization of the following:

1. Provision of integrated health system in the Emirate of high quality, featuring flexibility and ability to develop and cater for beneficiaries' expectations.
2. Development of financing system characterized by efficiency and sustainability.
3. Creation of a dynamic environment conducive for attracting investments and maintaining the competitiveness of the Emirate.
4. Provision of health services within a framework, designated to protect rights of all parties participating therein.

EJADA: Objective, benefits, challenges

Objective: Dubai health insurance performance monitoring system

KEY BENEFITS

How will we benefit?

1

Standardize Quality

- Identify underperforming areas to improve services
- Understand Dubai health sector for international comparisons and medical tourism

2

Ensure Efficiency

- Maintain financial sustainability and resource utilization
- Transparency to maximize RoI

3

Improve Access

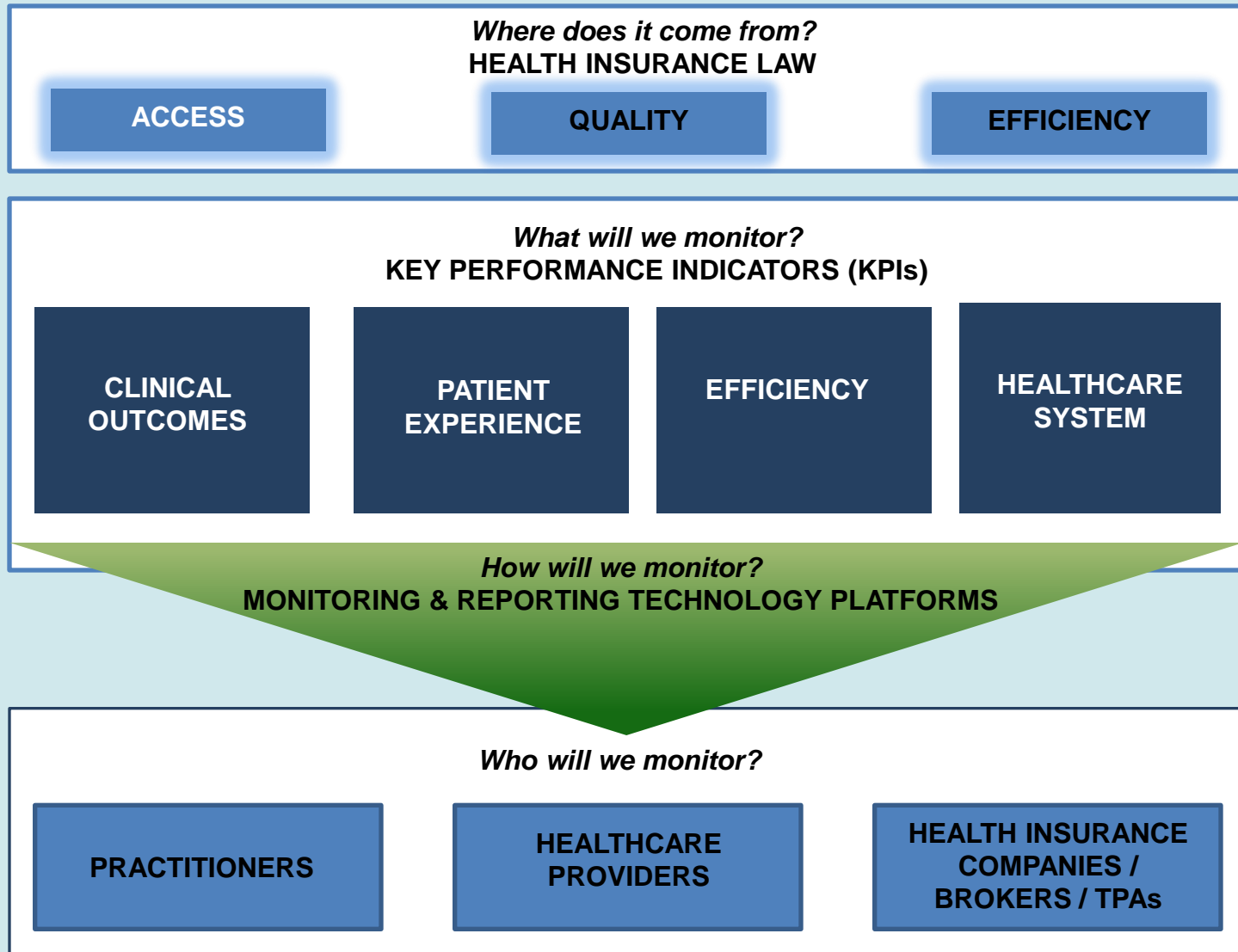
- Improve on timely response to patient needs & experience
- Provide equitable health services across the population of Dubai

CRITICAL SUCCESS FACTORS

What will we need to overcome?

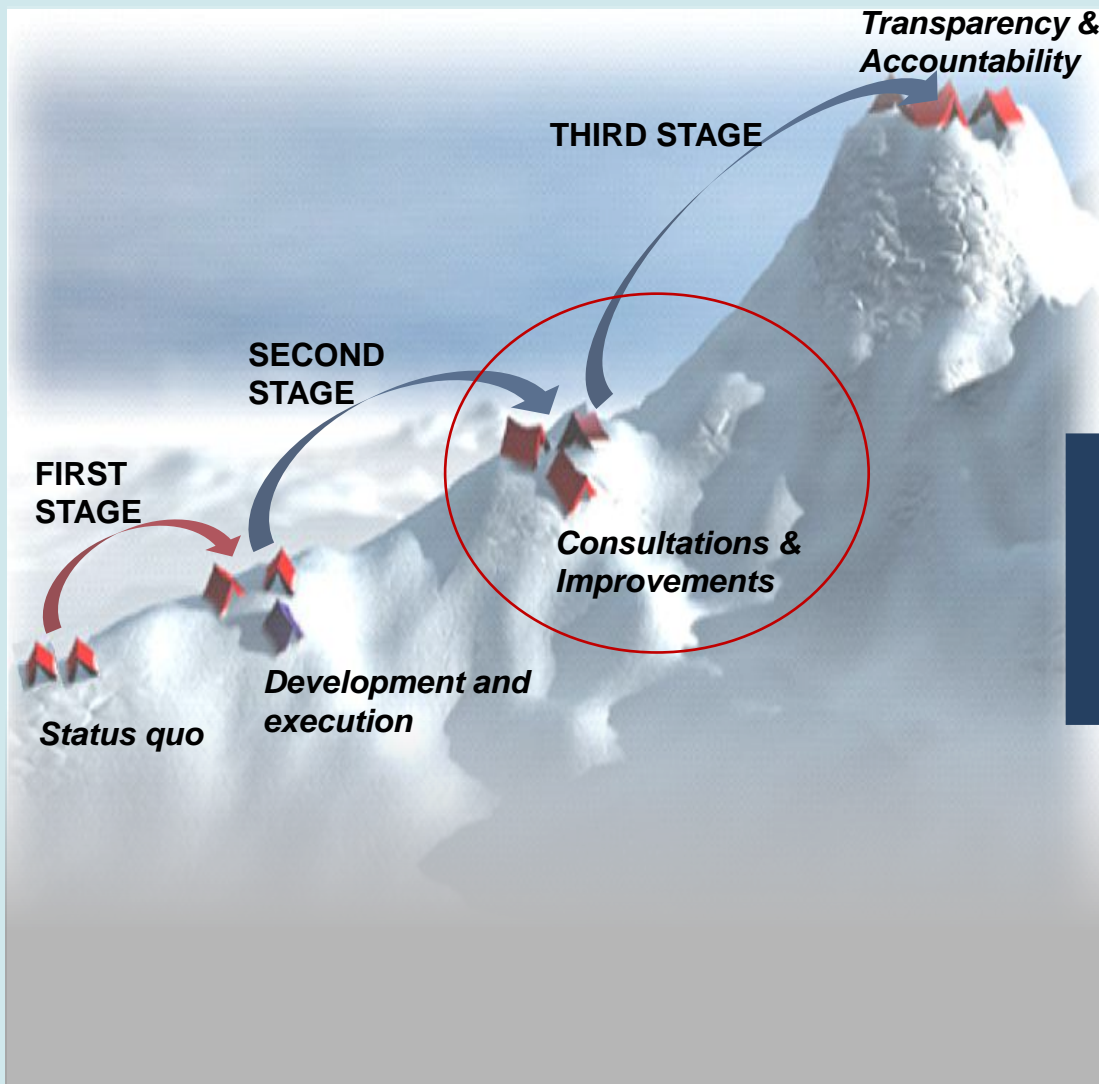
- **Leadership support** – emphasized by high leadership as a tool for transparency
- **Availability of information** – use the existing data without extra load on the providers
- **Coordination with stakeholders** – working with you to ensure compliance and consistency
- **Public awareness and interest** – collaboration among parties for educating the public on the scoring and language of the report

Model



Implementation Framework

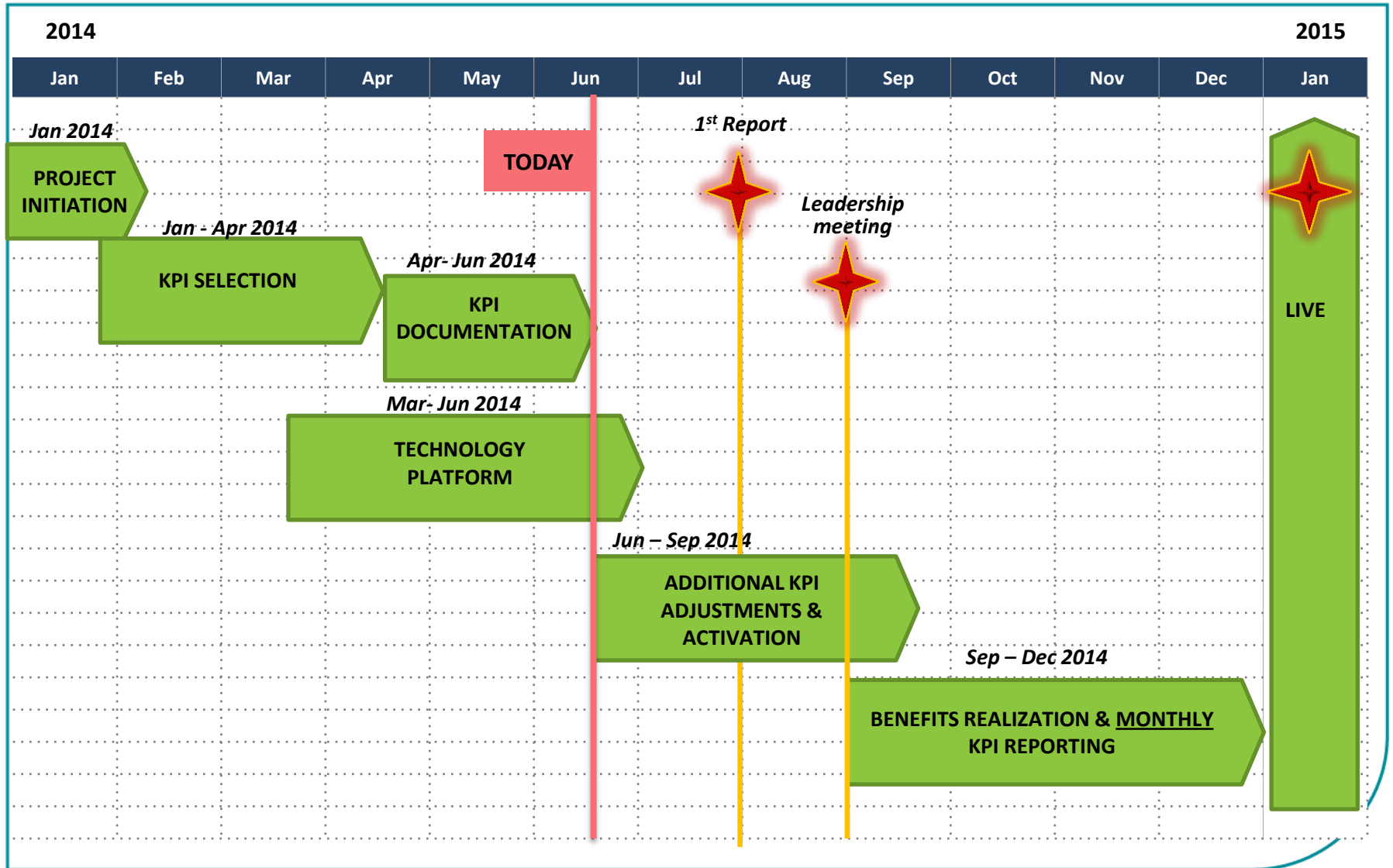
IMPLEMENTATION JOURNEY



IMPLEMENTATION STAGES

- **First Stage** – Developing the Performance Management indicators using health insurance related activities
- **Second Stage** – A comprehensive list that is shared with the healthcare providers and payers to facilitate improvements in delivery of services
- **Third Stage** – Ejada dashboard that is published to all

Timeline

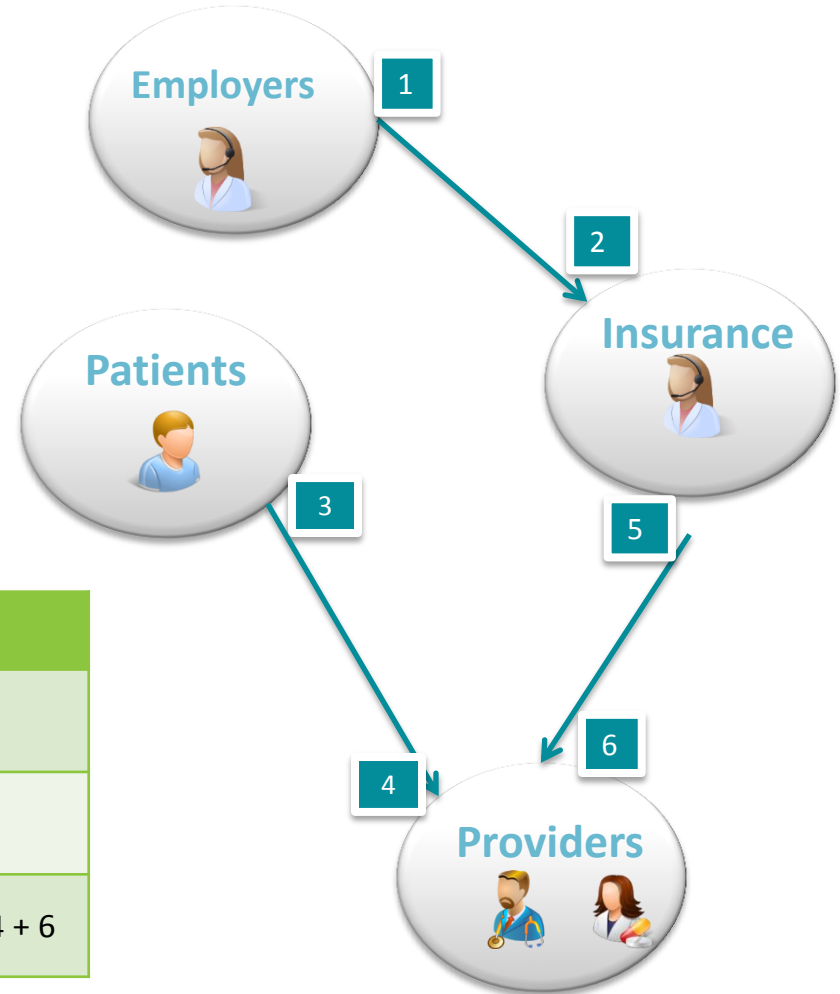


Efficiency Indicators

Area	Explanation
Four Sub-categories	<ol style="list-style-type: none">1. Financial2. Revenue Cycle Management3. Electronic prescription4. Potential Errors, Fraud, Waste or Abuse
Source of data	EclaimLink
Measuring target	Provider and payer
Collection frequency	Live
Reporting frequency	Quarterly
Agreed List	01-Jul-2014
1 st Report	01-Aug-2014

Definitions

1. Employee benefits
2. Premiums
3. Co-payment / OOP / Patient share
4. Patients' revenue
5. Claims payments / Medical expenses
4. Insurance revenue



	Insurance	Providers	DHA
Total Cost	3 + 5	Direct & indirect	NA
Total Revenue	Premiums	4 + 6	NA
Total Expenditure	NA	NA	3 + 5 = 4 + 6