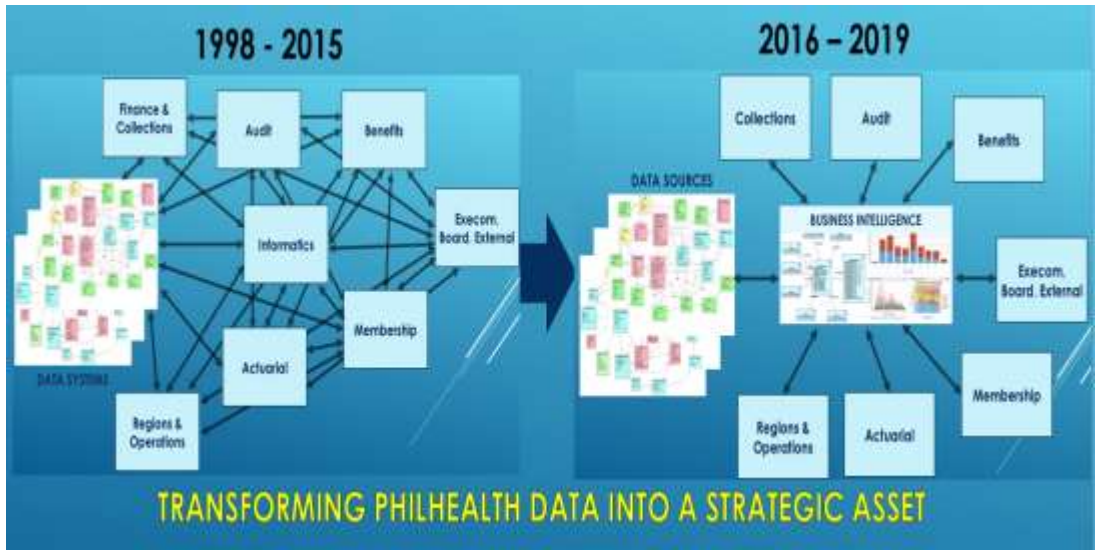
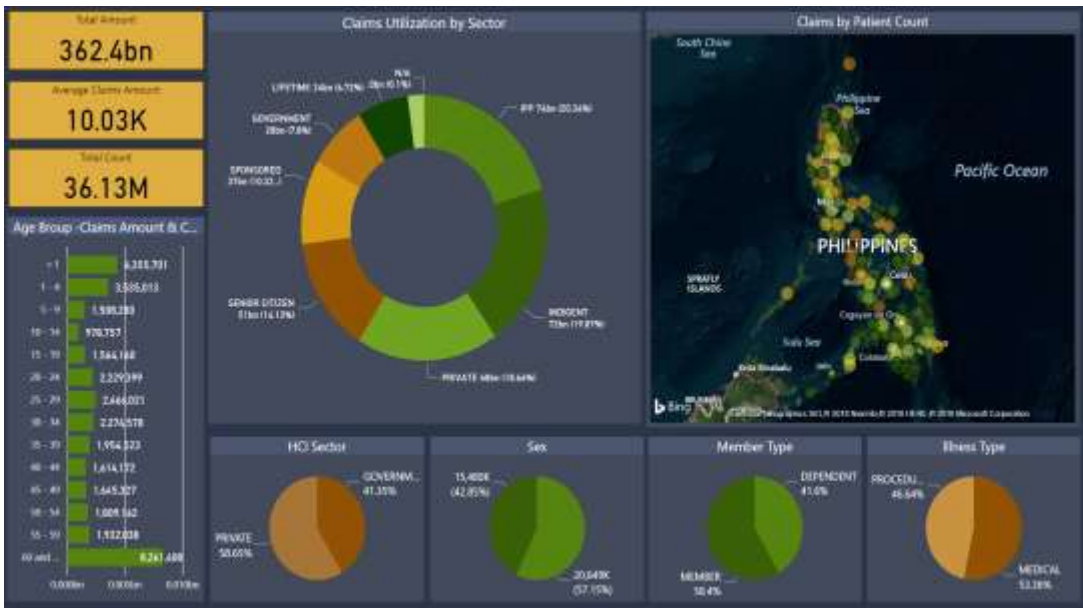


ASSA Recognition Award

CATEGORY	: Information Visionary
ORGANISATION	: PhilHealth
CONTACT PERSON	: CIO-SVP Jovita Aragona
NAME OF PROJECT	: PhilHealth Data-Driven Transformation
OBJECTIVE AND NATURE OF PROJECT	: The need to harness the strategic value of data to effectively deliver PhilHealth's mandate, required innovative decision-support solutions across the information spectrum. As such, a strategic data-driven decision support approach was instituted via a 'single source of truth' as depicted.  The on-going transformation provides strategic & tactical dashboards with: 1. Process changes including data management to standardize policies and procedures 2. People changes to create and manpower capacity to sustain the transformation 3. Technology changes to use of state-of-the-art analytics and cloud solutions to integrate and deliver PhilHealth data. 

		Philhealth Business Intelligence Framework The diagram illustrates the Philhealth Business Intelligence Framework, which is divided into three main sections: Data Sources, Data Warehouse, and Analytics. Data Sources: Internal (eClaims, Treasury, PMAS, CERS, MCHS, Accreditation, Surveys, Others) and External (Other Gov't Agency, EHR, 3rd Party, Others). Data Warehouse: Consists of three stages: GATHER (Staged Data: Operational Data Store, Partner Data, 3rd Party Data; 'As-Is' replicated data from data sources), CLEAN-MASTER (Dimensions: Master Data, Data Quality System; Membership, Employer, Facility, Provider, Disease, Geography), and STORE (Subject Matters: Normalized-Snowflake Schema, Star Schema; (Distinct-Combined): Claims, Contributions, Collections, Membership, Accreditation, ...). Analytics: Consists of two stages: MODEL-PRESENT (Models: Multi Dimensional/Tabular, Report, Self-Service, Machine Learning; Distinct-Combined Data) and ANALYZE-CONSUME (Enterprise Reports: Dashboard, Standard Report, Advanced Analysis, Adhoc Report; 'As Modeled'). Framework Purpose: ➤ Define the process for collecting, preparing, organizing, and presenting data for strategic and tactical decision-making. ➤ Define the cycle that is used to transform data into consistent and coherent actionable information. ➤ Establish common information for all levels of decision makers and knowledge workersets for central and regional users. Internal Users: Executives, Board Members, Business Process Units, Central & Regions. External Users: Other Gov't Agencies, Health Care Providers, Soc Delivery Partners, Researchers.
		Significant gains including the following are being now being realized through full implementation by 2020. 4. Transformation of users into knowledge workers 5. Comprehensive analysis of benefit and sustainability programs 6. Replacing silos with consolidated view of core business processes 7. Correlation of data with other government agencies 8. Empowerment of users using world-class technologies 9. Fraud detection using artificial intelligence
WHY IT SHOULD BE RECOGNISED	:	PhilHealth’s data-driven transformation should be recognized as it is key in delivering the strategic performance and citizen centric vision of the agency, while creating the necessary paradigm shift to change traditional information culture, processes, and technologies. Decision makers and knowledge workers now focus on actionable information using a common solution. Finally, the PhilHealth solution has been lauded as a highly innovative solution by other government agencies, and hence will be a model to effect and sustain much-needed reforms across the government sector.
SUMMARY OF THE PROJECT	:	An effective decision support solution is vital for PhilHealth to achieve its mandate of providing financial risk protection for its members in support of Universal Health Care. The data-driven transformation has improved the achievement of PhilHealth’s mandate with unprecedented transparency. With on-going execution, majority of traditional barriers to efficiency, information accessibility, and collaboration are being broken down. As such, ground-breaking decisions and initiatives have started to take hold which are reshaping the decision-making culture across PhilHealth.