



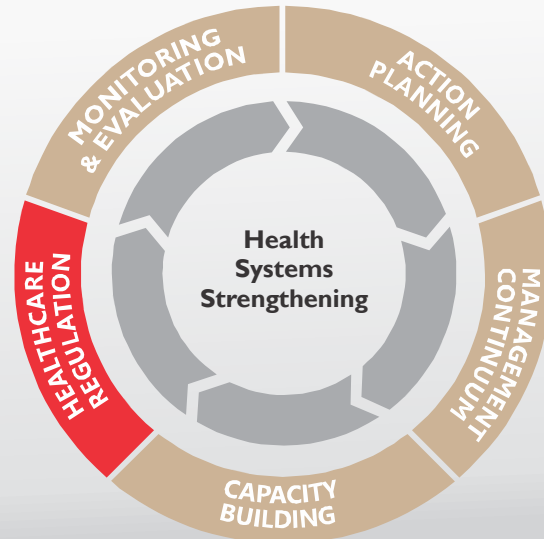
JSI research & Training Institute, Inc.

HEALTHCARE REGULATION

SINDH HEALTHCARE COMMISSION

RATIONALE

Concerns regarding healthcare regulation stem from the fundamental need of ensuring quality of care when factors as essential as health and life are at stake. Situation in Sindh is not different from rest of the developing world as provision of health services demonstrates numerous instances of poor and questionable quality of care, inadequate facilities, unnecessary interventions and ever-increasing quackery. Governments regulate health services in order to achieve broader health goals. Improving health outcomes, ensuring equity, and increasing economic efficiency are some of the objectives that are pursued via regulation. Healthcare regulatory functions performed by the Government of Sindh are inadequate and even the basic regulatory instruments – such as licensing and registration of facilities and providers – are often lacking or poorly enforced. Key underlying causes are province's limited capacity due to lack of staff and institutions having the technical skills to design and implement effective regulatory frameworks for health services along with monitoring the compliance of the legislations. All these factors have called for establishing a sovereign and independent institution to improve the regulatory regime for health service provision by both public and private sector providers.



SINDH HEALTHCARE COMMISSION ACT

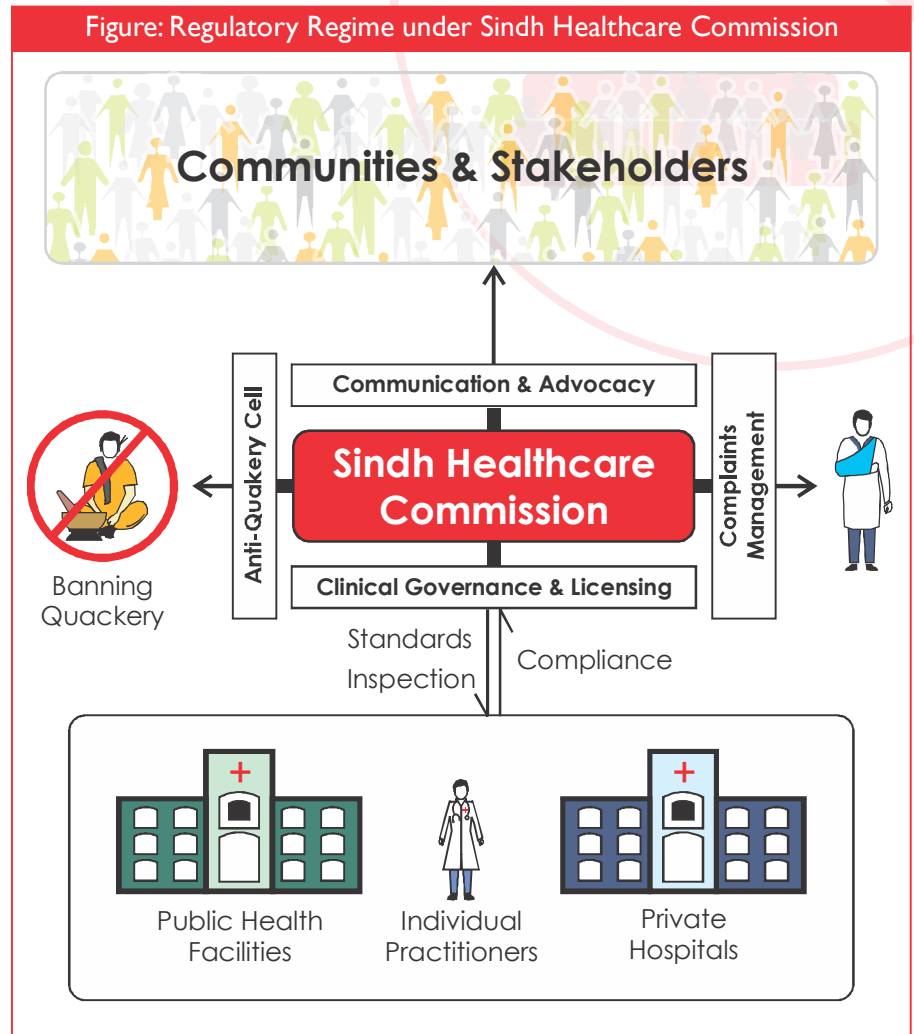
Government of Sindh drafted Sindh Healthcare Commission (SHC) Bill, 2013 by institutionalizing a dialogue with wide range of forums comprising of health policymakers, the private sector, and representative bodies, such as provider associations. After building consensus among stakeholders, the Bill was presented in Provincial Assembly of Sindh and was passed on 24th February 2014. Afterwards, the Bill has been assented to by the Governor of Sindh and promulgated as an Act of Legislature of Sindh on 20th March 2014. Preamble of the Act states that the SHC Act is expedient to make provision for improvement of access, equity, and quality of healthcare services; and to ban quackery in the Province of Sindh in all its forms and manifestations. Sindh Healthcare Commission shall be run as a 'body corporate'; hence, overall governance shall lie with an independent Board of Commissioners, nominated by the Government. Under the Board, Chief Executive Officer along with its executive management and through support of Technical Advisory Committee shall run the SHC. Management of the Commission's functions shall be done through a set of directorates. Key function of the Commission as stipulated in the SHC Act is to perform functions and exercise powers required to improve the quality of healthcare services and clinical governance, and to ban quackery. In order to achieve this the SHC shall be:

- Regulating the quality and standards of services
- Investigating maladministration, malpractice and failures
- Issuing regulations, guidelines, instructions and directives
- Taking necessary steps to put ban on quackery
- Conducting 3rd party performance and clinical audits
- Countering sale of drugs without prescription

OPERATIONALIZING SINDH HEALTHCARE COMMISSION

Health Systems Strengthening Component is cognizant of the fact that a collective approach of engaging all stakeholders as stipulated by the Act is the foremost strategy for setting SHC off the ground. Keeping this in view, during the PY 2015-16, the HSS Component is providing technical assistance to the Government of Sindh to accomplish following tasks for the SHC.

- **Formation of Board of Commissioners** by identifying and forwarding the nominations to the Government for appointment
- **Translating SHC Act into Rules and Regulations** through broader consultation and working in close coordination with the government
- **Development of SHC Business Plan** comprising of management systems of the Commission along with legal and financial frameworks
- **Recruitment of SHC Staff** by developing terms of reference (TORs) for key staff positions of the SHC
- **Development of Secondary Healthcare Standards**
- **Development of Survey Guide** on Standards in the form of a reference manual
- **Establishment of Complaint Management System** including SOPs for complaints handling, their management and disposal as well as the patient charter



EXPECTED RESULTS

Regulating and standardizing healthcare will ensure that people of Sindh have wide access to the healthcare they need and that it will be safe and of high quality. Establishing and operationalizing the SHC is expected to bring the following to the system:

- Improve quality of health care through establishing optimal achievement goals in meeting standards
- Establish a comparative database of health care facilities on the basis of their compliance to standards
- Provide education and consultation to managers and health professionals on quality improvement strategies
- Strengthen public's confidence in the quality of care
- Reduce risks associated with injury and infections

Next Steps

1. Nomination of focal person from DOH
2. Constituting Committee under chair of Health Minister and appointment of Board of Commissioners
3. Engaging stakeholders head-on & at all levels
4. Notifying Technical Advisory Committee (TAC)
5. Budget preparation for FY 2016-17
6. Recruitment for key staff positions

Achievement of all the tasks delineated to operationalize the SHC require extensive advocacy with policy entrepreneurs of Sindh. In order to set the SHC off the ground, it is essential that the Government take necessary actions in coherence with the technical assistance from the HSS Component.