

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	:	Innovation Recognition Award
ORGANISATION	:	National Health Security Office (NHSO), Thailand
CONTACT PERSON	:	Ms. Wilailuk Wisasa, email: wilailuk.w@nhso.go.th Ms. Sietakal Nilkang, email: sietakal.n@nhso.go.th
NAME OF PROJECT	:	Innovation, improve convenience and increase healthcare access.
OBJECTIVE AND NATURE OF PROJECT	:	Launched some initiatives to increase the level of patients' convenience and increase healthcare access.
WHY IT SHOULD BE RECOGNISED	:	The initiatives are based on the idea of bringing health services close to the people, so they will have more chances to access these services conveniently. Most initiatives are cost-effective and help reduce overall health expenditure.
SUMMARY OF THE PROJECT	:	The National Health Security Office (NHSO) has developed initiative innovation programs that involve health units outside the major hospitals which have improved convenience and increase healthcare access, detail of innovation as follows, - Private-pharmacies and laboratories at the community level nationwide to provide simple service including Health prevention & promotion (P&P) service as network of hospital, the beneficially are easily accessible and can help close the access gap at hospitals, this can improve access to P&P services, maintaining people's good health and reducing their risk of chronic illnesses. These services include free condoms and oral contraceptives, pregnancy testing, prenatal care, iron supplement pills, and physical and mental health risk screening and assessment. - Physical therapy clinics are also part of the national health security system as public-private partnership helps patients access physical therapy. - Nursery and midwifery clinics improve primary care access. - NHSO create a network of healthcare units with an emphasis on early screening and treatment from the early stages of cancer. Cancer Anywhere is a health program launched in January 2021, aiming to speed up referral procedures, allowing patients to access care in advanced hospitals faster and in the time of care needed. - NHSO supports telemedicine in many health units where doctors and health staff can remotely monitor and follow up with patients.