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Volume 1

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## Special points of Interest

- Welcome back Dr. Figueroa
- KPI update
- RAWA update
- NHI clinic activities
- Upcoming events

## WELCOME BACK DOC!



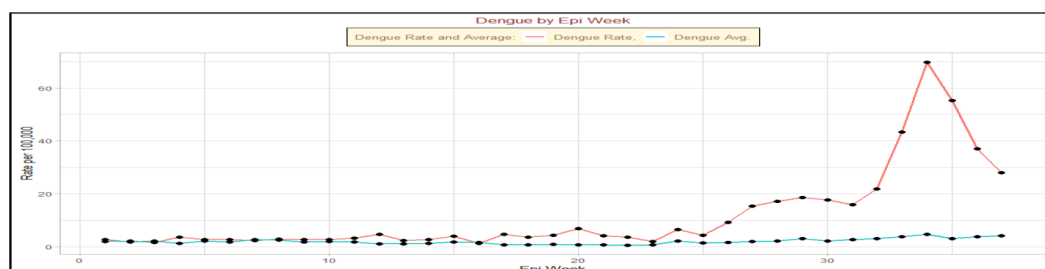
It gives us great pleasure to welcome Dr. Ramon Figueroa to the National Health Insurance as our Executive Chairman. Dr. Figueroa was a pioneer in the establishment of the NHI program in 2001 as a former General Manager at NHI. He has been an International Technical Advisor at PAHO, Technical Advisor for the Maternal and Child Health Program, Director of the Planning and Policy Unit and Chief Executive Officer of the Ministry of Health.

He is a man of great caliber, skills, talent and knowledge. His expertise in public health and health financing will be a great asset in advocating for the sustainability of the National Health Insurance and its expansion to the entire country of Belize. We are fortunate to have him on board.

Many of you probably do not know that he is a fervent sportsman and dancer. He has a Black Belt in Shotokan, has won several Lion Man's competitions and participated in international Marathons. On a personal note, Dr. Figueroa is married and has three children.

**Welcome back to the NHI family Dr. Fig!**

## DENGUE UPDATE



Dengue cases have increased in Belize, with the most cases documented in Cayo, Stann Creek and Orange Walk. With the start of the rainy season we must constantly advise our staff and patients of known preventive measures. It is also important to follow MOH's guidelines in reporting cases.

( Source: NCD Digest , Epi WK 37: MOH, Epi Unit )

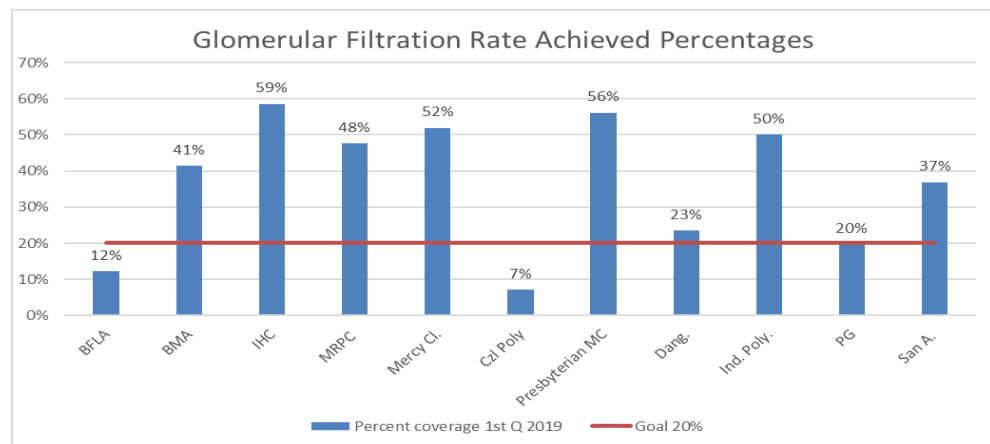


## Key Performance Indicators Updates!

*Lets see if clinics have reach their targets for this year!*

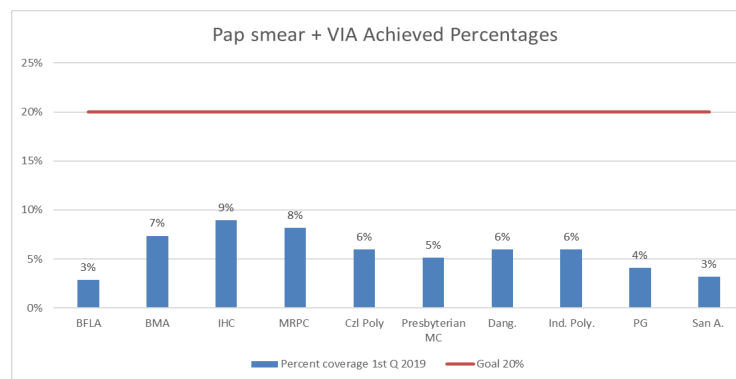
Key performance indicators (KPI) are a set of quantifiable measures that NHI uses to gauge its performance over time. In order to qualify for an annual performance bonus, the PCPs must meet the minimum overall scores from the total list of key performance indicators. The overall score is determined by NHI's monitoring compliance with the pre-agreed performance bonus indicators set by the MOH and NHI in consultation with the PCPs. The Annual Performance Bonus creates an incentive which motivates staff, promotes team work that directly impacts the improvement in the quality of health care services provided to the population they serve.

### GLOMERULAR FILTRATE



The glomerular filtration rate acts to establish an initial reference for kidney disease in NHI's diabetic and/or hypertensive patients of any age. The target set for this indicator is 20% or more of the eligible population. NHI in keeping with MOH early screening for chronic kidney disease will continue to champion GFR measurement. This is in support of the MOH Kidney project that seeks to identify early signs of kidney damage and prevent or slow down progression to End Stage Renal Failure.

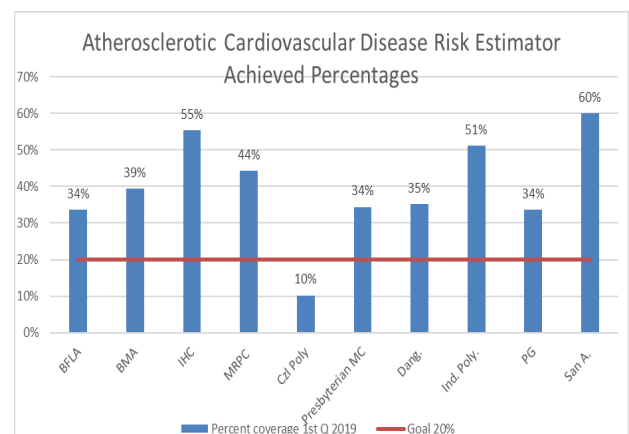
### PAP SMEAR / VIA



The KPI goal for the combination of Pap smears and VIAs is 20% of women 25-49 years who have never had a Pap Smear or VIA. The overall average achieved thus far, for the first quarter of 2019s fiscal year is 6%.

### CARDIOVASCULAR

The Atherosclerotic Cardiovascular Disease (ASCVD) Risk Estimator assesses a person's 10-yr risk for developing ASCVD and acts to establish an initial reference point. NHI has endeavored to apply it to our diabetic and/or hypertensive patients that are between 40 to 59 yrs. old. The target set for this indicator is 20% or more of the eligible population.



## RAWA SPOTLIGHT



**RAWA** (Registration and Clinical Activity Web Application) is NHI's Purchasing and Planning Information System that Keeps track of members' clinical activities, ensures proper payments, facilitates creation and implementation of contracts, and provides real-time reporting capabilities to all users .

*Find out what's the latest with RAWA features. If you have any comments or suggestions please feel free to get in contact.*

Since its official release on March 2015, NHI continues to work diligently in consultation with our providers to ensure that every related module of the software is functioning properly and effectively with the aim of promoting an efficient work-flow. NHI has launched new functionalities, enhanced the reporting capabilities, and applied general fixes to facilitate its purchasing and monitoring role.

## RAWA UPDATES

The following are notable updates and performance enhancements that have taken place this year:

- The Pharmacy Inventory Module has been created and about to be fully launched. The latter will contribute to maintaining efficiency gains in this area of service.
- MCH Nurses can ensure early bookings and follow up high risk pregnancies closely.
- The messaging module has been optimized to avoid lagging when sending and replying to a message
- Doctors can register and monitor the Key Outcome Indicators related to the management of NCDs and recommend the appropriate lifestyle modifications
- Doctors get alerted when creatinine value is high or abnormal prompting the appropriate referrals.

- Doctors can register and monitor Target Organ damage of patients with chronic conditions
- Doctors are prompted on the status of the top screenings for cancer such as PAP smears and Mammogram in the Activity page.
- Doctors can register and monitor ASCVD, GFR and BMI evaluations
- The Chronic Form is now available in RAWA giving the doctor the ability to review the patient information during a chronic visit consultation
- Critical reports aimed at monitoring compliance with the Key Performance Indicators continue to be enhanced and available to administrators and head doctors.



LAUNCH OF INDEPENDENCE CLINIC IN-HOUSE X-RAY AND LABORATORY



INDEPENDENCE SCHOOL OUTREACH ON DENGUE AWARENESS AND PREVENTION



INDEPENDENCE TRAINING ON BMI, NUTRITION AND INCAPARINA



Activities at NHI Contracted clinics

COROZAL DENGUE AND MEASLES SENSITIZATION



DANGRIGA POLYCLINIC OUTREACH





## BMA FIRE DRILL



As per requirements of NHI, BMA SS Clinic conducted a Fire Drill in collaboration with Belize Fire Department. The drill was unannounced. Ms. Perez, Fire Marshall, and Fire Department sounded the alarm of a fire in progress. Staff assisted with the immediate evacuation of patients. Upon the arrival of The Fire Department, the Fire Marshall informed them of a patient who was still in the building. Fire officers proceeded and rescued the said person. Fire officers got the person out and Dr. Alvarez responded by performing first aid with the assistance of nurses.

## *More Activities at NHI Contracted Clinics*

### PUNTA GORDA POLYCLINIC VIA CAMPAIGN



The Health Education Sessions are focused to increase health awareness to patients within our community that will positively influence their health behaviours.

### BMA GIVING OUT CERTIFICATE OF APPRECIATION TO STAFF

Employees were presented with Certificates of Appreciation for the Years of service to the company. Ns. Smith completed 25years with the company and has been at the NHI Clinic since it opened its doors to offer service to the Southside Residents in August 2001. Mr. Ferguson and Ms. Perez have sixteen years; and Dr. Silia Alvarez has ten years with the Company and NHI.



## National Health Insurance Contact information

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### Upcoming Events!

*13th Caribbean Conference of  
National Health Financing  
Initiatives in Anguilla from 6-8th  
November 2019.*

*NHI will be hosting a two day  
training on Older Adults Clinical  
Skills. The dates are 3&4 or  
5&6 December 2019. For more  
information please get in  
contact with Mrs. Agnes flowers  
at 600-6192 or email  
[aflowers@socialsecurity.org.bz](mailto:aflowers@socialsecurity.org.bz)*



## A LITTLE HISTORY ABOUT NHI

The National Health Insurance Program was initially launched in 2001 as a Pilot Project funded by the Social Security Board (SSB). SSB continued to fund the project from 2001-2008 for a total investment of \$54 million Bz. In 2008, the Government of Belize began to supplement the funds allocated by the SSB with transfers from the MOH budget and direct Government transfers. Since 2009 to present, the program has been financed exclusively by GOB transfers from general revenue to the SSB. Since 2008 to 2018 there has been a total investment of \$158,544,764.00.

The National Health Insurance Fund (NHIF) was established as a financing mechanism for health care, which would incorporate all the fundamental principles for a system of Universal Health Coverage and Access. The NHI Unit is therefore tasked with purchasing health services from approved providers. It is a fundamental responsibility of NHI to ensure that each provider that is contracted delivers services efficiently, effectively, at the highest quality and in a timely manner. The present Newsletter is an effort at sharing information on accomplishments and update providers on the status of their Key Performance Indicators. The latter will allow providers to compare results and thus make the necessary efforts to meet the required targets. It also seeks to share with other stakeholders the quantity and value of services being purchased through the NHI for purposes of transparency and accountability. Being this the first issue with the intent of publishing every quarter, the National Health Insurance Department, a branch of the Social Security Board, is keen on receiving feedback with a view to improve future editions.

Any suggestions or questions can be submitted via email to the following:

Dr. Ramon Figueroa, Executive Chairman NHI: [rfigueroa@socialsecurity.org.bz](mailto:rfigueroa@socialsecurity.org.bz)

Dr. Natalia Rodriguez, General Manager NHI: [nrodriguez@socialsecurity.org.bz](mailto:nrodriguez@socialsecurity.org.bz)

## NHI LATEST ACTIVITY

On the 12&13th September 2019, NHI staff along with administrators and head doctors participated in a two day training on Management Skills Level 2. This was an initiative by NHI to improve the management skills of team leaders within the NHI Contracted clinics. There was a 100% participation from all clinics including Belize City, the Southern Region and Corozal District.

The training was engaging and motivational for all participants. This type of training teaches managers the ability to project workplace issues and create solutions by motivating and coaching staff.



National Health Insurance



NHI will continue to promote other relevant trainings to improve Administrative Skills and enhance service provision.

Remember "Leaders instill in their people a hope for success and a belief in themselves. Positive leaders empower people to accomplish their goals."

-Unknown