Reimagining Service Delivery

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To Meet the SDGs Requires Substantial Investments

Meeting SDGs in developing countries is expected to save 97 million lives:
• 50 million+ infants and children
• 20 million+ saved from non-communicable diseases

This will require:
• 25,000+ new hospitals
• 350,000+ new clinics
• 23 million+ more health workers employed

And this will require investment of $371+ billion pa over 2026–2030

The Private Sector is in a Position to Provide Services Across Health Systems

The Private Sector Provides a Variety of Treatments...

Legend
- Upper Middle
- Lower Middle
- Low

..And is Providing these Services Across Income Groups

Karen Grèpin, 2016 “Private Sector an Important But Not Dominant Provider of Key Health Services In Low And Middle Income Countries" Health Affairs, Volume 35, No. 7

Dominic Montagu and Dr Nirali Chakraborty, "Private Sector Utilization: Insights from Standard Survey Data" WHO
The Four Key Steps to Start Contracting for Health Services

**Step 1: Define the Contract**
- Critical decisions are needed about: (a) the service area(s) to be targeted through the contract; and (b) the type of contract to be used (entry, concession, or service)

**Step 2: Plan the Procurement Process**
- Focus on key issues including (a) What is the capacity of the private sector to provide the service(s); (b) how to determine the eligibility of providers

**Step 3: Execute the Procurement**
- Ensure transparency, and build trust. Decisions need to be implemented by staff without conflicts of interest

**Step 4: Monitor Performance**
- The contract has been signed, but monitoring is the authority’s main tool for motivating good performance.
- On the basis of the contract’s performance the contracts, and the system need to be adapted and improved

Source: WHO and IFC December 2020, A guide to contracting for health services during the COVID-19 pandemic
Contracting for Services – Government and the Private Sector need to adapt

Government

• Be prepared to create a new normal.
• Strengthen mechanisms for the management of the delivery of services at an "arms length" including procurement and monitoring
• Review and adapt procurement arrangements to embrace new models of contracting
• As the custodian of the health system, play the role of “referee” and “match organizer” but not a spectator
• Build trust and mutual understanding with the private sector

A journey not a destination – a need to constantly improve the contracts, the process, and adapt underlying processes tariffs, benefits etc.

Private Sector Providers

• Adapt business models to respond to:
  • Lower prices, and
  • Higher volumes, while ensuring quality
  • The need for a systems approach (i.e. not just hospitals)
• Tailor services to the needs of patients, while effectively managing costs and risks
• Build Trust and Mutual understanding with the public sector
• Be prepared to be a partner in collaboration and not just a giver of service
Panel

Moderated by Charles Dalton – Senior Health Specialist