

# IMPLEMENTATION OF INTERVENTIONS FOR THE I3QUIP STUDY: A QUALITY OF CARE ASSESSMENT



Project Leader: Hilton Y. Lam, MHA, PhD

This project is the first phase of the **data collection** for the study entitled "Impact of Incentives and Information on Quality and Utilization in Primary Care (i3Quip)" of the Philippine Health Insurance Corporation (PHIC).

## BACKGROUND

Under the Primary Care Benefit (PCB) package, indigent members are entitled to be assessed and managed for certain non-communicable diseases including hypertension, diabetes, and cardiovascular diseases. However, several RHUs encountered problems in the implementation of such. Thus, this study aims to collect data to determine the impact of incentives and information in the PCB package.

## METHODOLOGY

Data collection in 184 Rural Health Units (RHU) involved a combination of electronic and the traditional paper-based tools including (1) chart review, (2) document review, (3) facility inspection, and (4) community satisfaction survey.



## FINDINGS

This study can only inform about the observations on a per RHU/province/region basis and not on a per intervention basis.

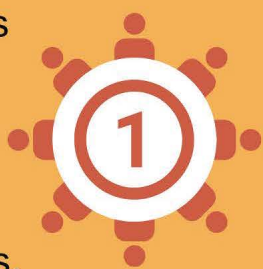


Results show that RHUs did poorly on the chart/documents review part because many do not comply with how to fill up pertinent documents.

On the other hand, RHUs scored highly in the facility inspection (79%) and community satisfaction survey (85%).

## CONCLUSION

Adherence of RHUs to the PhilPEN protocol is varied. There should only be one source of reliable instructions.

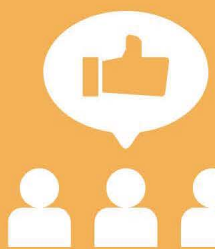


Record keeping of RHUs is poor.

RHUs are generally well equipped to implement PhilPEN protocol.



The communities are generally satisfied with their RHUs. However, results from the community survey might not be accurate due to the tendency of respondents to give positive feedback.



## What is PhilPEN?

*Philippine Package of Essential Non-Communicable Diseases Interventions (PhilPEN)*  
The PhilPEN Protocol shall be used in all primary health care facilities in the country.

## RECOMMENDATIONS

- 1 Use of tablet-based data collection
- 2 Alignment of DOH and PhilHealth protocols
- 3 Quality of care assessments as means for service improvement
- 4 Inclusion of RHUs' performance in the LGU scorecard to incentivize LGUs to participate
- 5 Conduct of refresher trainings on PhilPEN implementation
- 6 Conduct of further qualitative studies on low compliance to PhilPEN protocol