

Konsultasyong Sulit at Tama

A Comparative Analysis of Challenges and Opportunities in its Implementation in the Provinces of La Union and Sorsogon

1. Overview



All people, everywhere, have the right to achieve the highest attainable level of health. This is the fundamental premise of primary health care.

Primary health care is a whole-of-society approach to effectively organize and strengthen national health systems to bring services for health and well-being closer to communities.

Universal health coverage will only be possible when everyone, everywhere can access the health services they need.



PhilHealth Konsulta
 Konsultasyong Sulit at Tama

Its implementation is an initial step towards adopting a comprehensive approach to deliver primary care to all Filipinos.

The benefit package aims to enable access to primary care by adopting responsive financing mechanism for the delivery of quality primary care services and commodities.

2. Objectives



This study aims to...

Determine perceived effectiveness of the Konsulta Program in the registration and accreditation of Konsulta Providers in the UHC Integration Provinces of Sorsogon and La Union.

71 UHC Integration Sites

✓ **58 UHC IS**
 Based on DM No. 2020-0414

✓ **9 UHC IS**
 As approved by the ExeCom on April 5, 2020
 (La Union, Pangasinan, Cagayan, Santiago City, Lucena City, Marinduque, Mandaue City, Misamis Occidental, and Sultan Kudarat)

✓ **4 UHC IS**
 As approved by the ExeCom on April 26, 2020
 (Apayao, Abra, Ilocos Norte, Ilocos Sur)



1 Determine perceived challenges in registration and accreditation.

2 Determine implemented mitigation points to address challenges.

3 Determine perceived action points for development.

3. Significance of the Study



* This will aid PhilHealth in formulating strategies and policy enhancements to improve some areas in the implementation of the Konsulta Benefit Package.

* This will identify the approaches and best practices used by the PhilHealth Regional Offices I and V in the marketing, accreditation and registration processes which is a good model for replication in other areas of the country.

This will provide insights to other organizations on how they can conduct similar studies to determine effectiveness of their programs.

Key Informants

Department of Health

Provincial Government / Provincial Health Office

Municipal Health office

Local Health Insurance Office

Research Methods

1 Exploratory

2 Qualitative

3 Location

4 Data Collection and Analysis



4. Conclusion



- The actual accreditation process into the Konsulta Program by the local health systems such as the Provincial Health Offices, Rural Health Units, and District Hospitals was easily accomplished with the assistance of the Local Health Insurance Offices of PhilHealth.
- Issues, concerns and problems can be easily resolved through a strong partnership between PhilHealth, PHOs, LGUs/RHUs and DOH through constant dialogues, engagement, and maintaining an open-line of communication to iron out details of the Konsulta Program and the UHC.
- Realizing the gargantuan tasks of registering all Filipinos into the Konsulta Program, the DOH, PHOs, LGUs and LHIOs need to look for more active partners such as DICT, PSA, etc. to achieve this goal for all Filipinos.
- Investing in the modernization of health facilities, ICT equipments, user friendly programs and Konsulta systems are also identified and vital for the success of the program.
- In order to address the apprehensions of the partner LGUs concerning the use and distribution of the social health fund, PhilHealth should conduct a thorough study and amend the policy if necessary to benefit the Filipinos
- Provincial government and health authorities are change champions in UHC implementation. PhilHealth should develop standardized marketing strategies and marketing capacity building on how to do proper environmental scanning of opportunities and strengths. PhilHealth should influence more LCEs or institutions to become or to take advantage and maximize the existence of such champions.
- Strong political will is key to realization of UHC implementation. PhilHealth Regional Offices and its Local Health Insure Offices should always consider this dimension in coming up with marketing strategies.
- To some extent, PhilHealth should endeavor to influence a strengthened Inter-LGU cooperation to bridge the gap on basic services delivery.
- Embrace and strengthen the concept of Inter Local Health Zone.
- PhilHealth should pursue the implementation of auto-registration (mass registration)
- DOH and PhilHealth should review and revisit policies on the 1:20K doctor-patient ratio and the Special Health Fund.
- PhilHealth should increase the venues and/or modes of registration to accommodate more members to be registered in Konsulta facilities. This may be done through expansion of end-users of existing systems or development of new tools for registration.
- Due to limitations of this study, the researchers recommend that similar studies that use the same methods, to further expand data analysis through thematic or similar approach, the referencing of responses across informant types.
- Further, similar or related larger studies should explore more on the political and cultural dimensions of the provinces to determine if they contributed to the success of the Konsulta program implementation in both provinces.

