

EMERGING SOLUTIONS FOR AFFORDABLE UHC

Dr Niti Pall, KPMG Center for UHC



Cape Town
16 -19 July 2017

The
I8th Annual
**BHF Southern
African Conference**
Private sector embracing universal healthcare





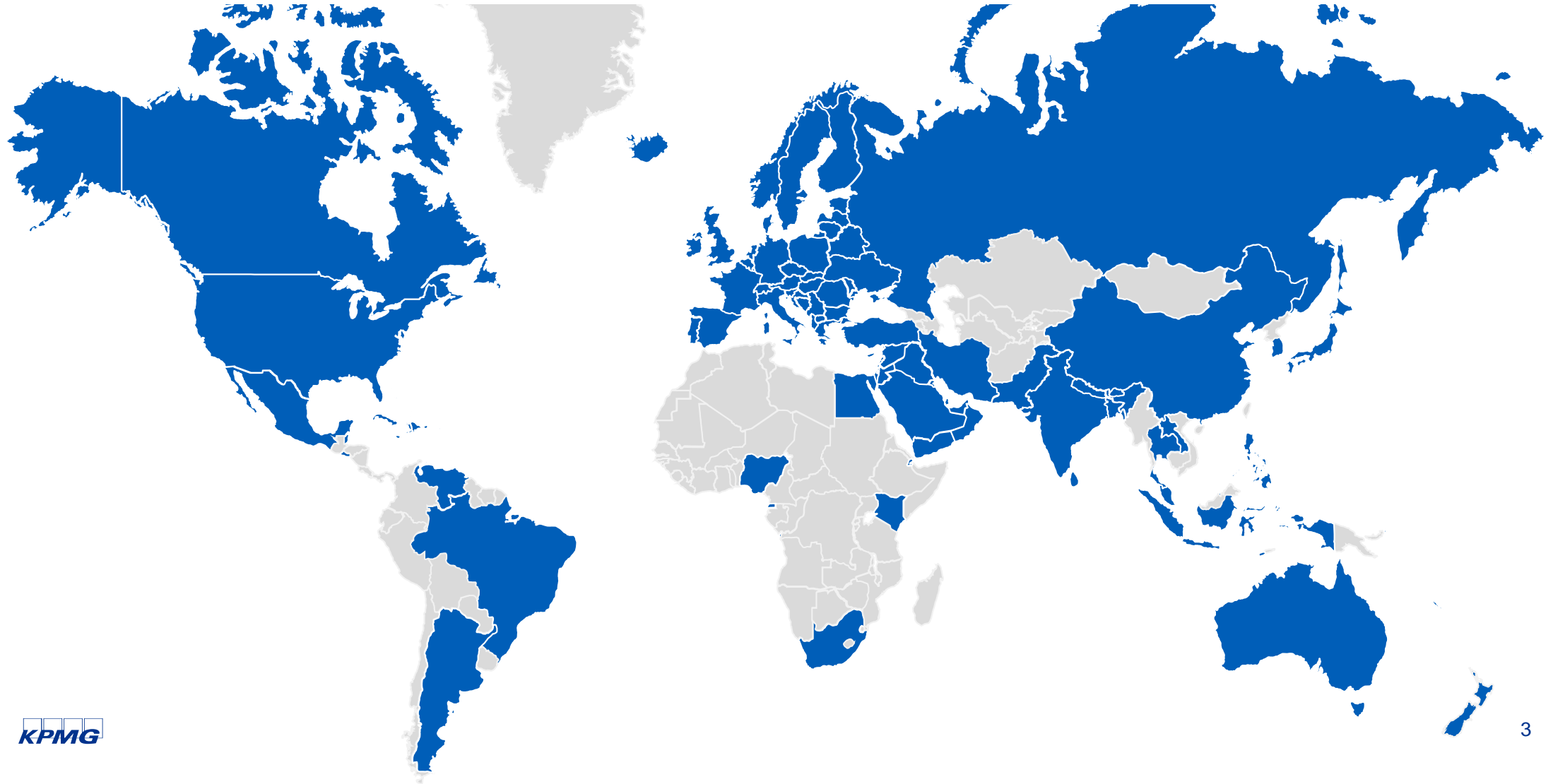
Emerging solutions for affordable UHC

Dr Niti Pall

Medical Director to the Global Health Practice
KPMG Center for Universal Health Coverage

KPMG's Global Health Practice

4,500 healthcare Partners and staff across 45 countries



Our new Center for Universal Health Coverage



Mark Britnell
Global Chairman for
Healthcare



Dr Niti Pall
Medical Director
Global Health Practice



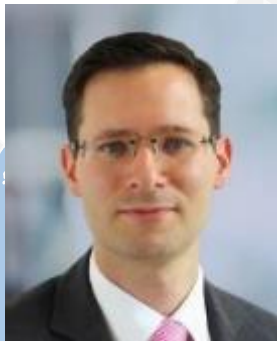
**Dr Anuschka
Coovadia**
Africa Head of Health



Sir David Nicholson
Senior Advisor on UHC



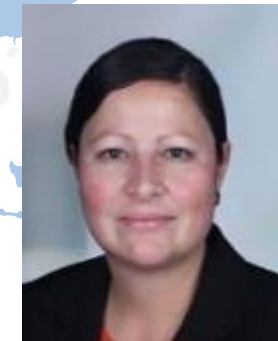
Andrew Hamilton
Principal for UHC Pursuits
in the Americas



Jonty Roland
Program Director



Adrita Craven
UHC Specialist



Dalene Van Greune
Center Manager

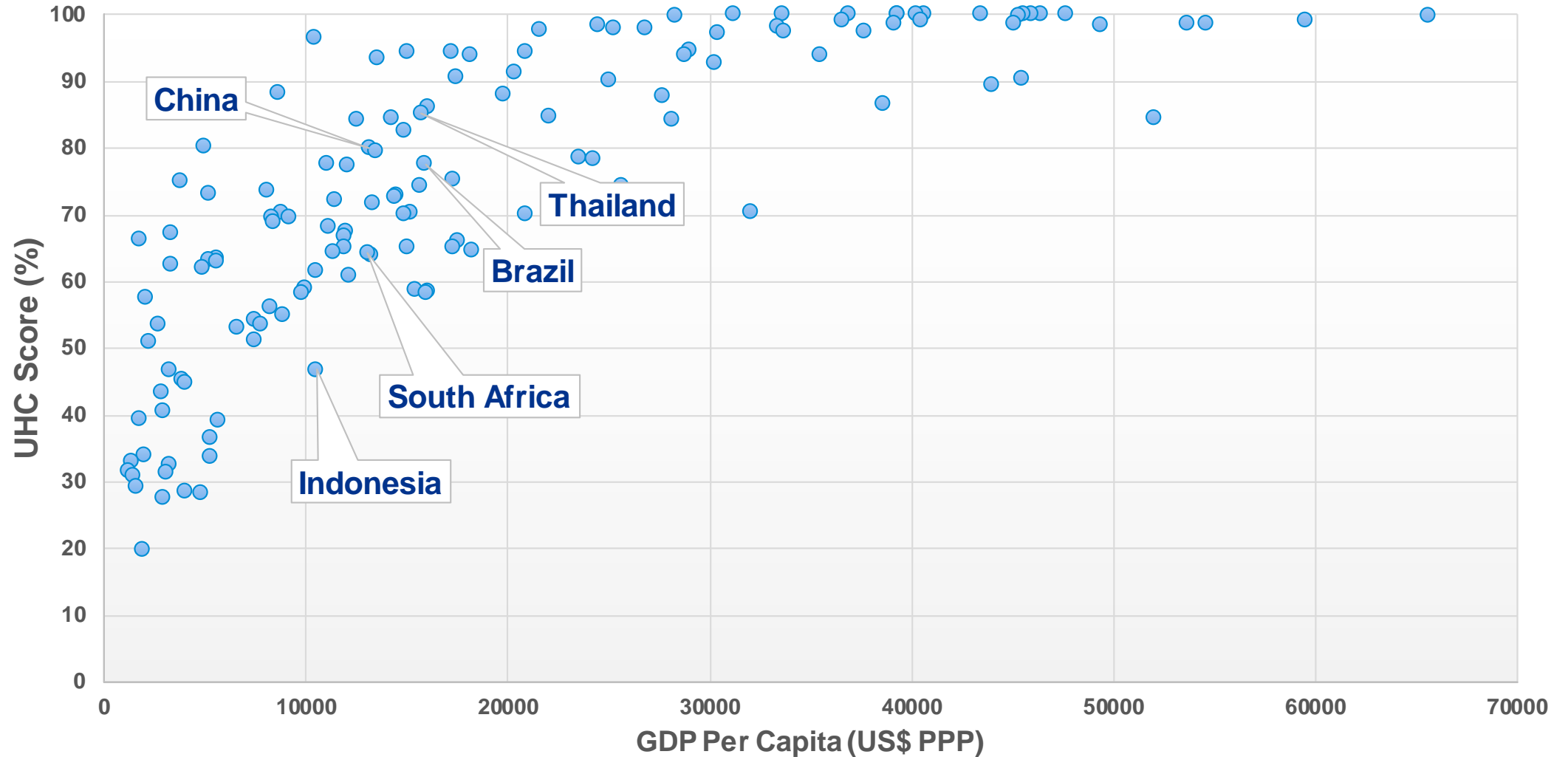


Our new Center for Universal Health Coverage

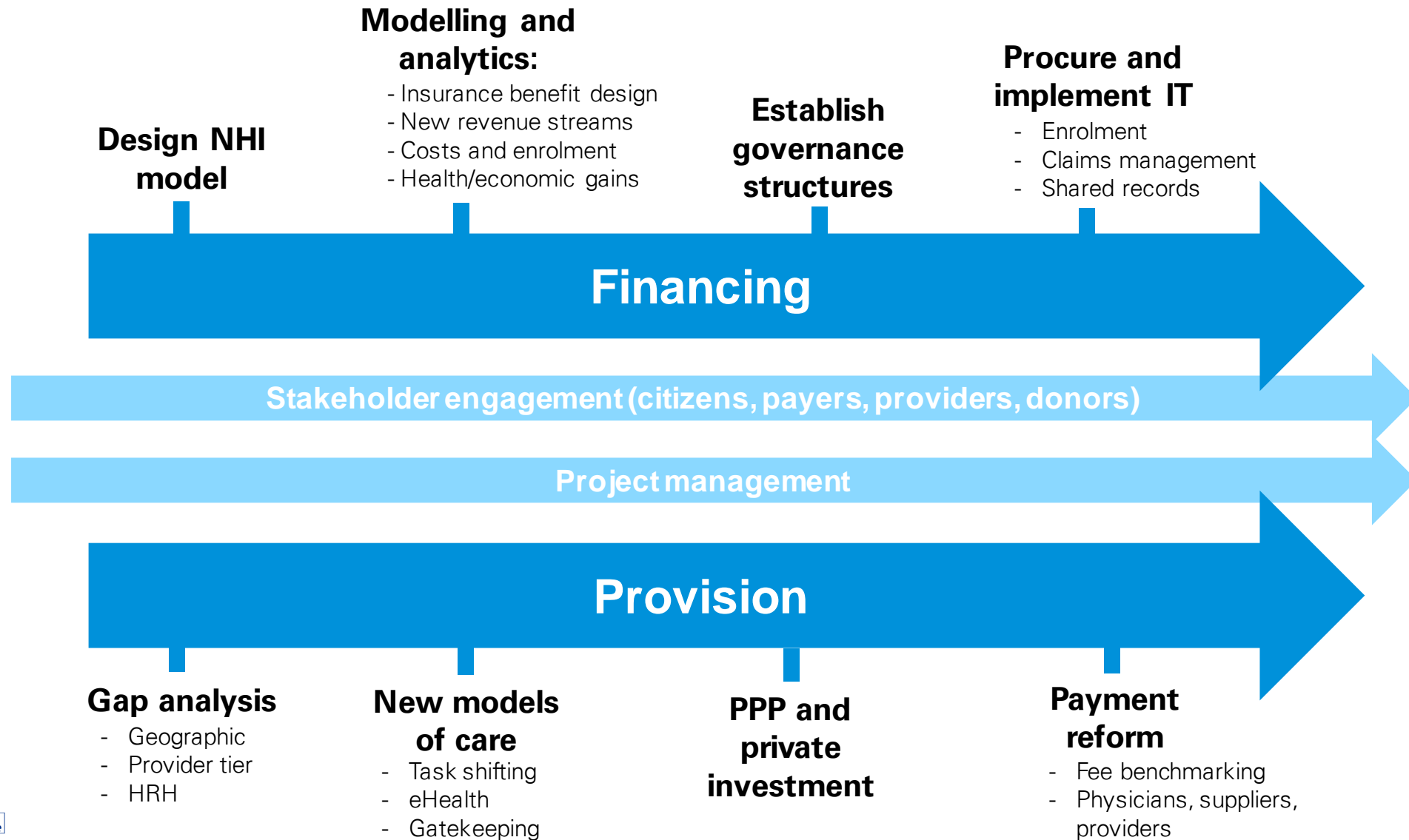


But only ~45 countries have achieved UHC

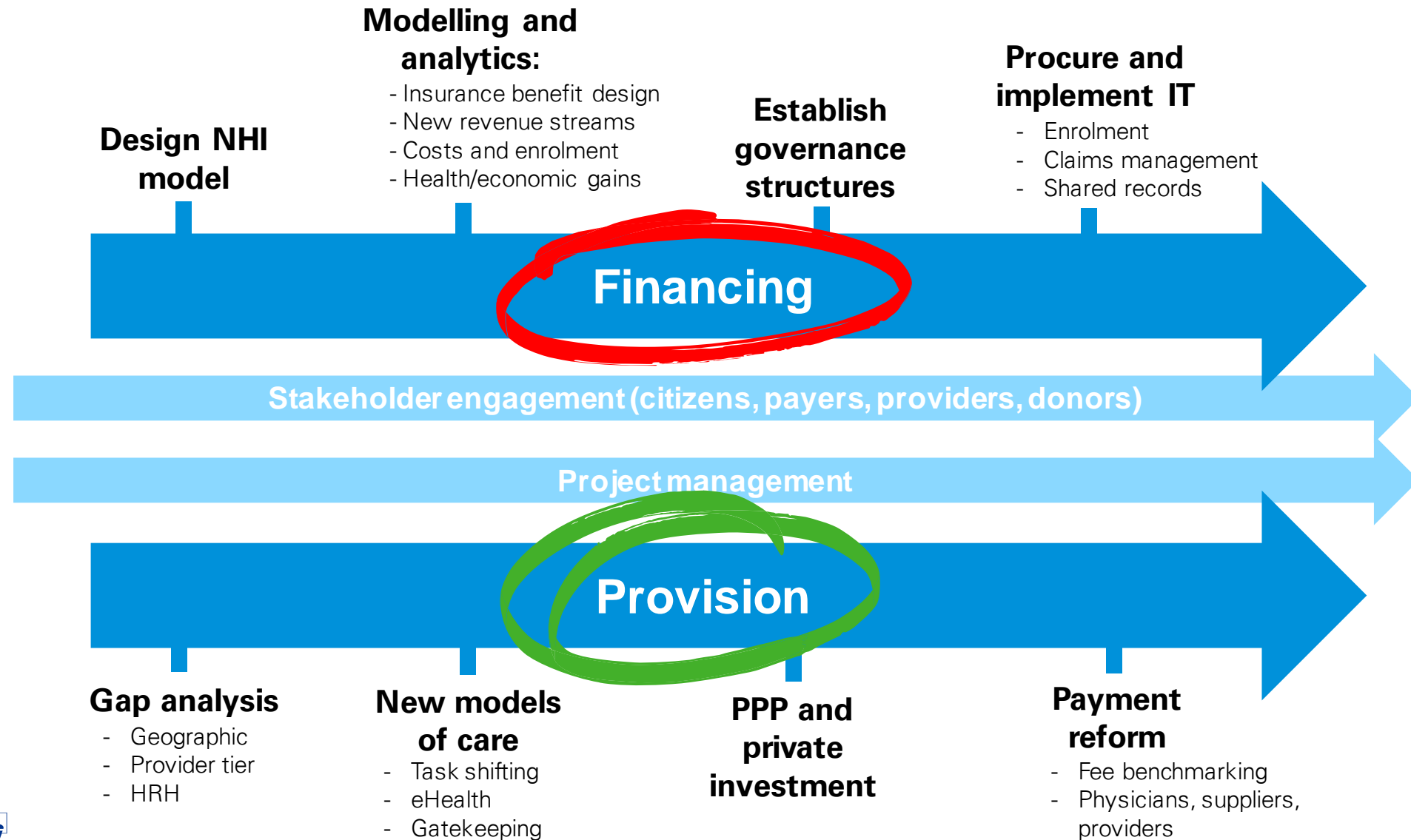
UHC Progress by Level of Economic Development



The journey to UHC



The journey to UHC

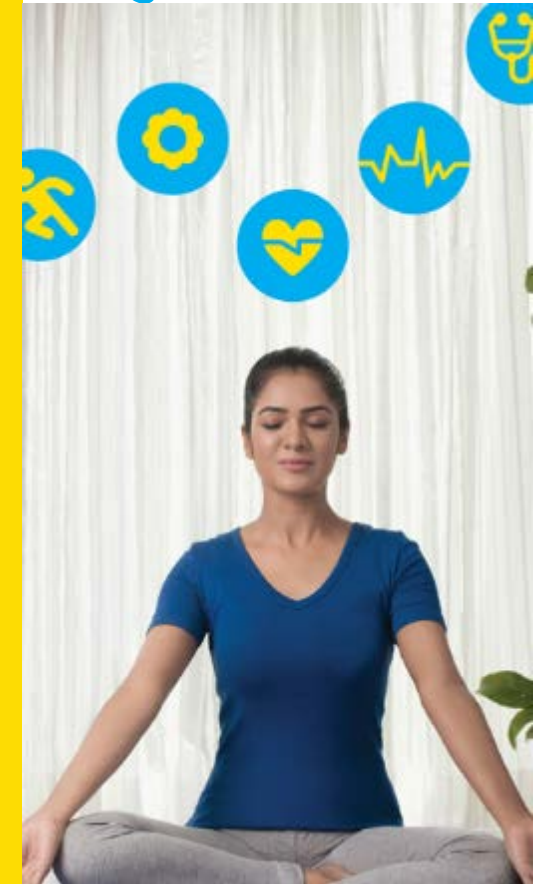


TONIC

THE CHALLENGE:
**Tens of millions without access
to quality healthcare**

OUR PURPOSE:
Health for all

WHAT WE DO:
**We help our members access cheaper, better,
health and wellbeing – when they need it**



Tonic, Bangladesh – A digital front door to health for all

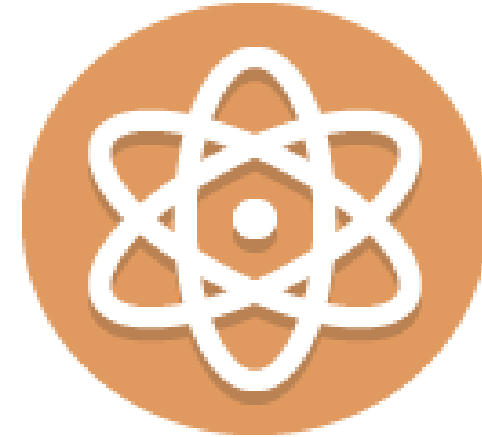
To build the future of healthcare



**Deep
Healthcare
expertise**



**Human centered
approach**



**Serious
Technology
chops**



To build the future of healthcare



Healthcare
expertise

It's like a
digital front door to
health for all

Human centered



Technology
chops



Real solutions to real problems

Problem:
I can't find reliable information about staying healthy (for me or ones I love)



Access the **right health information** to stay well, and build my health community

Problem:
I can't get the right care I need when I need it. I don't where to look.



Patient centered model of virtual care. **Access to quality primary health care** and expert advice when it's needed

Problem:
Health care is too expensive.



Make quality healthcare **more affordable.**
Help to find the best place to get the care that is needed, with exclusive benefits

Tonic Basic

Access to a doctor by phone, 24 hours a day, seven days a week

Track and remember previous health events and calls, follow up SMS and tips



Largest national healthcare discount network.
Saving thousands of Taka with one SMS

Cash pay off for hospital stay of three nights or more.
Cash delivered over the mobile (claims, payments, enrolment)

Compelling **health tips, wellbeing content**, featuring famous national health hero's— backed by science and medical evidence base

Tonic Q&A

The largest online community of quality doctors, answering health questions, 24/7

Beta version now live
Receiving **100+ questions** daily

Tonic Navigator

The healthcare search engine for Bangladesh – finding the right hospital, procedure or specialist

Beta version now live



T O N I C

Free



Tonic Doctor

24/7 telephone doctor consultation



Tonic Cash

BDT 1,000 claim up to 4 times in a year



Tonic Discount

Up to 50% discount in 200+ hospitals, diagnostic centers, pharmacies & lifestyle brands



Tonic Jibon

Compelling health and wellness content w/ famous faces

T O N I C

Paid Subscription



Tonic Doctor

Free minutes for doctor consultations



Tonic Cash

Yearly up to BDT 250,000 coverage



Free Appointment Booking

Over 2,000 doctors all over Bangladesh



SMS Health Tip Bundles

Free healthcare and wellness SMS



Tonic Doctor In-App chat

24 hour chat with doctors



Personalized Health Content

All channels available



Executive Health Check

Up to 50% Discount at selected premium partner hospitals



Renowned Doctor Appointments

Priority slots from over 30 top consultants of the country

Tonic Q&A

Our Promise: Get answers to common health problems from medical professionals within 8 hours



Tonic Q&A

About For Doctors Login [Sign Up](#)

Make Better Health Choices

Help Finding the Right Providers

Ask or Search for a Question

Trending Questions

- 1 Does Drinking Alcohol Warm Your Body?
- 2 I haven't exercised in years, but I need to get in better shape. Where do I start?
- 3 I haven't exercised in years, but I need to get in better shape. Where do I start?
- 4 My son is entering middle school in the fall. What


Tonic Navigator




Sign Up

Make Better Health Choices

Find Healthcare Services Near You

Location 

Cholecystectomy 

Birdem Hospital

Popular Clinic

General Surgeons

Lazzpharma

[See More Results](#)

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Impact of Tonic



- ✓ **3.5 Million** registered based reached in 10 months
- ✓ **30,000+** Tonic Discounts availed saving millions of BDT
- ✓ **2,000** Tonic Cash claimed
- ✓ **182,000+** Doctor Consultations

Engagement of Paid Product

126 Cash Claims made so far

300+ Doctors Chat

20% Premium members have looked for Health Tips

35+ Doctor Appointments have been served

1300+ Tonic Doctor Calls

250+ have chosen SMS Health tips Channels

PPPs are one way to make UHC affordable

- ① The **PUBLIC** sector is finding new areas to leverage private expertise

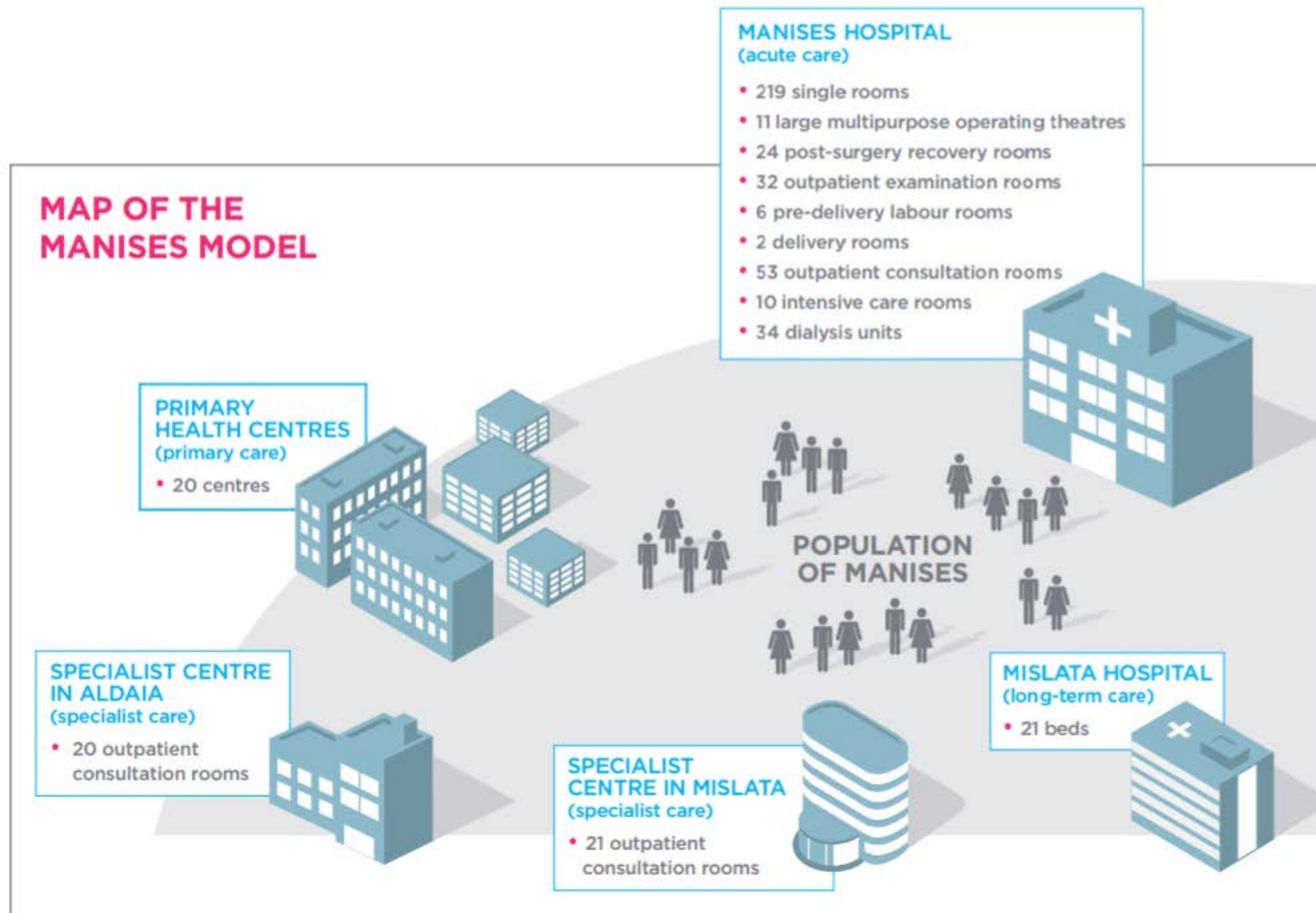


- ② New **PRIVATE** sector partners are coming to the fore



- ③ New **PARTNERSHIP** forms emerging, to reward outcomes not activity

With public and private providers, you get what you pay for



2 hospitals (450 beds)
20 primary care clinics
1 long-term care centre
2 specialist centres
Plus community teams

Population of 193,000

100% concession to Sanitas

With public and private providers, you get what you pay for

38 vs 120 days average waiting time for surgery

149 vs 224 mins average waiting time for ER

42% fewer complications

8.9 vs 8.5 average patient satisfaction score

2 hospitals (450 beds)

20 primary care clinics

1 long-term care centre

2 specialist centres

Plus community teams

Population of 193,000

100% concession to Sanitas

MANISES HOSPITAL
(acute care)

- 219 single rooms
- 11 large multipurpose operating theatres
- 24 post-surgery recovery rooms
- 32 outpatient examination rooms
- 24 delivery labour rooms
- 53 outpatient consultation rooms
- 20 intensive care rooms

MAP OF T
MANISES

PRIMARY
HEALTH
(primary care)

- 20 centres

SPECIALIST CENTRE
IN ALDAIA
(specialist care)

- 20 outpatient consultation rooms

SPECIALIST CENTRE
IN MISLATA
(specialist care)

- 21 outpatient consultation rooms

MISLATA HOSPITAL
(long-term care)

- 21 beds

What citizens want

Most UHC reforms fail to address the primary cause and symptom of health system underperformance:



I want access to trusted doctors and healthcare professionals that listen to me

I want the facilities to be clean and accessible

I don't want to wait to get investigations and treatment

I want to be able to get world class treatment and surgery

I don't want to face uncertainty around finances to pay for healthcare

“Access to the best possible care without fear of the costs delivered by a system I trust”

A close-up photograph of a textured fabric. The left side is a deep blue with a repeating pattern of small, light-colored floral or geometric motifs. The right side is a vibrant red with a similar pattern, interspersed with white and light-colored floral motifs. The overall effect is a rich, multi-colored texture.

Thank you

www.kpmg.com/uhc