

1. ASSA Recognition Award

- 1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognise ASSA member organisations' achievements.
- 1.2 The criteria and categories for the ASSA Recognition Award are as follows.

No.	Categories of Recognition	Description of the Categories
1.	Innovation Recognition Award	Creation of an innovative technology, product or service which has led to improvements in services or products.
2.	Transformation Recognition Award	A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation.
3.	Customer Service Recognition Award	Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4.	Continuous Improvement Recognition Award	Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation.
5.	Strategic Communication Recognition Award	Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.
6.	Information Technology Recognition Award	Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance.
7.	Insurance Coverage Recognition Award	Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.
8.	Financial Literacy Recognition Award	Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.
9.	Investment Governance Recognition Award	Organisations that have reflected specific issues relating to the management of funds of social security institutions' objectives, ranging from the investment of benefits provided and also addressing issues on the adequacy of the fund.

1.3 The write-up should include the following:

WRITE UP TEMPLATE

CATEGORY	:	Insurance Coverage Recognition Award
ORGANISATION	:	National Health Security Office (NHSO)
CONTACT PERSON	:	Mrs. Wilailuk Wisasa, wilailuk.w@nhso.go.th Ms. Atcharaporn Thammachot, atcharaporn.t@nhso.go.th
NAME OF PROJECT	:	No-fault compensation for COVID-19 vaccination's adverse events
OBJECTIVE AND NATURE OF PROJECT	:	The core principle of the National Health Security Office's (NHSO) current provision of preliminary financial assistance to people suffering adverse events following COVID-19 vaccinations is it is a no-fault compensation programme.
WHY IT SHOULD BE RECOGNISED	:	No-fault compensation for COVID-19 vaccination's adverse events, it will bring the people's confidence to the Thai government's vaccination campaign. It will also protect their healthcare rights from the uncertainty of the pandemic.
SUMMARY OF THE PROJECT	:	Along with the international community, Thailand is implementing a mass vaccination program to create herd immunity and end the COVID-19 pandemic. The program's success depends mainly on the speed of vaccine distribution and the assurance of people's safety after the vaccination. All vaccines are authorized for emergency use only. There is a chance that some vaccine recipients may experience adverse events. To protect them from adverse effects after the vaccination, on May 3 2021, the National Health Security Board introduced a no-fault compensation program for individuals who find undesired outcomes after the vaccination. All Thais 68 million whose health is insured under the Universal Coverage Scheme (UCS), Social Security Scheme and Civil Servant Medical Benefits Scheme will be compensated for adverse events. This program covers everyone who receives the COVID-19 vaccine administered under the government's national vaccination program. It will not just bring the people's confidence to the Thai government's vaccination campaign. It will also protect their healthcare rights from the uncertainty of the pandemic. The no-fault compensation program for COVID-19 vaccination is the first and only national-level program of its kind ever implemented in Thailand. This same approach is also implemented globally. For

	example, in February, the World Health Organization (WHO) announced a program to compensate eligible individuals in 92 low- and middle-income countries for finding adverse effects after receiving COVAX-distributed vaccines. Thailand is among 25 member states of WHO that implements a no-fault compensation program for medical errors, even before the arrival of the COVID-19 pandemic. As much as giving a challenge, the COVID-19 vaccination program also shows the Thai government the opportunity to expand the no-fault compensation program to a national level. As the NHSO has long years of experience running such a program, it is assigned to lead this new national move. We have issued the guideline and criteria for paying preliminary financial compensation to COVID-19 vaccine recipients suffering side effects. They can submit the complaints to every public hospital, Provincial Public Health Office, and the NHSO's Regional Office within two years from the day the side effects are detected. The NHSO has also tasked its existing regional sub-committee to handle these complaints by examining and deciding on the compensation requests. The compensation will be paid within five days after the subcommittee giving approvals. A maximum of 400,000 baht will be paid in compensation for a death, a permanent and severe disability, or a chronic disease requiring treatment for the rest of the patient's life that occurs after the COVID-19 vaccination. At most 240,000 baht will be paid in compensation for loss of organs or a disability and at most 100,000 baht for less serious chronic injuries or illnesses. The NHSO will keep monitoring the adverse events of the COVID-19 vaccination closely. If any new studies concerning the negative effects arise, we may consider implementing a new program or a provision.
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