

CATEGORY	:	INNOVATION RECOGNITION AWARD / CUSTOMER SERVICE RECOGNITION AWARD
ORGANISATION	:	SOCIAL SECURITY ORGANISATION OF MALAYSIA (SOCSO)
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NAME OF PROJECT	:	SOCISO Electronic Rehabilitation System (e-PULIH)
OBJECTIVE AND NATURE OF PROJECT	:	Nature of Program Industrial accidents including road commuting accidents are increasing drastically every year, resulting in higher morbidity and mortality amongst Malaysians. In the span of 10 years between 2007 and 2017, the number of permanent disability claims paid by Social Security Organisation (SOCISO) has risen by more than 100%, a marked increase from previous decade. During this period, SOCISO has paid more than MYR 1.4 billion (approx. USD 357 million) in social security benefits to its Insured Persons based on their disability assessments. As a key player in effective case management of our Insured Persons' medical needs, SOCISO provides medical devices such as implants as a benefit and as an early intervention initiative for better clinical outcomes. However, time is an essential determinant in initial care of trauma patients, and having a good trauma system is crucial in improving subsequent prognosis and chances of recovery. By conventional methods of application, it takes an estimated time of ten (10) to twelve (12) weeks from the accident to implant approval. This delayed response leads to complications, poorer outcomes, higher disability rates and even, lower chances of survival. With these alarming statistics, SOCISO has taken the initiative and proactive steps in facilitating prompt treatment in line with

	the concept of Early Intervention by providing implants in a timely manner and applying digital technology as a communication platform between the treating doctor and SOCSO. Objective By connecting front line medical officers all over the country to the necessary funding and resources, e-Pulih is using technology as an enabler for Early Intervention initiatives. It is a collaboration effort between SOCSO and the Ministry of Health in terms of expertise and infrastructure for delivery of high impact facilities to the general public (Insured Persons). This supersedes the conventional procedures of applicants having to be physically present at local offices to make their application for the needed device. Being a 24/7 online service, SOCSO can better cater to the needs of its beneficiaries in time of emergency and acute cases. The system is also designed to increase accessibility of SOCSO benefits to its Insured Persons by eliminating complicated red tape procedures and third-party involvement. As the application can be done straight from the operation room itself, this greatly reduces the response time taken from the time of accident to the time of treatment/surgery and this contributes towards rapid action on the part of SOCSO.
WHY IT SHOULD BE RECOGNISED	: e-Pulih is not only an online innovation but also an operational restructuring of SOCSO's procedures in service delivery. e-Pulih is the first 24/7 operational service by SOCSO to ensure that response/resources are available even on holidays. e-Pulih is the epitome of digitization of the Early Intervention which has diminished response time from weeks to hours, allowing doctors to provide better care for their patients. The fastest recorded time of implant approval from the time of application is 1 minute and 38 seconds. Studies have shown that "ultra-early" surgical intervention that occurs within the first 8 hours greatly improves functional outcomes as compared to surgeries that occur 8-24 hours post-trauma. Apart from that, e-Pulih opens a whole new level of accessibility to its beneficiaries. Since its launch in January 2016, the number of recipients has increased by 200%,

	spreading SOCSO's reach of social security net beyond expectation. Over the period of 2016 and 2017, e-Pulih has received 12,058 cases from medical officers all over the country. Out of that number, 10,073 cases are the targeted trauma cases. This leads to the next plus point which is the early detection for identifying potential return to work cases within hours of an accident that enables better disability management and further improve return to work outcomes. The returns to SOCSO for early supply of implants to its clients are tremendous. Case in point would be where prompt treatment of intraocular lens implants at a cost of MYR 750.00 (approx. USD120) for a patient with severe cataract had successfully averted him from being blind. According to SOCSO's Guidelines for Assessment of Traumatic Injuries, Occupational Diseases and Invalidity, a person who is blind in both eyes would be assessed as 100% impaired. From financial perspective, the sum paid by the organization for to a person with an impairment of 100% is estimated to be at MYR350,000 (approx. USD90,000). As a whole, e-Pulih greatly benefits patients, treating doctors, employers, service providers as well as the organization. Ever since its implementation, the duration of workers' disability from the time of injury is significantly reduced resulting in shorter medical leave. This reduces the burden on family members. e-Pulih is not only an application and case management platform but it also serves as a holistic administrative manager. Procurement/payment is managed efficiently via the system, thus ensuring timely payment to its service providers. SOCSO is looking to expand e-Pulih to other aspects/benefits such as dialysis, and is targeting to implement it in early 2019. e-Pulih can be replicated and implemented in other aspects of social security administration that are facing similar challenges, and by any social security organizations that need to run their business using effective technologies, regardless of the different nature of the schemes and context of the respective country.
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**SUMMARY OF
THE PROJECT**

: e-PULIH is the first 24/7 operational service by SOCSO for application of implants for its beneficiaries. This online portal strengthens the collaboration between the Ministry of Health and SOCSO through the sharing of expertise and infrastructure in the delivery of high-impact facilities to the public at low cost. e-Pulih has transformed SOCSO's productivity by greatly reducing response time, increasing accessibility and overall transforming service delivery to its stakeholders.