



KHF NEWS

A Partnership for Better Healthcare

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The 4th Africa Healthcare Summit 2017 in London. “Africa’s Largest Healthcare Event in Europe”

The Africa Healthcare Summit is the largest European-based event of its kind to assess investment, development and technology of healthcare in Africa. The 4th Africa Healthcare Summit was held in the Olympia Conference Centre, London, on 14th and 15th February 2017. The Summit was well attended by 750+ distributors, Ministries of Health, hospitals, healthcare providers. NGOs, and medical device manufacturers from across Africa and around the world.



[L-R] Dr Amit N. Thakker (Chairman, AHF and Africa Health Business)

The 2017 Summit examined the latest healthcare development across Africa, assessed the current reform measures and the impact of the huge investment boom that is currently forecasted for Africa’s healthcare sector. The event included high government attendance from ministries of health; delivering presentations on public and private partnerships, financing healthcare plus case study insights from governments across the continent. African healthcare leaders were allowed the opportunity to meet international healthcare experts and suppliers. The event was opened by Dr Amit Thakker, the Chairman of Africa Healthcare Federation. In his opening, Dr Thakker highlighted the unique partnership and investment opportunities provided by the event that accelerates improvement of quality healthcare in Africa. The event brings together every year hundreds of senior level figures from distributors, hospitals, Ministries of Health, suppliers and many more.

The 2017 Summit which was co-hosted with the Africa Dental Summit attracted a wide range of exhibition which created a good networking platform and an opportunity to showcase products, innovation and solutions. This event was well attended by Ministers of Health from Egypt, Senegal, Kenya, Namibia, Zimbabwe, Morocco, Cameroon, Ethiopia and Madagascar.

The event also host an exclusive VIP Meet the Buyer sessions, the best way of connecting with the right people and the right companies for your business objectives. The perfect platform to meet and network with key decision makers and expert industry insiders.



Africa Healthcare Federation Chairman and Members.

The 5th Africa Healthcare Summit will take place in London on 1st and 2nd March 2018.

Kenya Healthcare Federation Engages the Health Care Payers & Providers in Kenya

The Kenya Healthcare Federation, in its quest to increase value for patients and sustainable growth for organizations, engaged the healthcare providers and payers in a meeting to understand and tackle the challenges faced by both parties in delivering quality services to the people.



The meeting which took place at Pride Inn Hotel Westlands on 24th January 2017 brought together Leading payers and providers together in one table.

The meeting deliberated on the overview of the Kenya healthcare financing industry and its significant growth from the large and small firms compared to East Africa. The relationship between healthcare providers and payers has however brought about challenges and concerns that were addressed in this engagement.

Submission of hard copy claims to the insurance companies is too manual and outdated, insurance companies should embrace technology and invest on online systems.

Apart from lack of proper utilization of IT to fastback submission and payment of claims from the insurance side, corruption at the medical claims departments of insurance companies is a major cause of delay of claims. This results in increased cost of credit for the providers that then result in high claims charges as the cost of credit is imposed to the insurance company. The cost of credit becomes an expense to the insurer when providers report fictitious claims, overprice the commodities and inflate the cost of drugs. Insurance companies need to harmonize their codes to simplify the process of claiming payments. Different codes per insurer have complicated the payment process since every provider deals with more than one insurer. Rejected claims coming back to the provider after 90 days and this prevents the provider from further investigation and re-claiming since the period for claiming is stipulated as 90 days.

Small scale business providers are the biggest complainants in this issue since most of them cannot afford the high cost of credit. These issues have created opportunities for corruption within insurance bodies where providers have to bribe for their payment to be fast-tracked. If providers continuously get frustrated getting reimbursed for services by insurance companies, they will opt for cash payments from patients. The insurance covers will lose credibility and subsequently their uptake will significantly be impacted. These issues fall within the major insurance companies and is affecting the overall cost of healthcare in Kenya.

The insurance companies however lack information and are working on assumptions based on a few provisions. Insurance companies have invested a lot of money on systems and until these systems are integrated between various companies, fast tracking payments still remain a challenge. Providers make judgments based on perceptions e.g. Insurance companies don't want to pay. The insurance companies are working towards systems that will bridge the gap to ensure easy and faster flow of payments. Insurance companies also take time to investigate every claim submitted due to the fear of providers inflating claims.

The meeting which was chaired by Dr Amit Thakker agreed upon a standing committee with a strong agenda towards bridging the gap.

Present in the meeting were a few technology companies who welcomed both the payers and providers and asked them to embrace available systems as part of the solution

Bluefast Technologies who sponsored the meeting gave a presentation on a platform which links the MSPs and Payers though standards and international guidelines, fast tracking technology adoption and mitigating fraud.

Creating value for patients is both the ultimate goal and an increasingly critical competitive advantage for health care payers and providers in Kenya. Payer organizations are being challenged to manage funding gaps and improve the care of members within a changing regulatory environment. Health care providers must transform their business models to deliver cost-competitive services that improve patient outcomes and deliver sustainable growth for the organization. The overall goal is to promote and improve the health status of all Kenyans by making healthcare financing procedures more effective to enhance access to high quality affordable healthcare for Kenyans.

Challenges facing the Pharmaceutical Industry in regard to the Pharmacy and Poisons Board (PPB)

The Pharmacy and Poisons Board is a Drug Regulatory Authority established under the Pharmacy and Poisons Act, Chapter 244 of the Laws of Kenya. The Board regulates the practice of pharmacy and the manufacture and trade of drugs and poisons. The Board aims to implement the appropriate regulatory measures to achieve the highest standards of safety, efficacy and quality for all drugs, chemical substances and medical devices, locally manufactured, imported, exported, distributed, sold, or used, to ensure the protection of the consumer as envisaged by the laws regulating drugs in force in Kenya.



KHF led by Dr William Mwatu meeting with PPB Leadership team.

However the private sector fraternity under the umbrella of the Kenya Healthcare Federation (KHF) has pointed out concerns on the structure, performance, services and timelines of PPB in the recent past.

Trainings of how to use the online system is not effective leading to mistakes which makes one be locked out of the system. It is also clear from the training that the system has not been fully developed; after every training, changes are being done on the system. Products are not evaluated on time. Targeted timeframes of most processes are no longer respected.

Lack of communication and feedback on issues raised from PPB prompting stakeholders to turn to social media to communicate with each other on trainings being arranged by PPB, changes in processes, which inevitably has created uncertainty within the sector.

The service charter that was issued by PPB in 2010 and gives clear guidelines on product evaluation and timelines has not been well used by the PPB team to ensure good services. PPB has no organized board today and as such we are dealing with a secretariat that operates from the momentum given to them in 2014. There is need to have an accountable legal PPB to solve the issues as by the law.

The position paper was presented to the PPB leadership on 21st February 2017 in a meeting chaired by Dr. Kipkerich Koskei. PPB welcomed suggestion from the private stakeholders on good communication strategies to improve their relationship with their customers.

The Kenyan health system is highly inequitable and policies aimed at promoting equity and addressing the needs of the poor and vulnerable have not been successful.

In a meeting Chaired by Dr William Mwatu of Kenya Association of Pharmaceutical Industry on the 15th of February 2017, the private sector came up with a position paper on their concerns on PPB structure.

The Product Evaluation Directorate of PPB has not been very efficient in terms of registering new products since products that were submitted in 2015 have never been evaluated. Variation documents submitted for review are lost and clients are being requested to resubmit fresh documentation a year later, when the reviews and approvals had previously been granted within two months. In the past year there have been numerous occasions where for a whole month there are no officers to serve clients.

The PPB online portal where notices are posted in the product evaluation directorate that all resubmissions on queries, listing of medical device and food supplement be done online. The online portal is however not sufficient is has not been fully operational.



KHF led by Dr William Mwatu meeting with PPB Leadership team.

The major breakthrough will be for PPB to embrace efficient online technology that will ensure implementation of appropriate regulatory measures to achieve the highest standards of safety.

Africa Healthcare Federation wins award for its Outstanding Contribution to the African Healthcare Industry

At the recently concluded Africa Healthcare Summit 2017 held in London during February 13-15, 2017, Africa Healthcare Federation (AHF) received an award in the category “Outstanding Contribution to the African Healthcare Industry”. At this meeting, AHF was recognised for unifying the five regional private health federations of Africa at the inaugural Africa Health Business Symposium 2016 to advocate, mentor, collaborate and integrate the private health sector of Africa and to ensure the scaling up and strengthening of health systems. This would have a significant impact in spurring greater investments in the healthcare space as well as increasing access to affordable and quality healthcare delivery across the continent; thereby raising it to global standards.

“As an umbrella body, the Africa Healthcare Federation will be a world class private health sector apex body and will ensure continuous improvement in the overall health sector of Africa by working together with Governments and stakeholders” said Dr. Amit N. Thakker, the current and founding Chairman of AHF.

AHF will serve and facilitate collaboration between governments, development partners, as well as international and domestic healthcare players from the private sector to drive investment, create access to affordable quality healthcare and improve the rate of return to all stakeholders.

Kenya Healthcare Federation Engagement with the the County Health Leadership

With the devolution system in place, one of KHF’s key objectives is to penetrate its services to the counties. KHF had its country stakeholder’s forum on the 26th January 2016 at Pride Inn Hotel Westlands. The meeting was led by Federation chairman, Dr Amit Thakker, KHF directors, Dr Peter Kamunyo and Mrs. Faith Muigai who introduced KHF to the county leadership highlighting KHF structure, role and major activities.

The county leaders present shared the challenges the healthcare industry is facing at the county level. Dr Moraa of Meru County briefed the meeting of the country leadership structure that bring together all the 47 county CECs together and the different committees that they work in.

Kenya Healthcare Federation and the county leadership came up with a working structure that will see the counties have their own individual county meetings which will adopt the Ministerial Stakeholders Forum TOR. These meetings will report to the regional county meetings which are ongoing. E.g. The Lake Region Group which is led by Mrs. Sara Omache. The regional meetings will then meet the national government through the Kenya Healthcare Federations leadership in a country stakeholder’s forum every quota.



Africa Healthcare Federation Chairman and Members.

Dr. Amany Asfour, Vice Chairwoman, COMESA Business Council stated, “As a unique organization that embodies the entire African private healthcare sector into a singular voice, Africa Healthcare Federation is envisioned to make a significant contribution to the African healthcare industry. We look forward to working with AHF in collaboration with the African Union.”



Kenya Healthcare Federation meets the County Healthcare Leaders

Present in the meeting from the counties were Susan Magada Murang’a county, Athuman Chiguzo Kwale county, William Muraa - Meru county, Sara Omache - Kisii county, Hellen Ngeno - Kericho county, Ahmed s Mohamed - Mandera county, Dan Kidha Kidha – LREB, Emmanuel Lubembe – LREB, Omwoyo Areba – GTI.

KHF holds its first 2017 Members Meeting in an Exclusive Lunch Event at Pride Inn Hotel Westlands on 26th January 2017



County Health Leaders at the KHF members meeting.

Kenya Healthcare Federation (KHF) recently held its first members meeting for the year 2017 on 26th January 2017 at Pride Inn Hotel Westlands. KHF has in the year 2016 worked with the Healthcare agencies, NGOs, FBOs and Ministry of Health to address quality, affordable and accessible healthcare, in a bid to transform the sector for enhanced efficiency and sustainability. The meeting which was well attended with members, guests and Development Partners was graced by Mrs. Deniz Eke the Turkish Ambassador to Kenya and Mr. Kiema Kilonzo, Kenyan Ambassador to Turkey.



KHF Directors and County Health Leaders with Turkey Ambassador to Kenya and Kenyan Ambassador to Turkey.

The meeting was supported by Healthy in Turkey who shared a presentation on collaboration on medical tourism. Healthy in Turkey is an online platform designed to assist individuals from all over the world in reaching the most suitable tailor-made healthcare service provided by the most competent medical institutions and experienced healthcare professionals in Turkey. Dr. Genco Cetinkanat, a Thoracic Surgeon from Guven Hospital in Turkey also gave a presentation on Medical tourism and what their Hospital offer.

The members meeting was chaired by Dr. Amit N. Thakker and attended by over 66 members and guests, deliberated on the following priority areas for the federation for the year 2017, free maternity care, regulatory Framework, VAT on medical devices and equipment, NHIF, Human Resource for Health and Supply Chain and Parallel Imports. Reports coming from the five KHF working committees was given by the committee chairs and vice chairs highlighted the key terms of reference and activities for 2017.

Focusing on its mission “an enabling environment that supports quality affordable healthcare for all” KHF will in 2017 strengthen the health systems through various advocacy channels to deliver better healthcare policies and regulations to its members.

KHF is wishing you a healthy month and year ahead as we look forward to more updates in the month of May 2017 with KHF Newsletter.

“Your daily peek behind the health scenes at KHF, with exclusive sustainability news resources, tips and more”