MEDIA COVERAGE



January 27, 2025

Web Coverage

The News

https://www.thenews.com.pk/print/1276474-sehat-sahulat-programme-needs-focused-efforts-to-improve-service-delivery-pide

The Nation

https://www.nation.com.pk/E-Paper/islamabad/2025-01-27/page-2/detail-5

Business Recorder

https://www.brecorder.com/news/40344753/sehat-sahulat-programme-pide-unveils-study-on-gr-system

Pakistan Observer

https://epaper.pakobserver.net/popup.php?newssrc=issues/2025/2025-01-27/20793/4.jpg

Islamabad Post

https://islamabadpost.com.pk/sehat-sahulat-program-needs-focused-efforts-to-improve-its-service-delivery-pide/

APP Pakistan

https://www.app.com.pk/national/sehat-sahulat-program-needs-efforts-to-improve-service-delivery-pide/

https://urdu.app.com.pk/urdu/%D8%B5%D8%AD%D8%AA-

%D8%B3%DB%81%D9%88%D9%84%D8%AA-

%D9%BE%D8%B1%D9%88%DA%AF%D8%B1%D8%A7%D9%85-%D9%85%DB%8C%DA%BA-

%D8%AE%D8%AF%D9%85%D8%A7%D8%AA-%DA%A9%DB%8C-

%D9%81%D8%B1%D8%A7%DB%81%D9%85%DB%8C-%DA%A9/

UrduPoint

https://www.urdupoint.com/en/business/sehat-sahulat-program-needs-efforts-to-improv-1912477.html

Jang

https://e.jang.com.pk/detail/838482



Sehat Sahulat Programme needs focused efforts to improve service delivery: PIDE

Our correspondent

Islamabad

The Pakistan Institute of Development Economics (PIDE) has unveiled an in-depth study on the Grievance Redressal Sahulat Programme (SSP).

This landmark program, which provides health insurance to over 7.9 million families across 68 districts in Pak- the grievance redressal sys- centralized complaint man-mium of only poor houseistan, has emerged as a tem (GRS) must also adapt to agement system (ICMS) to ef-holds. Currently, a limited crucial lifeline for Pakistan's meet the growing needs of ficiently handle the com- number of hospitals are onmarginalized communities.

Supported by the Alliance for Health Policy and Systems lease issued from PIDE, the ious areas, i.e., build a na-'pick and choose behaviour'. Research, World Health Orga- study underscores the importional consensus on the fedhighlights the programme's prehensive and structured promote competition in sermechanisms to ensure its sus- delivery and ensure timely Life Insurance Corporation). tainability and greater effi- resolution of complaints. ciency, said a press release issued here on Sunday.

Farooq, Director Research such as enrolment difficulties, insurance and financing is not PIDE, and Nabila Kunwal, Redenial of services, and limited viable simultaneously. search Fellow PIDE, the re- empanel hospitals. Currently, port commends SSP3 efforts there are limited options for a in ensuring access to health-citizen to register a complaint care for marginalized popula- or acquire information about tions and highlights its role in program. The sole source to trophic health expenditures.

gramme's strong foundation adequate staffing. but notes that as it evolves, beneficiaries.

Authored by Dr. Shujaat framework to tackle issues public hospitals as both the part of scheme.

It acknowledges the pro- consistent upgradation and

The program requires a plaints. At the design level, According to the Press Re- the SSP needs to improve var-

Key observations include opt a principal decision on fithe need for a standardized nancing inpatient financing to inpatient health facilities is

Ideally the public hospitals should compete with the private hospitals to finance their inpatient expenses.

The program should not (GR) system of the Sehat reducing the burden of catas-register the complaint is the pay the premium for all citicall centre, and it requires zens and opt some co-payment formulas to optimize public resources, i.e., the govemment should pay the preboard for inpatient services, and many of them opt for a

To incentivize, the treatnization (WHO), the study tance of establishing a com- eral-provincial role and ment packages must be market-based, so every hospital successes, critical insights grievance redressal system to vice delivery as there is a sin-feels an incentive to particiinto strengthening grievance address challenges in service gle vendor right now (State pate. Additionally, the provincial regulatory framework The government has to must ensure that every private and public hospital with



Sehat Sahulat Program needs efforts to improve service delivery: PIDE

NEWS WIRE ISLAMABAD

The Pakistan Institute of Development Economics (PIDE) has unveiled an in-depth study on the Grievance Redressal (GR) system of the Sehat Sahulat Program (SSP).

This landmark programme, which provides health insurance to over 7.9 million families across 68 districts in Pakistan, has emerged as a crucial lifeline for Pakistan's marginalized communities. Supported by the Alliance for Health Policy and Systems Research, World Health Organization (WHO), the study highlights the

beneficiaries. According to the Press hospitals to finance their inpatient Release issued from PIDE, the study underscores the importance of establishing a comprehensive and structured grievance redressal system to address challenges in service delivery and ensure timely resolution of complaints. Key observations include the need for a standardized framework to tackle issues such as enrolment difficulties, denial of services, and limited empanel hospitals. Currently, there are limited options for a citizen to register a complaint or acquire information about program. The sole source to register the complaint is the call center, and it requires consistent up-

expenses. The program should not pay the premium for all citizens and opt some co-payment formulas to optimize public resources, i.e., the government should pay the premium of only poor households.

Currently, a limited number of hospitals are onboard for inpatient services, and many of them opt for a 'pick and choose behavior. To incentivize, the treatment packages must be market-based, so every hospital feels an incentive to participate. Additionally, the provincial regulatory framework must ensure that every private and public hospital with inpatient health facilities is part of scheme.

The report also highlights the need to expand the program's regional presence. Establishing local offices and enhancing public awareness campaigns will improve engagement and accessibility for beneficiaries. An integrated and automated grievance system, equipped with dashboards for realtime monitoring, is recommended to streamline complaint handling and enhance transparency. Linking this system with health management information systems (HMIS) will enable more effective service delivery. Policy-level interventions are essential to address systemic gaps, including increasing hospital availability, streamlining enrollment processes, and implementing live data updates in collaboration with NADRA. These steps will help resolve recurring challenges and enhance the

Provides health insurance to over 7.9 million families across 68 districts in Pakistan

into strengthening grievance mechanisms to ensure its sustainability and greater efficiency, said a press release issued here on Sunday.

Authored by Dr Shujaat Farooq, Director Research PIDE, and Nabila Kunwal, Research Fellow PIDE, the report commends SSP's efforts in ensuring access to healthcare for marginalized populations and highlights its role in reducing the burden of catastrophic health expenditures. It acknowledges the program's strong foundation but notes that as it evolves, the grievance redressal system (GRS) must also adapt to meet the growing needs of

program's successes, critical insights gradation and adequate staffing. The program requires a centralized complaint management system (ICMS) to efficiently handle the complaints.

At the design level, the SSP needs to improve various areas, i.e., build a national consensus on the federalprovincial role and promote competition in service delivery as there is a single vendor right now (State Life Insurance Corporation). The government has to opt a principal decision on financing inpatient financing to public hospitals as both the insurance and financing is not viable simultaneously. Ideally the public hospitals should compete with the private program's overall performance,

OBSERVER **Pakistan**

Sehat Sahulat needs to improve service delivery: PIDE January 27, 2025

STAFF REPORTER

(GR) system of the Sehat Sahulat Program (SSP). Pakistani cuisine reci-Grievance in-depth study on the (PIDE) has unveiled an The Pakistan Institute of Develop-Redressal

marginalized commu-nities. Supported by the Alliance for Health Policy has emerged as a crucial lifeline for Pakistan's 68 districts in Pakistan, 7.9 million families across ealth insurance to over This landmark prowhich provides

and Systems Research, health expenditures.

World Health Organization (WHO), the study program's strong founhighlights the program's dation but notes that
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ized populations and high-lights its role in reducing the burden of catastrophic commends SSP's efforts bila Kunwal, Research Fellow PIDE, the report in ensuring access to healthcare for marginaljaat Farooq, Director Research PIDE, and Na-

servations include the sure timely resolution of complaints. Key obaddress challenges in service delivery and enredressal system underscores the impor-tance of establishing structured grievance a comprehensive and Press from PIDE, the study According to the Release issued

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expand the program's regional presence. Establishing local offices and enhancing public awareness campaigns complaint handling and monitoring, is recom-mended to streamline tegrated and automat-ed grievance system, equipped with dash-boards for real-time will improve engage-ment and accessibility highlights the need to for beneficiaries. An in-

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including tions are essential implementing live data updates in collaboration ment processes, streamlining with NADRA. hospital address systemic gaps, Policy-level intervenavailability, increasing enroll

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Sehat Sahulat Program needs to improve its service delivery

P ONLINE

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The report also highlights the need to expand the program's regional presence. Establishing local offices and enhancing public awareness campaigns will improve engagement and accessibility for beneficiaries.



Sehat Sahulat needs to improve service delivery

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DNA

ISLAMABAD: The Pakistan Institute of Development Economics (PIDE) has unveiled an in-depth study on the Grievance Redressal (GR) system of the Sehat Sahulat Program (SSP).Pakistani cuisine recipes. This landmark program, which provides health insurance to over 7.9 million families across 68 districts in Pakistan, has emerged as a crucial lifeline for Pakistan's marginalized communities. Supported by the Alliance for Health Policy and Systems Research, World Health Organization (WHO), the study highlights the program's successes, critical insights into strengthening grievance mechanisms to ensure its sustainability and greater efficiency, said a press release is-

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Sehat Sahulat Programme

PIDE unveils study on GR system

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Sehat Sahulat Program Needs Focused Efforts to Improve its Service Delivery: PIDE

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