



KEMENTERIAN KESIHATAN MALAYSIA



PROTECTHEALTH

TAKLIMAT PENYUMBERLUARAN PESAKIT DARI HOSPITAL KKM KE KPJKS

8 FEBRUARI 2024

KOMPLEKS INSTITUT KESIHATAN NEGARA (NIH), SHAH ALAM, SELANGOR



PROTECTHEALTH

BRIEFING ON HOSPITAL SERVICES OUTSOURCING PROJECT & REQUEST FOR PROPOSAL

8 February 2024



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HOSPITAL SERVICES OUTSOURCING PROJECT (HSOP) INTRODUCTION

BACKGROUND

- **RM144,000,000** has been allocated to **outsource hospital services to private hospitals.**
- **The objectives of outsourcing are:**
 1. **Reduced Waiting Time** (of elective cases) - **90%**
 2. **Decongestion** (of wards/emergency departments) - **5%**
 3. **Others** (ad hoc outsourcing) - **5%**
- **To start with high volume, high value (optimise value-for-money)**
 - **Cardiothoracic** (Coronary Arteries Bypass Graph)
 - **Cardiology** (Investigations, Diagnosis, Interventions)
 - **Imaging/Radiology** (Ultrasound, CT Scan, MRI Scan)
 - **Nephrology** (Arteriovenous Fistula Surgery)

NOTE: May shift to other services if not receiving satisfactory support/offers from private/university hospitals.



TIMELINE FOR IMPLEMENTATION

Planning phase

- Gathering and analysing important data
- Getting mandate to implement
- Working out together with KKM strategies for outsourcing
- Identifying resources need for implementation
- Preparing proposals of roll out plans
- Identifying potential providers

Q1 2024

Roll out

- Start outsourcing cases to private providers
- Monitoring of the outsourcing program
- Managing incoming risks
- Start claims data collection
- Managing provider and patient feedbacks
- More negotiations & contracting if needed
- Onboarding more providers if needed
- Improvements of IT systems

Q3-Q4

2024

Expansion

- Expansion of hospital services outsourcing
- Application of innovative payment mechanism

Development & Preparation

- Setting up implementation team
- Stakeholder engagements
- Expanding DT System to incorporate Casemix parameters and hospital services module
- Developing fee schedule and payment mechanisms
- Developing quality and risks monitoring for the whole program
- Finalising Outsourcing pathway including patient pathway
- Request of Proposals & Market Analysis
- Developing contracts and agreements
- Onboarding providers
- Final User Acceptance Testing (UAT)
- Distribute system to hospitals and training
- Finalising case lists to be outsourced
- Securing implementation budget

Maintenance & Future Planning

- Continue monitoring and management of risks
- Improvement of implementation based on feedbacks
- Analysing financial data for future planning
- Planning for expansion of hospital services outsourcing
- Developing innovative payment mechanism for hospital service outsourcing

Q2 2024

2025



DEC 23



SERVICES AND PROCEDURE/TREATMENT INVOLVED

Cardiothoracic

- Adult Open-Heart Surgery
- Coronary artery bypass graft (CABG)
- Valve Replacement (AVR/ MVR)
- Paediatrics Open-Heart Surgery (Congenital)

Cardiology

- Cardiology Investigation
 - Holter
 - Echocardiogram
 - Exercise Stress Test
 - Dobutamine Stress Test
- Cardiology Intervention
 - Coronary Angiogram
 - Percutaneous Coronary Intervention (PCI)
- Paediatrics Cardiology (congenital)

Radiology

- CT Scan
- MRI
- Ultrasound

Nephrology

- Atrio Venous Fistula Surgery (AVF)



Services by Hospitals

CATEGORY	SERVICE	REFERRER MOH HOSPITALS	ESTIMATED NO OF PATIENTS	NOTE
REDUCE WAITING TIME	Nephrology	29	1,416	Target: First patient to be treated on 1st Apr 2024
	Cardiothoracic Surgery	12	2,329	
	Cardiology (Investigation & Intervention)	17 & 9	8,811	
	Radiology (MRI, CT, USG)	25, 19 & 6	42,398	
	Sub-total	-	54,954	
REDUCE CONGESTION	Cardiothoracic Surgery	3	93	To be launched in near future
	Cardiology	6	60	
	Sub-total		153	
OTHER IMPROVEMENT	Cardiology	3	378	
	Radiology	10	415	
	Sub-total		973	
TOTAL			55,900	

OUTSOURCING PROCESS OVERVIEW



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MAIN OUTSOURCING PROCESS

PRICE SETTING via RFP & COSTING

Request for Proposals (RFP) from Private Hospitals

Analysis Proposed Prices & Specifications & Compare with MOH (& Private) Costing

Pre-determine Prices & Spec.

DIGITALISED OUTSOURCING PROCESS

Qualified providers inform maximum capacity (Digitalised Market-Place)

Pre qualify & contract with interested private hospitals

Engage with Private Hospitals

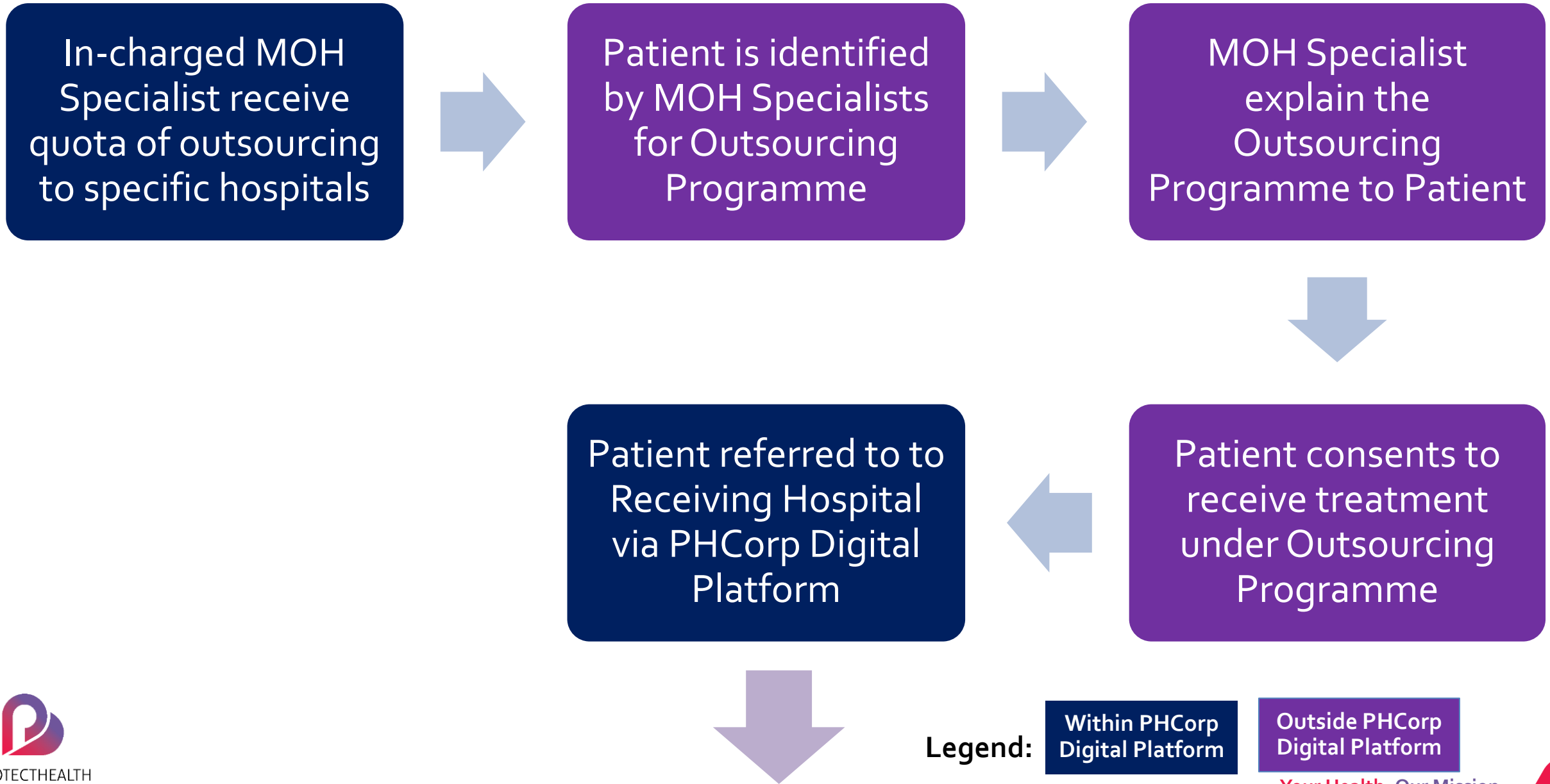
Zoning:
Optimise competition (multiple private hospitals) & patient accessibility (not too far)

Allocation:
Allocate equally to qualified & within zone private hospitals (not exceeding max cap)

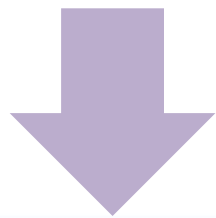
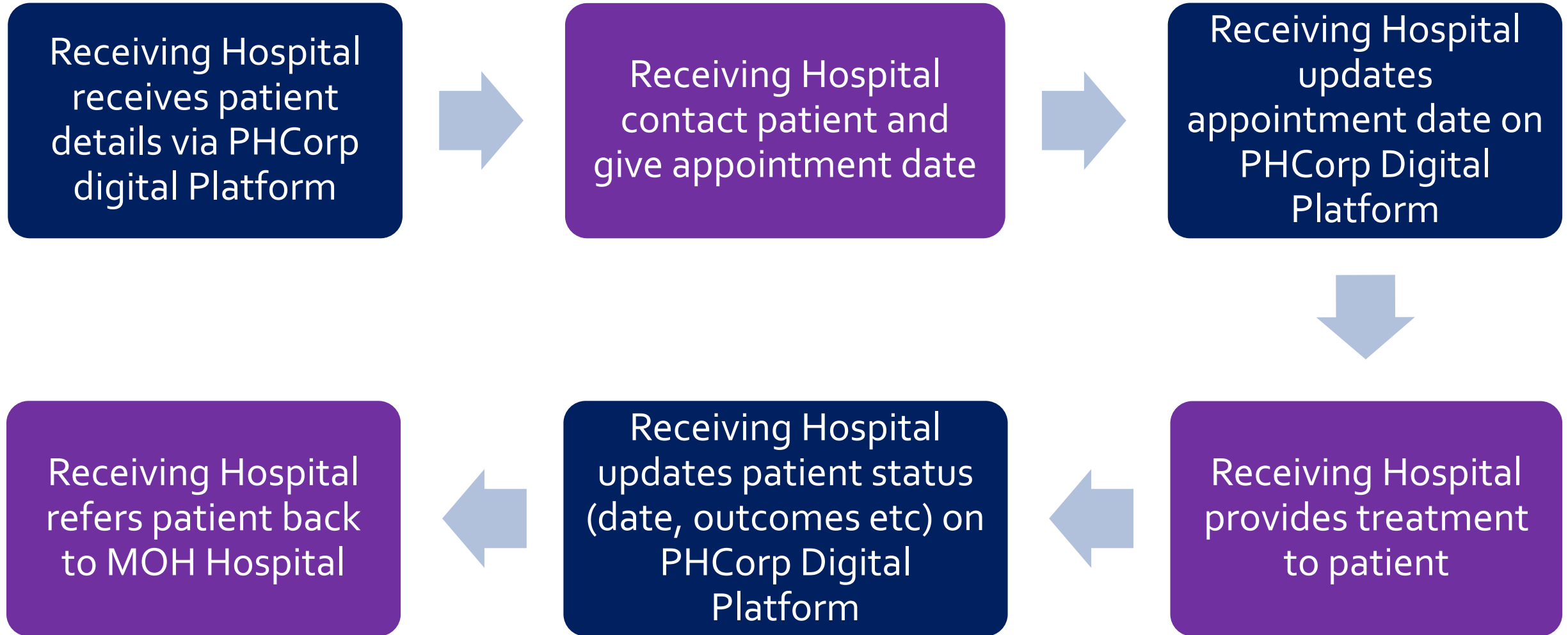
Start Service
- MOH Specialist identify patients and refer
- Private Hosp arrange appointment, provide services & claim



REFERRAL OF PATIENT



RECEIVING OF PATIENT



Legend:

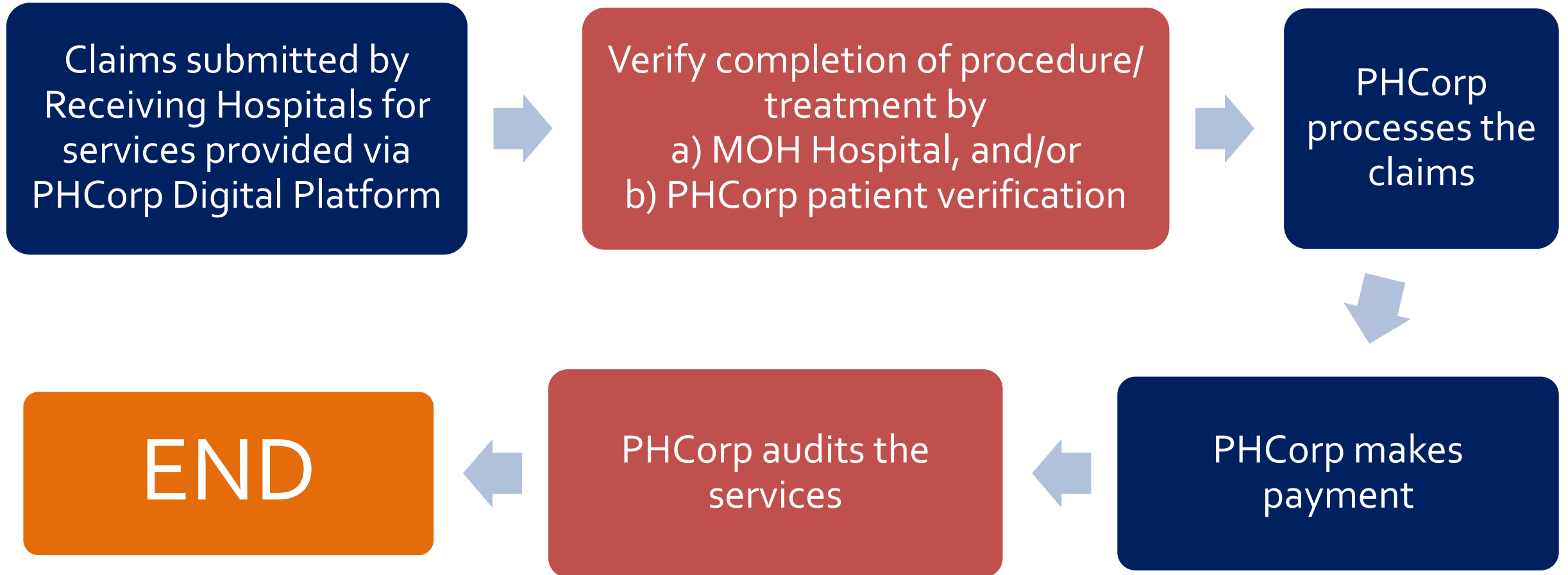
Within PHCorp Digital Platform

Outside PHCorp Digital Platform



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VERIFICATION, PROCESSING & AUDITING OF CLAIMS



Legend:

Within PHCorp Digital Platform

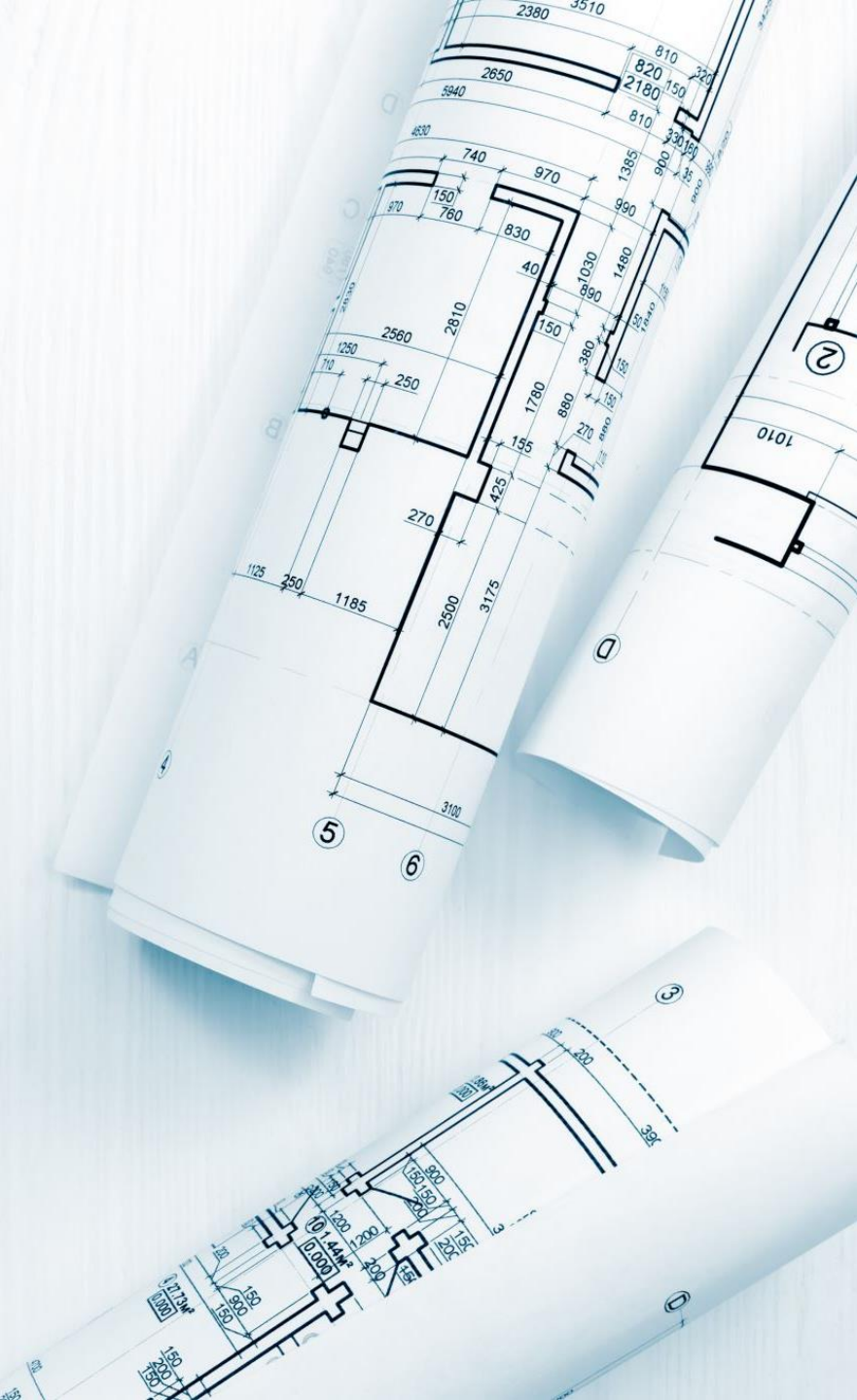
Both Within & Outside PHCorp Digital Platform



REQUEST FOR PROPOSAL

- Introduction
- RFP Components

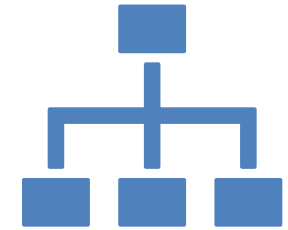




INTRODUCTION



Objective: A Request for Proposal (RFP) is a document that outlines the requirements and specifications for a project.



Purpose: Facilitates a structured procurement process by inviting vendors to submit proposals for fulfilling a specific need.

IMPORTANCE OF RFP IN PROCUREMENT



Ensures a fair and competitive bidding process.



Enables objective evaluation and market analysis of vendor proposals.



Mitigates risks by defining project expectations clearly.

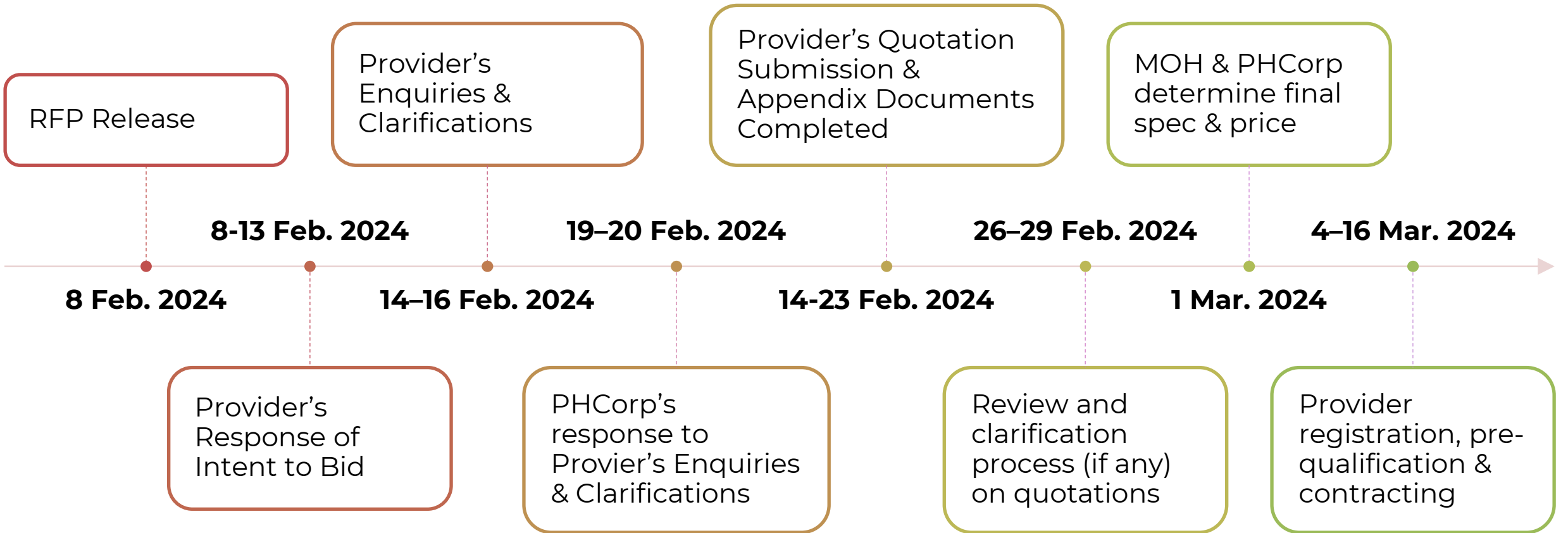


Enhances transparency and accountability in procurement.

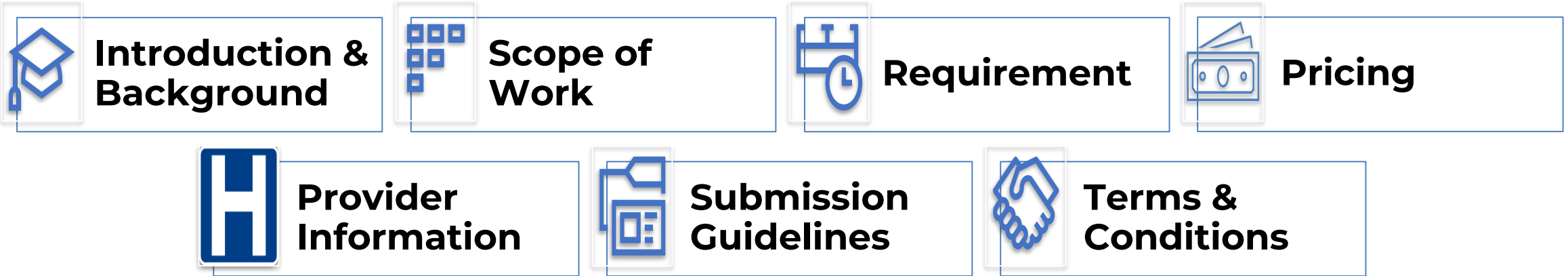


RFP PROCESS

Hospital Services Outsourcing Project: Start date: 1 April 2024 End date: 30 September 2024



RFP COMPONENTS



1. INTRODUCTION AND BACKGROUND



Overview

Clearly state the purpose of the RFP, outlining the specific goals and objectives that the organization aims to achieve through the procurement process.



Company Information

Provide a brief overview of our company, including its mission, vision, and key functions. This helps bidders understand the context in which the project is taking place.



2. SCOPE OF WORK

Outlines the specific tasks, services, and responsibilities that the selected vendor or service provider will be required to perform under the proposed agreement.

It provides a detailed and comprehensive description of the work to be undertaken to achieve the objectives outlined in the Request for Proposal (RFP).

This section serves as a roadmap for the successful execution of the project or services.



3. REQUIREMENT



**Staffing
Requirements**



**Equipment
Requirements**



**Software
Requirements**



Medicine



Procedure



4. PRICING

The Private Provider is expected to offer the procedural cost as a **bundled package**. In this context, a **bundle fee** entails that the price incorporates all associated services.

It is not based on individual fees for each service; instead, **a fixed fee is paid upon completion of the procedure, irrespective of any variations that may occur during the course of treatment.**

A bundled package provides a comprehensive and transparent pricing model, simplifying the billing process by encompassing all necessary services under a single, predetermined cost and **allow the private provider to optimise the necessary services providing to patients in order to deliver quality health care services with good efficiency.**



5. PROVIDER INFORMATION

HQ

Provider Name

Provider Experience

Provider Address

References

Person-In-Charge

CKAPS License

Type of services

BRANCH

Branch Name

Experience

Address

References

Person-In-Charge



6. SUBMISSION GUIDELINES

- The proposal should be organized in a clear and logical manner, with each section clearly labeled. The Provider should also ensure that the proposal is complete and addresses all the requirements in the RFP.
- It should include all the necessary information as outlined in the RFP, including details below.
- **Submission Check-list**
 - Please make sure your submission is complete and all documents listed below are submitted as **two written hard copies** and **a separate electronic copy** in pendrive.
 - Submission consists of the following:
 - 1. Request for Proposal (RFP)**
 - 2. Company Profile**
 - 3. Other supporting documents**
 - Any response received after this date may be considered non-responsive, and ProtectHealth would not be obligated to engage your organization any further in our RFP process.
 - All responses and supporting documentation shall become the property of ProtectHealth Corporation and will not be returned.

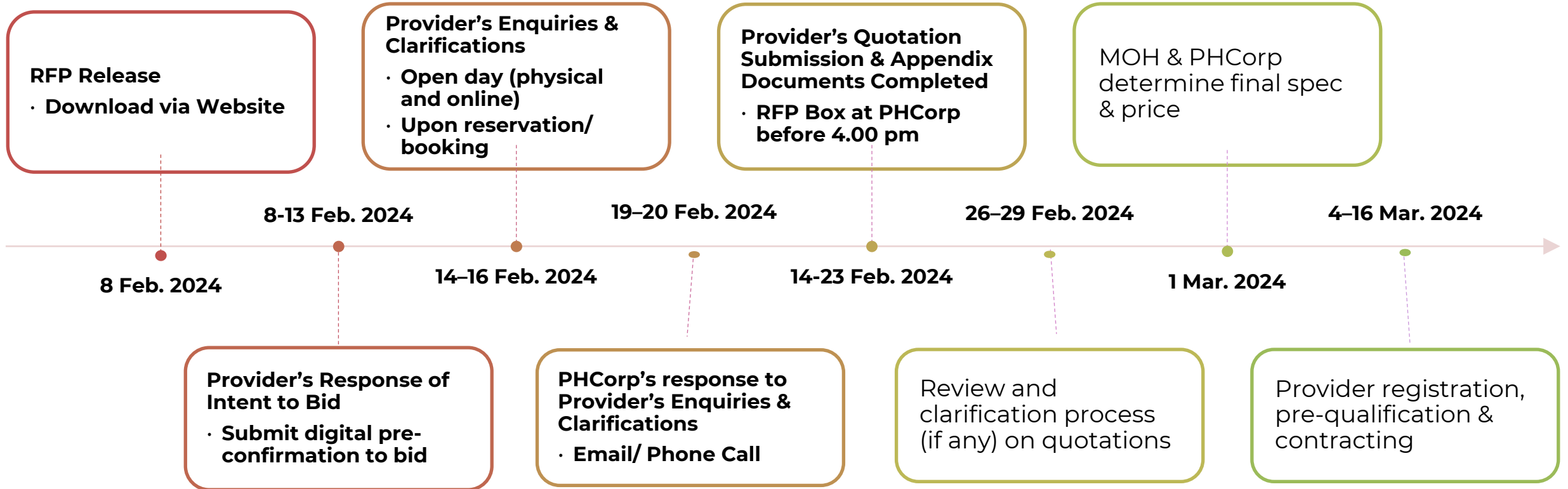


7. TERM & CONDITIONS

Section	Description
Payment Terms	After the procedure is done and whole service is completed (including post-procedure follow-ups and referral as stipulated), the payment will be made within 3 month of complete submission of claims
Contract Length	March to December 2024



RFP PROCESS



DOCUMENTATION & VIDEO

The RFP documents are accessible for download starting today through the website <https://protecthealth.com.my/hsop/>

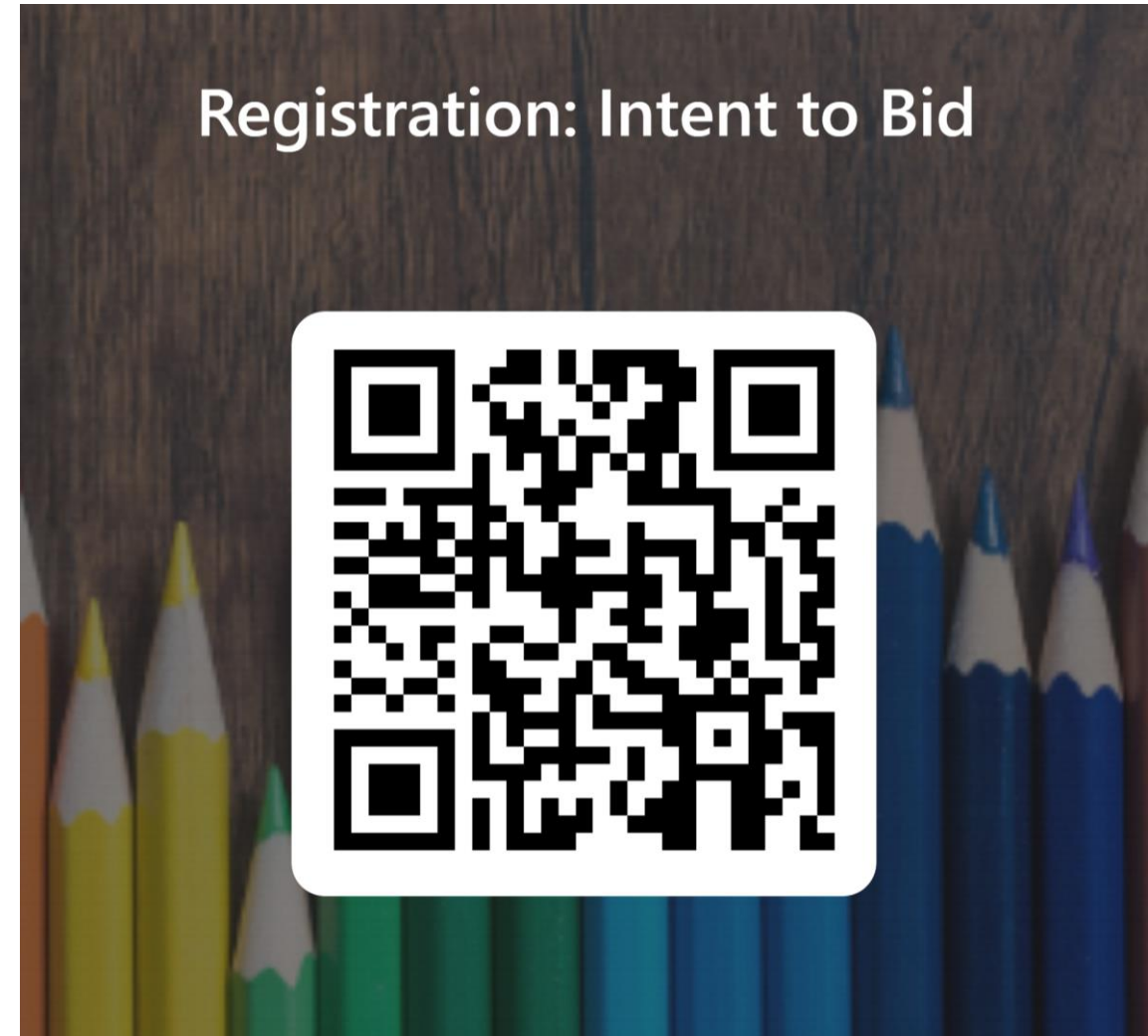
Additionally, recording videos will be made available for your reference.



INTENT TO BID 8-13 FEBRUARY 2024

- Open for registration from 8 – 13 February 2024 before 12.00 noon.
- Link: <https://forms.office.com/r/TiRqZWQ2A8>
- The registration link together with the Open Day

The image displays three screenshots of the registration form. The first is a mobile phone view showing the title 'Registration: Intent to Bid' and 'Hospital Services Outsourcing Project'. It includes a 'Background' section with '1. Facility *' and radio button options: 'Private Hospital', 'University Hospital', 'Diagnostic Imaging Centre', and 'Others'. Below this is '2. If Other, please specify:'. The second is a tablet view showing '3. Services *' with checkboxes for 'Cardiothoracic', 'Cardiology', 'Radiology', and 'Nephrology', followed by '4. Intention to bid *' with radio button options 'Yes' and 'No', and a 'Next' button. The third is a desktop view showing 'Personal Details' with fields for '5. Name *', '6. Position *', '7. Name of Facility *', '8. Facility Address *', and '9. Mobile Number *', each with an 'Enter your answer' placeholder.



OPEN DAY 14-16 FEBRUARY 2024

1. Physical

- Venue: ProtectHealth Corporation Sdn Bhd, Cyberjaya, Selangor
- Time: 10.00 am to 12.00 pm (30-60 minutes for each time slot)
- 10-40 people per session

2. Online

- Platform: Zoom
- Time: 2.30 pm – 4.30 pm (30 minutes for each time slot)
- 50-100 people per session



SUBMISSION DAY

Friday, 23rd February 2024, please make sure to deliver both a physical copy and a digital copy to ProtectHealth Corporation Sdn Bhd. before 4.00pm.

RFP Box will be available for the RFP submission.



WHAT'S NEXT?

Review and clarification process (if any) on quotations

26–29 Feb. 2024

1 Mar. 2024

PHCorp & PMC determine final spec & price

Provider registration, pre-qualification & contracting

4–16 Mar. 2024



QUESTIONS?





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THANK YOU



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