

# Quantitative Assessment of PhilHealth Konsulta: A Case Study of Implementation in the Four PhilHealth Cluster Areas

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## Technical Abstract

**Background:** PhilHealth Konsulta as a transition phase may influence the development of the COPB package. Considering its potential contribution to achieving the UHC, an analysis of the available Konsulta data is timely and recommended. To date, no other documented study about Konsulta has been conducted, especially after its nationwide implementation, making it a research area of interest.

**Objectives:** The study aims to characterize the registered Konsulta beneficiaries in each region in terms of political boundaries (city/municipality, province), facility ownership type, patient type, and facility type. The purpose of this study is also to characterize the enlisted Konsulta beneficiaries in each region in terms of sex and patient type, to compute for the registration rate in each city, municipality, to compute for the availment rate in each region, and lastly, to compute for the percentage compliance of accredited Konsulta providers on data submission of registration data and enlistment (profiling) data.

**Methodology:** This study analyzed quantitative data from eKonsulta through PhilHealth database. Hence, this study employed a secondary data analysis following a descriptive cross-sectional design. The proponents requested a list of available related data from the Task Force Informatics (TFI) Unit. The Konsulta database structure listing the related data fields to Konsulta was provided. This document was the basis for generating the objectives and the requested data variables list, assuming that the data fields in the provided list contain complete and up-to-date information in the database.

**Scopes and Limitations:** The target population consists of all Konsulta beneficiaries from Regions 3, 5, 8, and 12, regardless of registration status. These regions had the greatest number of registered Konsulta beneficiaries in each PhilHealth cluster area in 2021. Ideally, as Konsulta aims to cover the total Filipino population, the number of Konsulta beneficiaries corresponds to the catchment population in the regions in 2021. However, only catchment populations of cities and municipalities with accredited Konsulta providers in the selected regions were considered. Because the study was limited to the four regions, the findings may not be representative and generalizable across the country. Moreover, there was no way to validate the authenticity and reliability of the secondary data used, which would affect the accuracy and precision of the computed statistics. To account for these limitations, careful interpretation and generalization of the study results should be considered.

## Results and Discussion:

The study utilized secondary data extracted from the PhilHealth database. A list of the data variables required for the study was provided. It was further screened for data of Regions 3, 5, 8, and 12.

- I. Characteristics of Registered Konsulta beneficiaries

- The screened registration dataset was disaggregated based on political boundaries, facility ownership type, patient type, and facility type, presented as frequencies and proportions.
- II. Characteristics of Enlisted (Profiled) Konsulta beneficiaries
- The screened merged dataset was disaggregated by sex and patient type, presented as frequencies and percentages.
- III. Registration Rate
- The screened registration dataset was used to determine the number of registrants in each city and municipality with at least one accredited providers in the four regions.
- IV. Availment Rate
- Regional availment rates were computed. The merged registration and enlistment dataset was used to get the numbers of registered and enlisted Konsulta beneficiaries in the four regions.
- V. Accredited Providers' Compliance on Data Submission
- The registration and enlistment data submission compliance rates of the accredited Konsulta providers in the four regions were computed. The numbers of accredited Konsulta providers that submitted registration and enlistment data were from the screened registration and merged registration and enlistment datasets, respectively.

### **Recommendations:**

- Engagement with Local Chief Executives should be conducted to potentially increase participation to Konsulta.
- Reliable system for Konsulta to aid in monitoring and evaluation by allowing data on predetermined indicators to be easily extracted.
- Better data management should be implemented to generate high-quality data.
- Issues encountered with eKonsulta should be resolved.
- Reliable system for Konsulta to aid in monitoring and evaluation by allowing data on predetermined indicators to be easily extracted.
- Factors affecting the availing of Konsulta benefits should also be investigated. The use of telemedicine maybe explored for inclusion in future primary care benefit packages to transition to modern health service delivery.
- Information dissemination campaign on Konsulta, such as engagement with LGUs, capacity-building of registration personnel, and use of mass media.
- Strategies to address data gaps and issues should be implemented.