

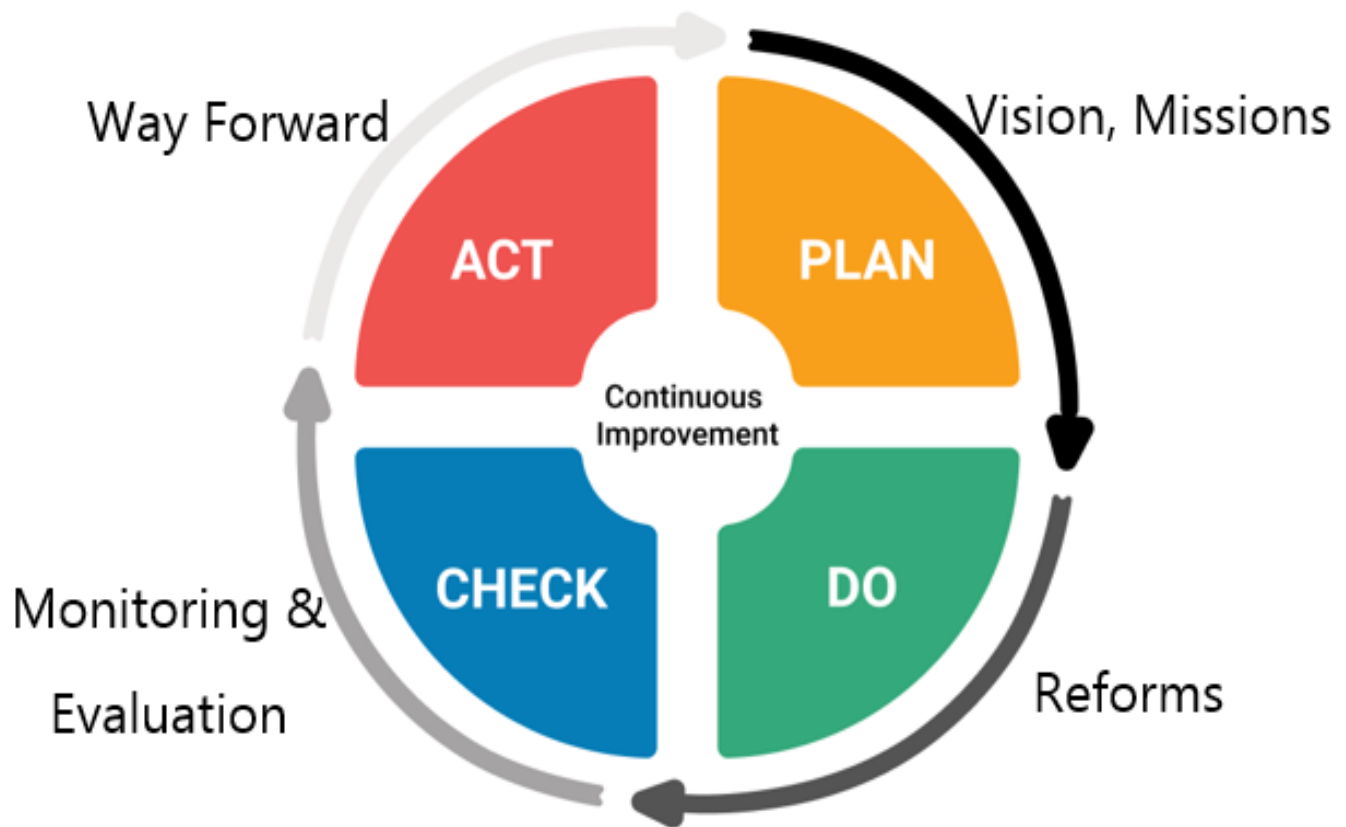
WRITE UP TEMPLATE

CATEGORY	:	Continuous Improvement Recognition Award
ORGANIZATION	:	Social Security Board (SSB), Ministry of Labor, Immigration and Population, Myanmar
CONTACT PERSON	:	U Maung Maung Aye, Director General, Social Security Board, Myanmar
NAME OF PROJECT	:	The Preparation and attempting of SSB, Myanmar for Continuous Improvement
OBJECTIVE AND NATURE OF PROJECT	:	To flourishing the vision and missions of Social Security Board, systematically attempt and tactical effort are needed. Vividly, SSB is struggling under exposure of capacity scarcity of skilled officials, with sticky financial regulations and within limited resources for sustainable improvement. Pursuing to its goals the strategic attempt is essential when facing under the multi-colors pressure. The four reforms strategies were initially invented by current leaders who are actively leading the processes and showing the fruitful results that presenting with graphs, charts and lines in the composition. The future responsibility has to set up the blueprint for continuous improvement in forthcoming.
WHY IT SHOULD BE RECOGNISED	:	The current development is positive but there are many rooms for increasing since the number of insured persons is only 2.7 percent to total population and 6.6 percent to working population. So, recognition and encouragement are essential for SSB to step forward to bring the continuous improvement.
SUMMERY OF THE PROJECT	:	Continuous Improvement is defined with PDCA. SSB is struggling for Continuous improvement within its' limited resources but decision was set to succeed. To get such achievement, SSB defined its own way with goals, reforms, monitoring, and way forward. Reformations are showing positive consequences but still there is an opportunity for accomplishment, a future plan was set for continuous success.

The Preparation and attempting of SSB, Myanmar for Continuous Improvement

“Continuous improvement, sometimes called continual improvement, is the ongoing improvement of products, services or processes through incremental and breakthrough improvements. These efforts can seek "incremental" improvement over time or "breakthrough" improvement all at once”¹. Continuous Improvement cycle model is defined with P (plan), D (do), C (check), and A (act or adjust) according to Dr William Edwards Deming in the 1950s. Similarly, the most widely used tools for the continuous improvement model are defined by SSB with vision, mission, reforms, monitoring and evaluation, and way forward.

Chart-1



Source: kanbanize.com/lean-management/improvement/what-is-pdca-cycle

¹ <https://asq.org/quality-resources/continuous-improvement>

Vision and Mission

The Vision is “Make the Social Security Scheme as a national one”.

The Missions are as follows;

- 1) To make the employers and employees meet their health and social needs. To increase productivity and to contribute the economic development of the nation by ensuring that the workers and the state have the common responsibility of ensuring the welfare of them, the state's main productive force.
- 2) To make the public enjoyable more social security and healthcare system voluntarily
- 3) To increase public trust in the welfare system by providing benefits that are in line with the actual situation.
- 4) To be drawn back some of the contributions paid by the employers and workers as savings in accord with the stipulations
- 5) To obtain the right to continued medical treatment, family assistance benefit, invalidity benefit, superannuation benefit, survivors’ benefit, unemployment benefit, the right to residency and ownership of housing after retirement in addition to health care and pecuniary benefit for sickness, maternity, decease and employment injury of the workers.

The Reforms

To achieve the vision, missions, SSB is generating the fourth reforms to expose and eliminate root causes of problem that hindering the improvement. The administrative, the information technology, the Medical, and the legal reforms are also implementation to be in fulfilment of Myanmar Sustainable Development Plan (MSDP), National Social Protection Strategic Plan (NSPSP), and commitment to Universal Health Coverage by 2030. To comply with the intension and ambition, the system SSB has to adjust and remove its old mechanism by substituting the new provision time to time with technical assistance by International Labor Organization (ILO). The reforms are as follows;

1) Administrative Reform

Social Security Head Office shares the power by allowing the decision making to Divisional level office, township level office and worker hospitals in order to get quick win, easy, and smoothness for insured person. The processes for claiming benefits and steps for verification as insured establishment was reduced according to the guidance of the government, suggestion of development partners and SSB's insured employer and employee. You might notice that the ranking of ease of doing business indicator for Myanmar is not much grand but still improving. SSB is struggling with the syndicate for National Paying Tax Indicator that is supporting to the central committee of attaining higher ranking of ease of doing.

2) Information Technology Reform

Myanmar is quite behind in terms of infotech and data processing. The procedure and mechanism are running manually which take much time and effort when the others in modern technologies. So, SSB is implementing Management Information System with ILO's experts. The IT capacity building for the staffs are running with the tight schedule guiding by specialists. The reimbursement to insured persons is now start to using online payment (Wave Money). Not much later, the cash benefit payment, the contribution, the registration for both employer and employee will be functioning at the IT platform.

3) Medical Reform

Myanmar had kept a commitment to reach the perfect scheme of Universal Health Care (UHC) in 2030. SSB is one of the stakeholders to fulfill the commitment of the State. If SSB earns more insured population, the state can reduce her burden to follow to UHC. Even SSB has 3 hospitals and 155 dispensaries but now 14 health service providers are actively implementing in a model of Purchaser-Provider Split (PPS), according to the data of SSB head office on May 31, 2020. Among these 14 providers, 7 providers agree to Capitation payment and another 7 agree to Fee-for-service (FFS) mechanism with SSB. Now, SSB is still expansion of healthcare providers network and contracting with public health facilities. The cash reimbursement routine is quite

smoother and quicker than before since the Medical Reimbursement Board meeting is hold at least four times a month.

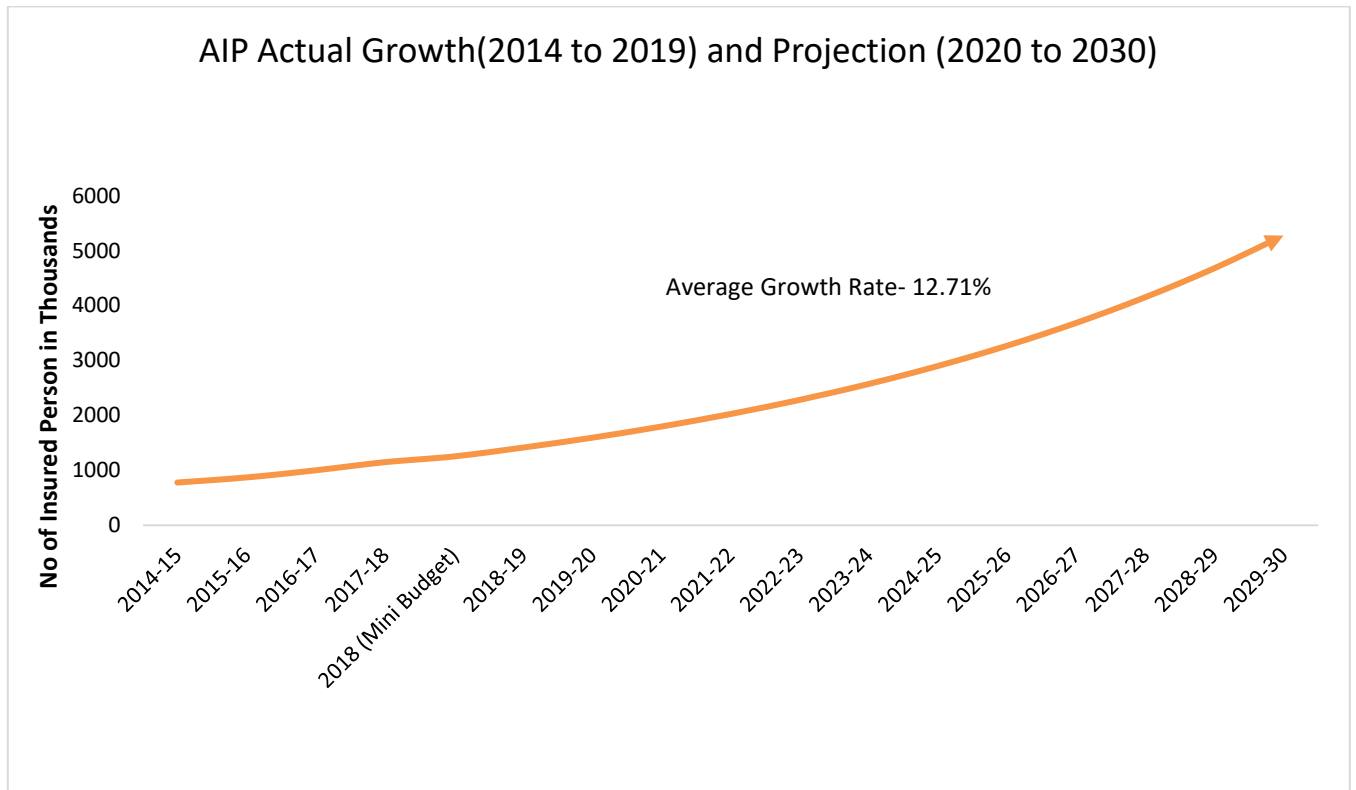
4) Legal Reform

SSB has been implementing the new social security scheme under Social Security Law, 2012 since April 1, 2014. ILO pointed it out the 2012 Social Security Law that there is still room for improvement to be in line with the international norms. For example, article 35(a) and (b) is granting the employer and employee to retreat their contribution. And article 62(a) and (b) is allowing the survivor to get lump sum or installment instead of monthly pension. SSB intend to reduce the threshold of employee for the establishment is at least five workers to be in the scheme. Reviewing the law to ensure in line with Convention 102 and to be harmonious with international practices.

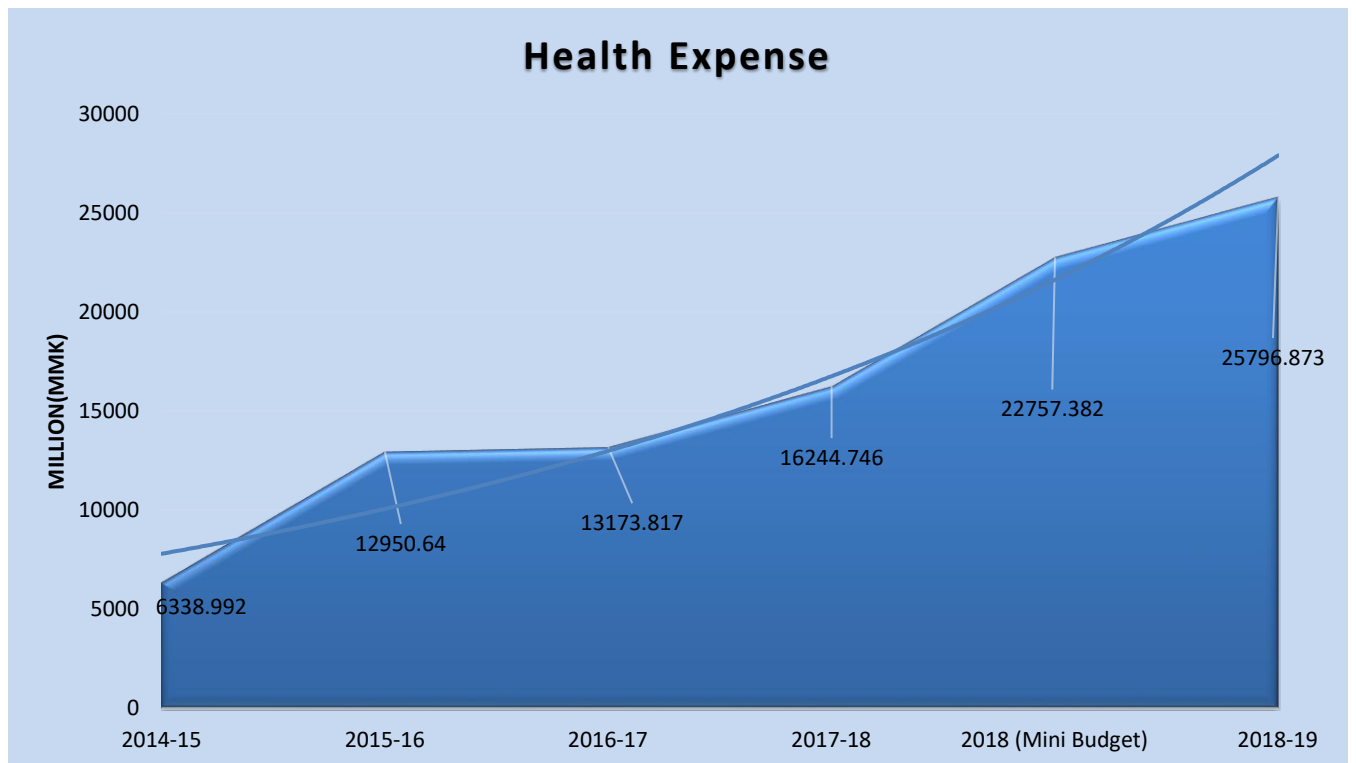
Monitoring and Evaluation

SSB pays more attention on monitoring and evaluation to be sure that progress is continuity. Monitoring scenario starting from 2014-2015 fiscal year² in this composition. According to the projection for insured person at 2030 will be above 5 million. The average growth rate is 12.71%. The health expenses and cases are increasing dramatically, we found that SSB caring to workers continuous improving. The capacity of SSB's official is also continuous improving. According to the finding of number of clients to per official ratio was 1:358 at 2014-2015. Continuous progress to 1:372, 1:430, 1:478, 1:505, and 1:579 for each period. Data is showing that the capability of staff is developing.

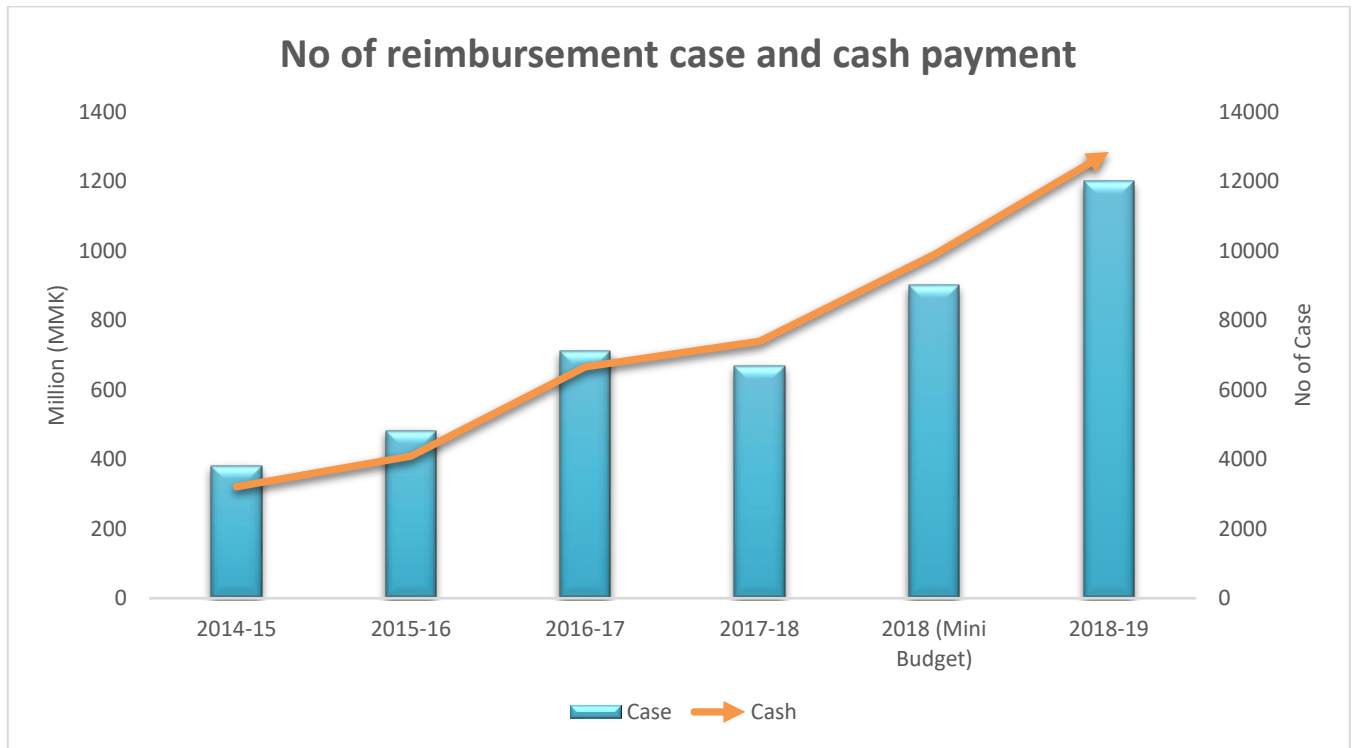
² The old fiscal year of Myanmar begin from April 1 and ended on March 31, the new fiscal year begin from Oct 1 and ended on Sept 30. New fiscal year start from 2018-2019 financial year until at present.

Chart-2

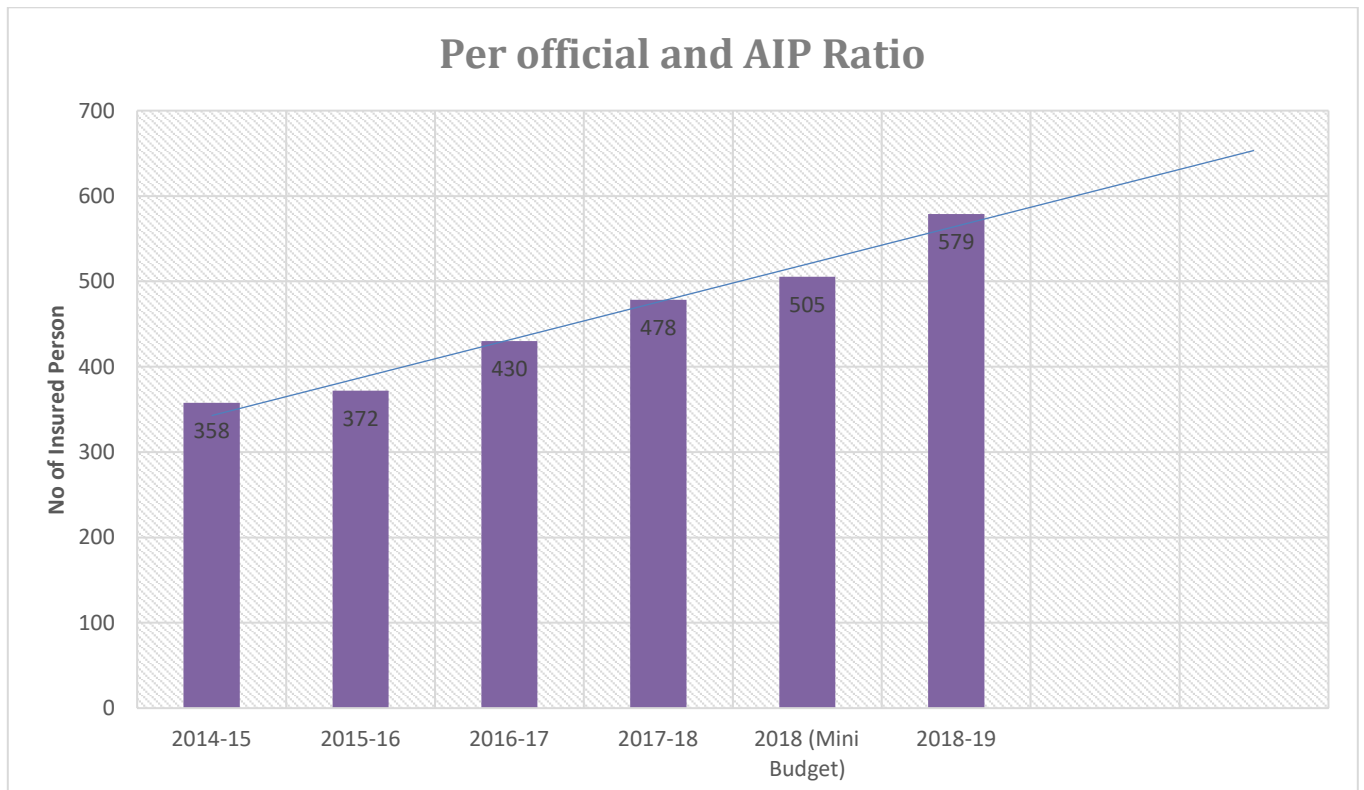
Source: Research and Planning Department, SSB Head Office, Myanmar

Chart-3

Source: Research and Planning Department, SSB Head Office, Myanmar

Chart-4

Source: Research and Planning Department, SSB Head Office, Myanmar

Chart-5

Source: Administration Department, SSB Head Office, Myanmar

Way Forward

In compliance with the commitment of the government to achieve UHC, to accomplish vision, mission and also conformity with the ILO Convention 102, SSB has adopted the following way forward;

- 1) To extend the social security coverage to the whole nation
- 2) To extend the social security coverage for informal economy workers
- 3) To extend the network of contract with private and other public health facilities
- 4) To implement the unemployment insurance system
- 5) To carry out further research for long-term success and sustainability

There are many concerns that need to be addressed on the way where SSB is moving forward;

- 1) In extending the social security coverage across the country, the geographical distribution, the socio-economic development of the specific area, the number of working population and the status of establishments in specific area are considered to implement.
- 2) In extending the social security coverage for informal economy workers, creating special scheme for them is being considered to be more effective to develop a new contribution model.
- 3) For being able to deliver affordable, accessible, equitable and effective health care services with good quality to workers, contracting with private and other public health sector providers with strategic purchasing is crucial.
- 4) Preparing for designing and costing technical services to establish the foundation of unemployment fund in order to implement the unemployment insurance system.
- 5) Conducting research is required to support the policy maker based on evidence in order to make decision to enhance the services and sustain the fund.

So, SSB makes never-ending efforts and approaches to boost the health care services and deliver cash benefits timely and systematically for the sake of insured workers. The processes of reform activities are functioning strategically and deliberately to eliminate root causes of problems. Improvements are evaluated and monitored for sustainment. vision, missions and way forward are set to make the continuous improvement long lasting.

References:

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2. Annual publication of ASEAN Social Security Association, news Vol 31. 2018.
3. GoM (Government of Myanmar) (2012) 'Social Security Law'. Naypyidaw: GoM.
4. GoM (Government of Myanmar) (2012) 'Social Security Rule'. Naypyidaw: GoM.
5. <https://asq.org/quality-resources/continuous-improvement>
6. <https://kanbanize.com/lean-management/improvement/what-is-pdca-cycle>
7. The Government of the Republic of the Union of Myanmar Ministry of Planning and Finance. Myanmar Sustainable Development Plan (2018-2030)