

# 2015 Global Health Summer Program Report

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## Global Health Summer Program 2015 Journey to Sustainability: Health ICT Lessons from Thailand

## **Program Points**

### **1. Global perspective**

The program started in Tokyo, where students met with some of Japan's top health policy leaders to learn about Japan's current health ICT situation. Next, we traveled to Thailand to learn about how health ICT was created and how it is currently used and managed by the National Health Security Office, the agency responsible for payment administration of Thailand's universal coverage scheme (UCS). By communicating with Thai stakeholders and meeting with Thai health policy leaders, students gained insights from Thailand's health care system that can be used to improve Japan's health care system.

### **2. Policy proposal**

The goal of this program is to strengthen Japan's capacity to integrate ICT into the health care system. Through the sessions in Japan and in Thailand, the goal was to understand 1) the current health ICT situation in Japan, 2) the challenges Japan faces when trying to implement health ICT, 3) the stakeholders involved in this sector, 4) how Thailand built their health ICT system, 5) how Thailand maintains and uses their health data, 6) the lessons Japan can gain from Thailand's experience, 7) the risks that must be attended to when implementing health ICT.

Using these seven pieces of information, students worked on a policy proposal focused on how Japan can integrate ICT into the health care system. The policy proposal will be presented to health policy stakeholders in Japan.

### **3. Teamwork**

The students were divided into three teams. Students worked, learned, created and communicated within these teams during the fieldwork and policy proposal process. Because of the intense pace of this program, communication and teamwork skills were essential.

# 2015 Global Health Summer Program Schedule

Date & Time	Topic	Facilitator	Location
<b>Sunday, September 6</b>			
9:20	Doors open		Meeting Room 4B, 4 <sup>th</sup> Floor, GRIPS
9:30-10:00	Introduction	Anne Smith (Manager, HGPI)	
10:00-11:00	Ice-Breaking Session	Pirates of Tokyo Bay	
11:00-11:10	Break		
11:10-12:30	Lecture and Discussion I: Thai health care system	Anne Smith	
12:30-13:30	Lunch*		
13:40-15:40	Creating a Policy Proposal: Building your outline	Anne Smith	
15:40-16:00	Break		
16:00-17:00	Field Work Focus Session: Thai culture and customs	HGPI staff	
17:30-20:00	Welcome Dinner*		Krung Siam, Roppongi
<b>Monday, September 7</b>			
9:30	Doors open		Room 201AB JICA Global Plaza
10:00-11:30	Health Policy in Japan	Kohei Onozaki (President, HGPI) (TBC)	
12:00-13:00	Lunch*		
13:30-15:00	Health ICT in Japan	Toshio Miyata (Executive Director, HGPI)	
15:00-15:15	Break		
15:15-17:00	Group Work Session	Anne Smith	
<b>Tuesday, September 8</b>			
9:30	Doors open		Room 201AB JICA Global Plaza
10:00-12:30	Design Thinking Workshop I: Issue Analysis and Problem Solving	Mayuka Yamazaki (Assistant Director, Harvard Business School Japan Research Center)	
12:30-13:30	Lunch*		
13:30-16:30	Design Thinking Workshop II: Presentation and Interview Skills	Mayuka Yamazaki	
16:30-17:00	Close and travel reminders	HGPI staff	
<b>Wednesday, September 9 – Sunday, September 13</b>			
Fieldwork (please see following page)		Bangkok and Kanchanaburi Province, Thailand	
<b>Monday, September 14</b>			
9:00-21:00	Presentation Preparation and Advisory Session	Seigo Hara (Fellow, HGPI; Consultant, McKinsey Japan)	Room 202AB JICA Global Plaza
<b>Tuesday, September 15</b>			
9:00	Doors open		Meeting Room 4B, 4 <sup>th</sup> Floor, GRIPS
13:30-13:50	Welcome and Introduction of Judges	Moderator: Anne Smith	
		Judges: Kohei Onozaki Toshio Miyata Hikaru Ishiguro (Board Member, HGPI) Sarah Abe (Project Assistant Professor, The University of Tokyo) Takanori Fujita (Associate Professor, CBM Health Innovation, School of Economics, Nagoya University)	
14:00-15:30	Group Presentations	Group A Group B Group C	
15:30-15:45	Break		
15:50-16:20	Feedback from Judges		
16:20-17:00	Closing	Kiyoshi Kurokawa (Chairman, HGPI)	
18:30-21:00	Alumni Dinner* (for current and former GHSP participants)		

\*Meals not included in participation fee

## 2015 Fieldwork Schedule

Date & Time	Event	Details	Location	
<b>Wednesday, September 9</b>			Tokyo, Japan	
10:35	Depart from Tokyo, Haneda Airport	Flight: TG683		
15:05	Arrive in Bangkok, Suvarnabhumi Airport		Bangkok, Thailand	
16:30	Check into hotel	Miracle Grand Hotel		
18:00	Dinner and shopping	At local restaurant with stop at grocery store		
<b>Thursday, September 10</b>				
7:00-8:00	Breakfast	Miracle Grand Hotel	Bangkok, Thailand	
8:15	Depart from hotel for NHSO			
9:00-12:00	Meeting at National Health Security Office (NHSO)	9:00–9:10		Welcome Address <i>Ms. Netnapis Suchonwanich, Deputy Secretary General</i>
		9:10–9:40		Healthcare ICT in Japan <i>GHSP Participants</i>
		9:40–11:00		Achieving Universal Health Coverage with Effective ICT <i>Ms. Netnapis Suchonwanich</i>
		11:00–11:30		Tour of Data Center and Call Center <i>Ms. Wilailuk Wisasa</i> <i>Ms. Atcharaporn Thammachot</i>
		11:30-12:00		Summary, discussion, Q&A <i>Ms. Netnapis Suchonwanich</i>
12:00-13:00	Lunch	At NHSO office		
13:00-14:00	Return to hotel			
14:00-18:00	Group discussion and dinner	Hotel and Union Mall		
<b>Friday, September 11</b>			Kanchanaburi Province, Thailand	
6:00-6:45	Breakfast	Miracle Grand Hotel		
7:00	Depart from hotel for Kanachanaburi Province by van			
10:00	Visit to Makarak hospital	Tour of facilities and explanation of how health ICT is used		
12:00	Lunch	Makarak hospital		
13:00-16:00	Meeting with hospital staff and management	Makarak hospital		
18:00	Check-in to homestay	Banklangtung Organic Homestay		
18:00	Group dinner and discussion	Banklangtung Organic Homestay		
<b>Saturday, September 12</b>			Samutsongkram Province, Thailand	
7:00-8:00	Breakfast	Banklangtung Organic Homestay		
8:00-12:00	Group work session	Banklangtung Organic Homestay		
12:00-13:00	Lunch	Banklangtung Organic Homestay		
15:00	Arrive at Bannsuwan Marklong Homestay		Samutsongkram Province, Thailand	
16:00	Boat trip to Samut Songkram, floating market, firefly watching, and dinner			
20:30	Return to Homestay	Bannsuwan Marklong Homestay		
<b>Sunday, September 13</b>			Bangkok, Thailand	
7:00-8:00	Breakfast	Bannsuwan Marklong Homestay		
8:00	Return to Bangkok by van		Tokyo, Japan	
13:00	Depart from Bangkok, Suvarnabhumi Airport	Flight: TG660		
21:10	Arrive in Tokyo, Haneda Airport			

## Participants names and affiliations

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(Titles removed)

Go Aso	Keio University, Faculty of Law
Ko Harada	Okayama University, Medical School
Hanna Horiguchi	Kobe University, Graduate School of Health Sciences
Kentarou Masuki	3Rock KK
Hiroko Miyoshi	You Home Clinic Ishinomaki
Emi Nataka	Deloitte Tohmatsu Consulting
Bharat Singh Negi	Kobe University, Graduate School of Health Sciences
Masakatsu Noguchi	Abbott Laboratories
Yo Sakanishi	Kyushu University, Department of Health Care Administration and Management, Graduate School of Medical Sciences
Risa Shimizu	Hokkaido University, Graduate School of Medicine
Shinomi Takahashi	Kyoto University, School of Public Health
Tomoe Yamanaka	Nagasaki University, School of Pharmaceutical Sciences

## Day by Day Overview

### Day 1: September 6, 2015

The Sixth Global Health Summer Program started with an ice-breaking session with **Pirates of Tokyo Bay**. Through different activities, participants learned each other's names and started the program off with big smiles. Next, HGPI Manager and GHSP Coordinator, **Anne Smith**, led a session about the Thai healthcare system. The session included background on Thailand's healthcare system, current payment schemes and issues the healthcare system faces. In the next session, Smith provided a session on how to write a policy memo, or policy proposal. Participants learned about the purpose of a policy memo, the basic outline of a policy memo, and the key elements to consider when writing a policy memo.

Following this session, Smith went over the reading guide and had students work in groups to present the answers to each question on the reading guide. After the discussion, participants were given an answer key to ensure all participants were starting with a similar knowledge base.

The last session of the day featured HGPI Senior Associate, **Yukiko Tanisho**, who gave students an overview of Thai culture, etiquette, and language in preparation for the fieldwork in Thailand.

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### Day 2: September 7, 2015

On Day 2, HGPI's Board Member and President, **Kohei Onozaki**, provided participants with an overview of the Japanese healthcare system and issues facing the healthcare system. Participants were able to ask questions and discuss Japan's healthcare system and Mr. Onozaki's experiences working in Japanese healthcare policy.

During the second half of the day, HGPI's Executive Director, **Toshio Miyata**, provided an overview of health ICT in Japan. His discussion included current policies related to healthcare ICT, on-going efforts in Japan, and the challenges Japan faces in the field of healthcare ICT.

The day ended with participants working in groups to create presentations to present to the Thai government on healthcare system in Japan, issues the Japanese healthcare system faces, and the healthcare ICT situation in Japan.

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### Day 3: September 8, 2015

The third day of the Global Health Summer Program featured a design thinking workshop by the Assistant Director of Harvard Business School Japan Research Center, **Mayuka Yamazaki**. Ms. Yamazaki provided an overview of the "traditional" approach to problem solving and then explain the design thinking approach, which utilizes creativity to solve problems. The participants had a chance to try each of the elements of design thinking and work in groups to address an actual problem. The day ended with group presentations and feedback.

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### Day 4: September 9, 2015

Day four was spent traveling from Tokyo to Bangkok. After arrival in Bangkok, participants had dinner in a local restaurant and had time to go shopping in a local area.

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### Day 5: September 10, 2015

This day was spent at the **National Health Security Office (NHSO)**, the payment administration center of Thailand's Universal Coverage Scheme that covers 75% of the population. At the NHSO, participants met with the Deputy Secretary General, Netnapi Suchonwanich, who started the meeting with a welcome address. Next, participants made three presentations to Ms. Suchonwanich. The first presentation was an overview of the Japanese healthcare system, the second presentation was on the challenges facing the Japanese healthcare system, and the third presentation was on the current healthcare ICT situation in Japan.

Ms. Suchonwanich followed participants' presentations by making a presentation on the NHSO's healthcare ICT efforts and explaining the history of healthcare ICT. Participants had time to ask questions and discuss their comments with Ms. Suchonwanich. Discussions were followed by a tour of the NHSO Data Center and Call Center.

After returning to the hotel after lunch at the NHSO, participants worked in groups on their policy proposals for the rest of the afternoon. Group work was followed by an outing to Bangkok city center for dinner and shopping.

## Day by Day Overview

### Day 6: September 11, 2015

Participants left Bangkok early and traveled to Kanchanaburi Province's Tamaka District. The first stop was **Makarak District Hospital**, a facility of the Ministry of Public Health (MOPH) that has a patient population that is largely covered by the Universal Coverage Scheme. The Hospital Deputy Director, Dr. Ankul, provided an overview of how ICT is used within the hospital and how the hospital reports information to the MOPH.

Next participants took a tour of the hospital's registration area, pharmacy, and intake units where they were able to see how hospital employees use ICT in their daily work. Interestingly, at Makarak District Hospital both ICT and paper documentation is used to manage patient health data.

Participants next had lunch with the Hospital Deputy Director and other hospital staff at a local restaurant.

A trip to a **Rural Health Center** followed. The Rural Health Center focuses on prevention and health promotion services for a population of 4000 people in the surrounding communities. Participants met with the Health Center IT Director and were able to learn about the health ICT situation and ask many questions. According to the IT Director, data is collected on each person electronically and reported to the MOPH Provincial Office. However, electronic health record data is not shared between the Rural Health Center and the District Hospital.

After the Rural Health Center meeting, participants returned to Makarak District Hospital where they toured the surgery ward, the maternity ward, and the inpatient ward. In each of these wards, staff showed how health ICT is being used to make care, hospital communication, and data reporting more efficient.

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### Day 7: September 12, 2015

Participants spent the morning working in their groups on the policy proposal. Following group work, the staff of the homestay showed participants how to cook Thai food and let participants cook their own lunches.

After lunch, we traveled to Samut Songkram where we visited a local temple, went to a floating market, and took a boat to see fireflies.

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### Day 8: September 13, 2015

Day 8 was spent traveling from Bangkok to Tokyo.

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### Day 9: September 14, 2015

Groups were given a full day to prepare their policy proposals and presentations. In the afternoon, HGPI Fellow, **Seigo Hara**, met with each group to give feedback on each presentation and policy proposal.

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### Day 10: September 15, 2015

Each group presented their policy memos, took questions, and received feedback from the guest judges. Judges were impressed with the students' ability to create such developed ideas, but emphasized the need to be cognizant of current policy movements. Teams were evaluated on various concepts, including how well they communicated the current policy environment, their ability to explain the advantages and disadvantages of various policy options, their understanding of difficulties that might follow implementation of their recommended policy, and their understanding of how global examples can assist Japanese domestic health policy. The highest marks went to Go Aso, Shinomi Takahashi, Masakatsu Noguchi, and Bharat Singh Negi's team.

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### Official Presentation of Policy Memo: October 28, 2015

The team with the highest marks at the final presentation session had the opportunity to present their policy memo to Kazuhisa Takeuchi, Director, Welfare Promotion Division, Social Welfare and War Victims' Relief Bureau, Ministry of Health, Labour and Welfare. Go Aso represented his team and made a presentation to Mr. Takeuchi, who provided feedback on the policy memo and outlined the factors that he uses when listening to policy memos created by his staff. These factors include a strong storyline (Why is this issue important now?), cost (Who will pay and how?), and stakeholders (Who are potential supporters? Who will need to be convinced and how?).

## Photos



Day 1: Sessions with Pirates of Tokyo Bay (photo by Michael Holmes), Anne Smith and Yukiko Tanisho



Day 2: Sessions with Kohei Onozaki and Toshio Miyata



Day 3: Design thinking workshop with Mayuka Yamazaki



Day 4: Arrival in Bangkok





## Photos



Day 7: Group work followed by cooking with homestay staff



Day 8: From Bangkok to Tokyo



Day 9: Group work and consultations with Seigo Hara

## Photos



Day 7: Group work followed by cooking with homestay staff



Day 8: From Bangkok to Tokyo



Day 9: Group work and consultations with Seigo Hara

# Photos



Day 10: Final Presentation Session



Official Presentation of Policy Memo

## Staff

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- Program Coordinator  
Anne Smith
- Program Officer  
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## Contact

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