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A Report for the

HEALTH COMMITTEE:

**"2ND ANNUAL INTERNATIONAL CONFERENCE ON INTERGRATED
HEALTHCARE QUALITY MANAGEMENT"**
THEME: PROVISION OF HIGH QUALITY WORLD CLASS HEALTHCARE AT
LOW COST

25TH – 31ST AUGUST, 2018

PARK ROYAL HOTEL, SINGAPORE

PREAMBLE

This report is the proceedings for the 2nd Annual international conference on integrated Healthcare Quality Management for the members of Health Committee held in Singapore from 25th to 31st August, 2018.

EXECUTIVE SUMMARY

The 2nd Annual International Conference on building adequate and effective Healthcare systems through quality management was aimed at achieving various objectives as outlined below;

- To provide an opportunity for participants to share on best practice issues in legislation in healthcare in devolved governments
- To expose participants to the major tenets of the Singapore Healthcare system that makes it one of the best in the world
- To expose participants to elements of an effective Health Quality Management System
- To expose participants to how Singapore manages to keep healthcare costs down
- To provide an opportunity for participants to share on challenges facing Health care in Kenya, Health services Committees across county and National Assemblies for devolved Governments.

The Seven day Conference that began on 25th August, 2018 focused on delegates establishing a sense of direction, purpose and Healthcare system management by finding a pathway to establish the most effective route on Quality healthcare management.

In the words of the delegates this was the most memorable, an eye opener, informative training they had received. The delegates appreciated the educative, inspiring and knowledgeable Conference. The delegates further appreciated the understanding of the Singapore's Healthcare systems that uses mixed financing systems.

SINGAPORE'S HISTORICAL BACKGROUND

Despite having received independence from the United Kingdom on 31st August, 1963 the same year as Kenya. Today Singapore is way ahead of Kenya and is ranked as an International Hub and Leader in many areas. Singapore has no natural resources and imports not only sand, but even their fresh water from Malaysia .According to the World Bank Logistics Performance index Global Ranging 2014, Singapore's ranked number two in world after Germany in terms of quality infrastructure. Singapore is the host of the Asia –Pacific Economic Cooperation (APEC) Secretariat, and a member of the East Asia Summit, the Non-Aligned Movement and the Commonwealth of Nations. Singapore's rapid development has given it significant influence in Global affairs leading some analysts to identify it as a middle power. Today, Singapore has a highly developed market economy, based historically on extended entrepreneur trade. Along with Hong Kong, South Korea, Taiwan, Singapore is one of the Original Four Asian Tigers.

The 2013 Index of Economic Freedom ranks Singapore as the second free economy in the world behind Hong Kong. According to the corruption perceptions index, Singapore is consistently ranked as one of least corrupt countries in the world. Singapore has the highest trade-to- GDP ratio in the world at 407.9 percent, signifying the importance of trade to its economy. Singapore attracts a large amount of foreign investment as a result of its location, Corruption-free environment, skilled workforce, low tax rates and advanced infrastructure. There are more than 7,000 multinational corporations from the United States, Japan, and Europe in Singapore. There are also approximately 1,500 companies from China and a similar number from India.

SINGAPORE'S HEALTHCARE

Singapore spends only 3% of its GDP on healthcare yet has a healthier population .Singapore's emphasis on social harmony on ensuring that everything in society works well and smoothly is key factor in the nation's health care achievements. They believe that nobody in their country, even a foreigner, will go without healthcare. Singapore has a range of policies that support healthcare, for example Singaporeans are required to have a health savings plan called Medisave that works like a retirement savings plans. The government sets both policies and prices for private insurance companies, health care costs for services and procedures must be completely transparent .There is a minister of "wellness" who emphasizes the importance of a healthy diet and exercise and works to curb smoking. There are also high healthcare subsidies for those with low incomes and the government invest

heavily in medical education, there are also compulsory savings program for workers called the Central Provident Fund that can be used to pay for Housing, as a result. 85% of Singaporeans own their own homes which is a big social stabilizer and big stabilizer of Health.

Singapore's healthcare system is fundamentally a government-controlled system. People pay for their primary care out of pocket, but they are forced to save for that eventuality through mandatory savings accounts. If you have a catastrophic illness and you are hospitalized, you get heavily subsidised hospital care. The government also assures that no one in the country is left without healthcare. For example if you can't afford hospital care, the government may add money to your private savings account. Singapore controls the type equipment used in hospitals as well as drug prizes. Eighty percent of the hospitals are by law public. Hospitals are also heavily subsidised while primary care is mostly delivered by the private sector. The system is set up so that public hospitals compete with each other. The competition helps keep costs down and citizen's benefit.

25TH AUGUST, 2018

The day began with the registration of the participants in the morning which was then followed with the introductory remarks by the Facilitators and later on all participants introduced themselves. The introductory remarks were led by the Facilitator Raymond Kwok and Dr Samuel. In their remarks they hoped that the seminar would be a defining moment that would change the delegates understanding on issues of Healthcare at greater heights. A brief background of the Cephas Development Singapore and the African Institute for Capacity Building and Training was presented, after and during which they emphasized the importance of the training. Delegates were assured that the training would help them make good decisions on healthcare management.

Expectations of Participants

Delegates expressed their desire to gain excellence in being good leaders and policy makers in their organizations and take them to high levels especially on issues concerning healthcare.

Their expectations included:

- ❖ Interact with other leaders
- ❖ Learn the success story of Singapore
- ❖ How to overcome challenges as a leaders
- ❖ Improve leadership skills

- ❖ Understand the economic activity of Singapore
- ❖ Acquire knowledge and skills of a good leader
- ❖ Networking opportunities

The Seminar Program

Raymond Kwok took the delegates through the program with emphasis on the days topics to be covered as indicated;

Challenges facing Health Services committees across County Assemblies for Devolved Governments

The delegates were taken through the above mentioned topic with a lot of elaborations and use of case studies, the facilitator highlighted some of the challenges that are being faced or have been faced by committees of Health in various devolved governments. Members were taught that it is in the committees that important issues can be transacted especially the Health services committees. That it is in committees that generation of ideas and businesses to that can shape policy making in health sectors can be deliberated. The members were taught with reference to various business transactions in some Assemblies and how the committee running has been improved to attain its intended purpose.

Roles and Responsibilities of Health Services Committees in County Assemblies for Devolved System of Governance

The participants were also taken through the need to understand their roles and responsibilities as far as the Health services committees were concerned. The facilitators taught and elaborated in detail on how these committees are supposed to function and perform their duties. Delegates were informed that the place where the department of health rely in its legislation is only in health committees hence it is important in various aspects of health policy making process. It was further elaborated that it is the health services committees to put into task the implementing partners on implementation of policies that has been passed and ratified by their Assemblies.

Major Tenets of the Singapore Healthcare-How does the Singapore Healthcare system Work.

Singapore's Healthcare system ensures affordability within the public health system largely through a system of compulsory savings, subsidies insurance and price controls.

Singapore is the 4th healthiest country in the world and 1st in Asia as per the Bloomberg Global Health index of 163 countries. It is one of the most

successful healthcare systems in the world in terms of both efficiency in financing and the results achieved in community health outcomes.

The specific features of the Singapore healthcare system are unique and have been described as very difficult to replicate in many other countries.

An outline of Healthcare quality regulations in Singapore

Primary Health services in Singapore are provided by general practitioners in polyclinics and private medical clinics within the community. These healthcare professionals are often the first point of contact with patients.

The participants later visited the National University Hospital (NUH). From there they were shown how the National Hospital operates and the kind of facilities available within the Hospital.

26th August, 2018

The day began with a recap of the previous day's work. Members brainstormed on what they learned on the previous day.

How Singapore manages to keep health care costs down.

Singapore's Healthcare system uses a mixed financing system that is intended to reduce the overuse of healthcare services;

- MEDISHIEL- Nationalised life insurance schemes
- MEDISAVE- Deductions from the compulsory savings plan or the central provident fund.
- MEDIFUND- This is a government endowment fund for those who are unable to meet their assessed contributions.

Singapore's range of policies in Healthcare

Singapore has put in place a wide range of policies that see into it that the health sector and more so the health of its people is a priority and they get the quality healthcare ever. As evidenced by its budgetary allocation, Singapore's considers a good percentage of its budget to the healthcare management. This is made successful by putting some important policies to govern its health sector.

Digitization of Healthcare and Health systems

Singapore is known for its advanced technological knowhow in various infrastructural aspects of its economic advancement, it has put more

emphasis on the use of digital technology in the health sector. This has hence improved the efficiency and productivity in the health services to its people.

Principles of Quality management in Healthcare and elements of effective health quality management systems

The members further were taken through the principles of quality management in healthcare, it was taught that for a country to realise a success in managing healthcare issues, it has to employ a wide range of quality management and put in place policies that are geared toward prudent management of health sector.

The members later visited part of the department of the National University Hospital to see how the service delivery is being done in the Singapore hospitals.

August 27th, 2018

The day began with a recap of the previous day work.

Health institutions internal quality management policy making and implementation

The participants were taken through a wide range of policy making and how the health institutions should be governed in order for them to offer a quality and satisfying services to the people. This topic was taught using various case studies so that the participants understand it to the optimum.

Collecting, analysing, evaluating and reporting health institutions quality data

The participants were further taken through on how data can be collected, analysed, evaluated and finally reported in any health institution. The facilitators taught the members on the importance of data use in the advancement of the health services in any health institution.

Emerging issues in health institutions internal quality implementation

Management of health institutions was considered to be a key factor in offering of health services in any health institution. Members were therefore taken through some emerging issues in health institutions internal quality implementation and how these issues can be tackled by the various institutions managements.

The participants later visited the Singapore's Research institutions called the Bio polis which is a Biomedical Research institution.

28th August, 2018

An outline of ISO90001 Quality management systems

The facilitators took the participants through the outline on the ISO certification. Members were explained on how the institutions can be ISO certified and the necessary requisites that can warrant an institution to be awarded. Various management systems that is of great value addition in any institution were elaborated so that the organizations can be certified.

Monitoring and Evaluation in Health Institutions Quality management systems (QMS)

The delegates were taught on the importance of monitoring and evaluation in health institution. Members came to understand that it is through the monitoring and evaluation that they can understand the extent to which the policies they have put in have performed. Members noted that it is M&E is a very useful tool in any organization because it keeps the track of activities and can hence point out the areas of weakness and success.

Delegates later were taken to the National research institution (Bio Polis) .This is the biggest medical research centre in the country and that it is being owned by the government of Singapore.

August 29th, 2018

The day began with a recap of the yesterday lesson and work.

Principle of affordable quality healthcare

The participants were taken through various principles of affordable quality healthcare. Like in Singapore, the government have employed various policies and principles that govern the healthcare in the country and also its healthcare institutions.

It was noted that it is the role of any government to make sure that for the affordable quality healthcare to be realised in their places, various measures that include government policies, regulations in management of health institutions should be put in place. Various case studies were used in the teaching of the topic with key highlights on policies of the developed countries and how they have managed to provide affordable quality healthcare in their countries.

The participants were also taken through group discussions and case studies experiences. Finally the members visited the (AIT BIOTEC) medical research

institution. They learned a lot in terms of medical research and equipment's that helps in health institutions.

30th August, 2018

City Tour of Singapore and Excursions

The delegates were taken through the city of Singapore and later went to Sentosa Island for excursion.

August 31st, 2018

OFFICIAL CLOSING OF THE TRAINING

The official closing ceremony ended on a high note with delegates expressing their gratefulness and thanks for the new information and knowledge that they have gained throughout the seminar.

APRECIATIONS

On behalf of The Cephas Development Singapore and the African Institute for Capacity Building and Training Kenya Mr. Raymond Kwok and Dr Samuel Omolo extended their gratitude to delegates for attending the seminar, and to everyone who made the seminar a reality and a success. In return, delegates also extended their sincere gratitude to Mrs. Trainers and their organizations for exposing to them knowledge and experiences.

The delegates were later issued with Certificates on the end of the program and later prepare for departure to Nairobi.

MEMBERS OF THE HEALTH COMMITTEE WHO ATTENDED THE 2ND ANNUAL INTERNATIONAL CONFERENCE ON INTEGRATED HEALTHCARE QUALITY MANAGEMENT FOR 23RD TO 31ST AUGUST, 2018 IN SINGAPORE

- 1) Hon. Lokomol Patrick Patey-----Chairman of committee
- 2) Hon. Susan Chepolomin-----Vice Chairperson
- 3) Hon. Hon. Noel Lonyangiro-----Member
- 4) Hon. Hon. Agneta Kelepo-----Member
- 5) Hon. Emmanuel MaddyPolokou -----Member
- 6) Mr. Thomas Lomerlee-----Secretariat

Confirmed By**Date**

**CHIARMAN
(HEALTH COMMITTEE)**