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Addressing Last mile Health Service for Universal Health Care: Enhancing Health Equity Through National Health Insurance

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Outline

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Integrated Health Systems

02

How We Advance Health Equity With
National Health Insurance and Telemedicine

03

Challenges and Perspectives



Health Inequity Under UHC

(As of 2022)

	As a whole	Mountainous Area
Population	23.26 million	0.166 million
Land area		15,814 km ²
Aging (over 65)	20.01%	8.64%
Life expectancy	83.3 (F) / 76.6 (M)	76.67 (F) / 67.69 (M)
Crude birth rate	5.96‰	10.1‰
Crude death rate	8.92‰	12.52‰
Infant mortality	4.4‰	11.5‰
Maternal mortality	13.1 o/0000	15.0 o/0000 (aboriginal peoples)
Outpatient Visit	14.28	18.46
NHE Per Capita	USD 2,438	USD 1,336
GDP per capita	USD 32,625	

Projects Targeted at Underserved Areas

- Integrated Delivery Service (IDS) (1999):
 - ✓ Serves residents in **mountainous and offshore island areas**;
 - ✓ currently covers 52 townships, including predominantly Indigenous communities.
- Service Enhancement Project for Medically Underserved Areas (2002)
- Integrated Whole-Person Healthcare in Rural Areas (2019)
- Telemedicine Services (2022) :
 - ✓ Reimbursement of **telemedicine for specialty consultations** in IDS areas, aligned with the NHI Act.



Integrated Delivery System



Integrated Service Plans

- 1999 Integrated Delivery Service
- 2003 Family Physician Integrated Care
- 2009 Patient-Centered Care for Hospital Outpatient Departments
- 2014 Pilot Project for Post Acute Care
- 2015 Integrated Home Health Services
- 2021 Telemedicine for Remote Areas
- 2022 Integrated Inpatient Care



Enhance Rural Hospital Resources

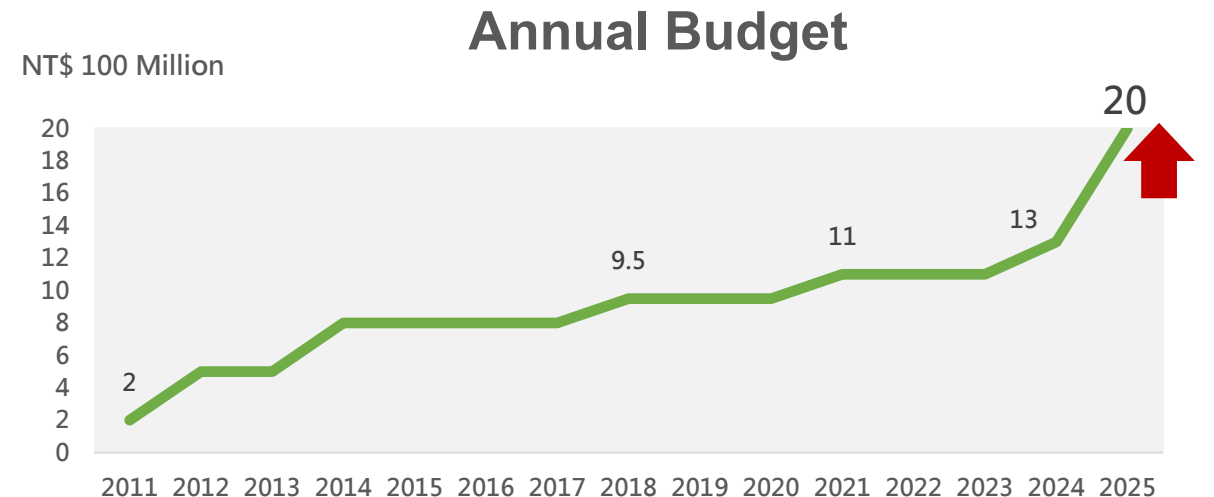
Mission-based Subsidy for Medical Service Enhancement in Underserved Areas

- Eligible Hospitals :
 - ✓ Hospitals located in offshore islands, mountainous areas, or underserved/adjacent townships
 - ✓ Providing **24-hour emergency services** and core specialties (internal medicine, surgery, OB/GYN, and pediatrics).
- 2024 : 99 hospitals qualified; approximately NT\$560 million in total subsidies granted.

Baseline Operational Funding for Lighthouse District Hospitals

Budget: The project is allocated **200 million** NT dollars for 2024 and **900 million** NT dollars for 2025.

- ▶ Eligibility: District hospitals meeting program criteria and one of the following conditions:
 - ✓ Offshore hospitals
 - ✓ Hospitals designated by the Ministry of Health and Welfare as emergency care centers
 - ✓ Only one hospital exists in the township





Outcome: Integrated Holistic Care Program in Xiulin Township (1)



Medical Escort and Accompaniment Services



Community-based integrated screening



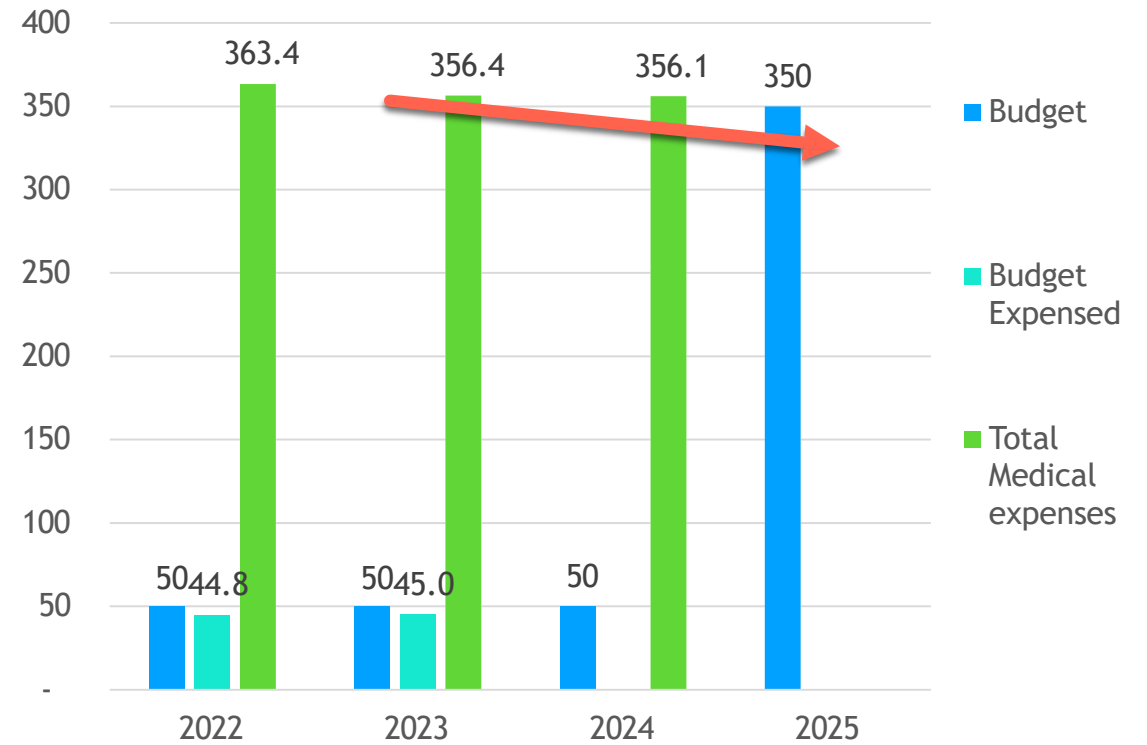
Telemedicine



Exercise and physical activities coaching

Medical expenses slightly reduced

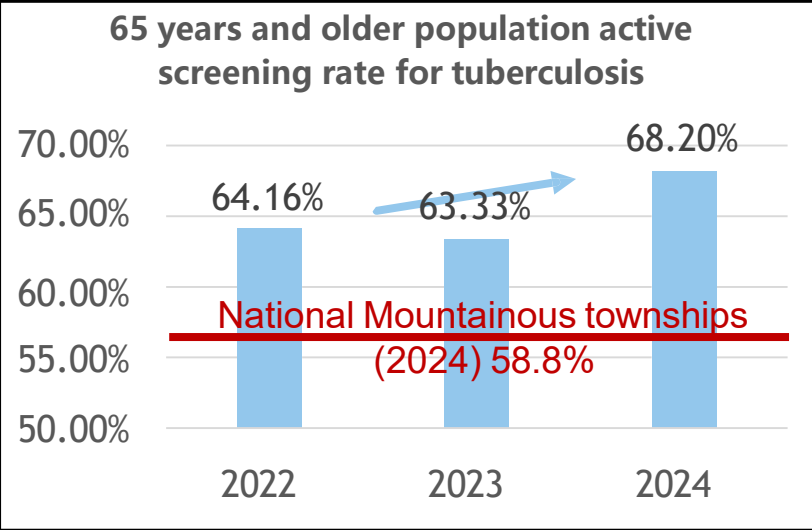
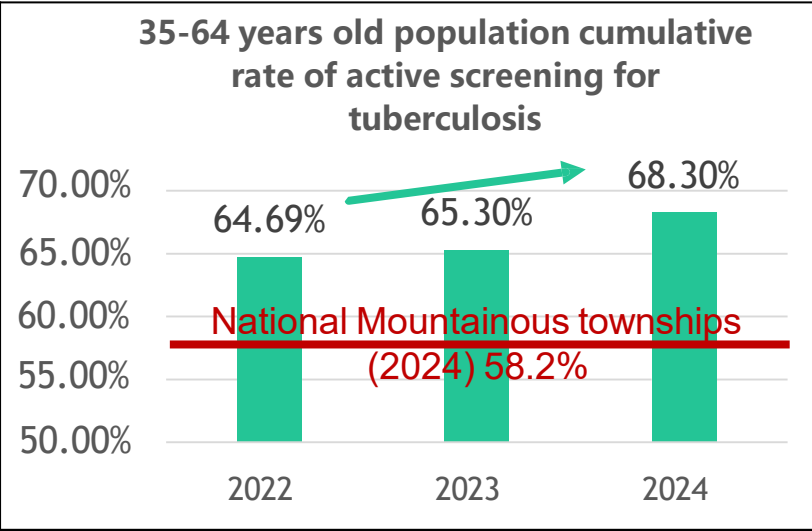
Million



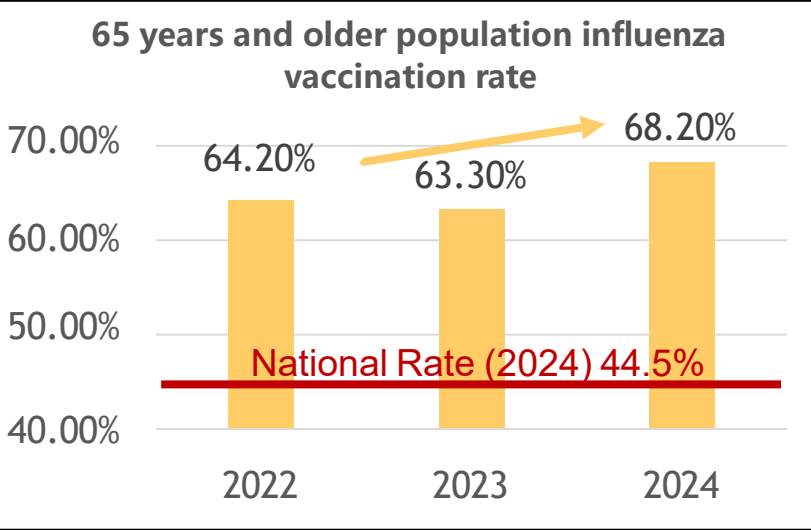
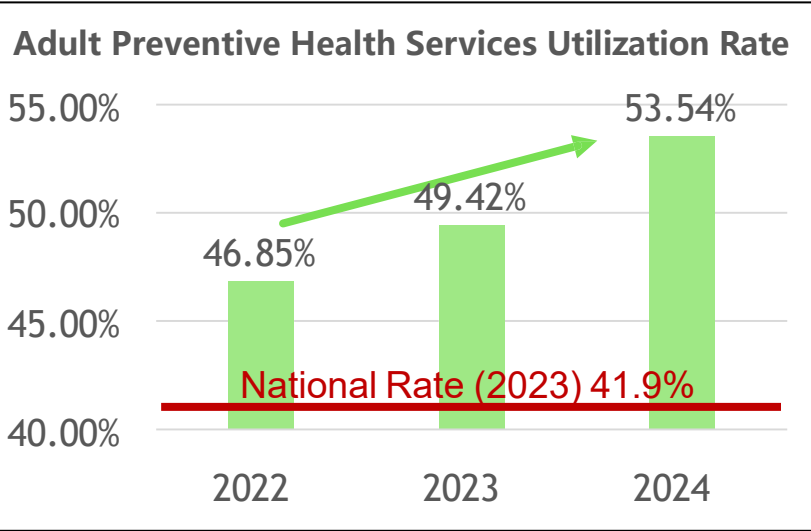


Outcome: Integrated Holistic Care Program in Xiulin Township (2)

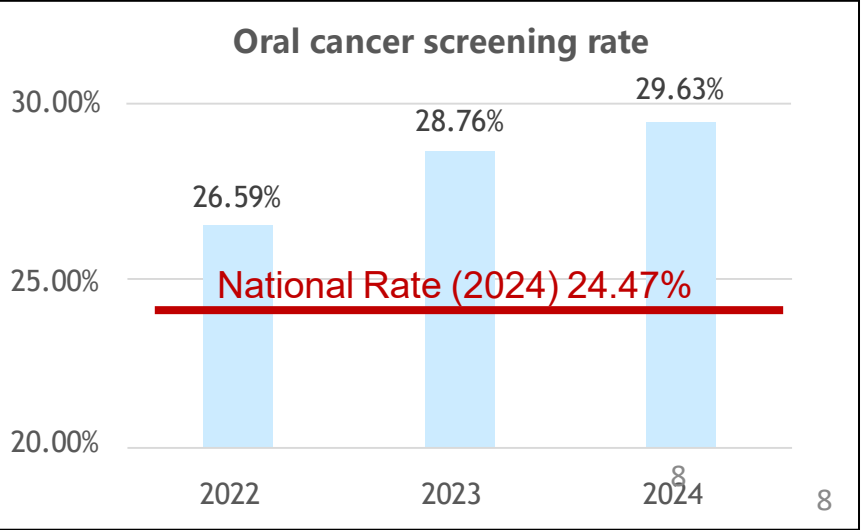
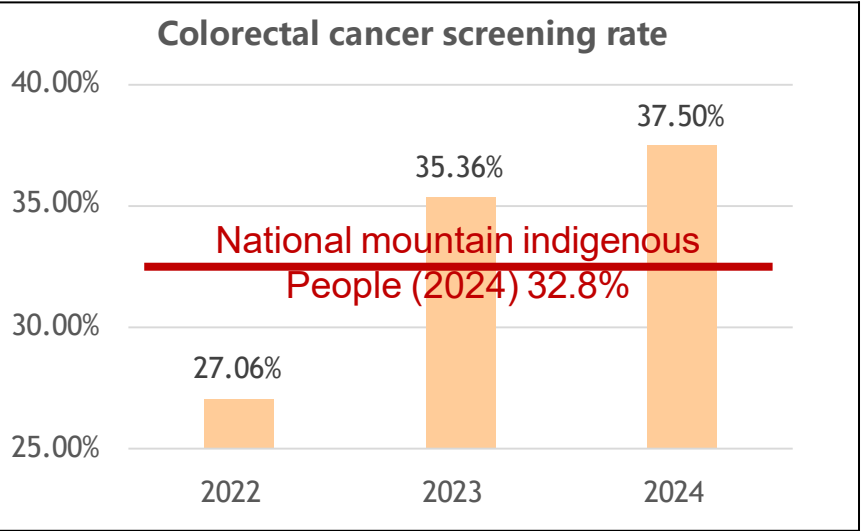
【 Tuberculosis Control 】



【 Preventive Health Care, Vaccination 】



【 Cancer Prevention 】



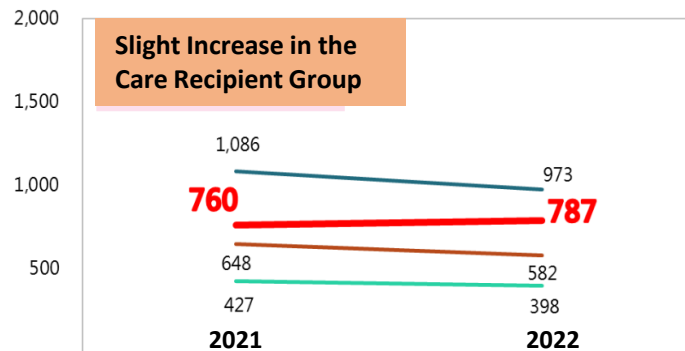


OUTCOME: INTEGRATED HOLISTIC CARE PROGRAM IN XIULIN TOWNSHIP (3)

Advancing toward whole-person, continuous, and comprehensive care with effective resource integration

- 2022: Pilot whole-person integrated care program launched in Xiulin Township, Hualien County
- 2024: Served 7,888 individuals, totaling 28,000 service visits
- 2025: Planned expansion to six selected sites in Yilan, Taoyuan, Nantou, Chiayi, Kaohsiung, and Hualien

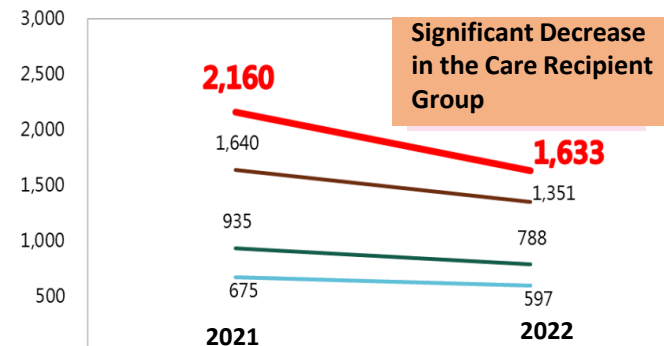
Hospitalizations per 100,000 People –
Chronic Conditions



Figures (Hospitalizations per 100,000 people):

- Care recipients: 760 → 787
- Mountainous areas and offshore islands: 648 → 582
- Mountainous areas: 1,086 → 973
- National average: 427 → 398

Hospitalizations per 100,000 People –
Acute Conditions



Figures (Hospitalizations per 100,000 people):

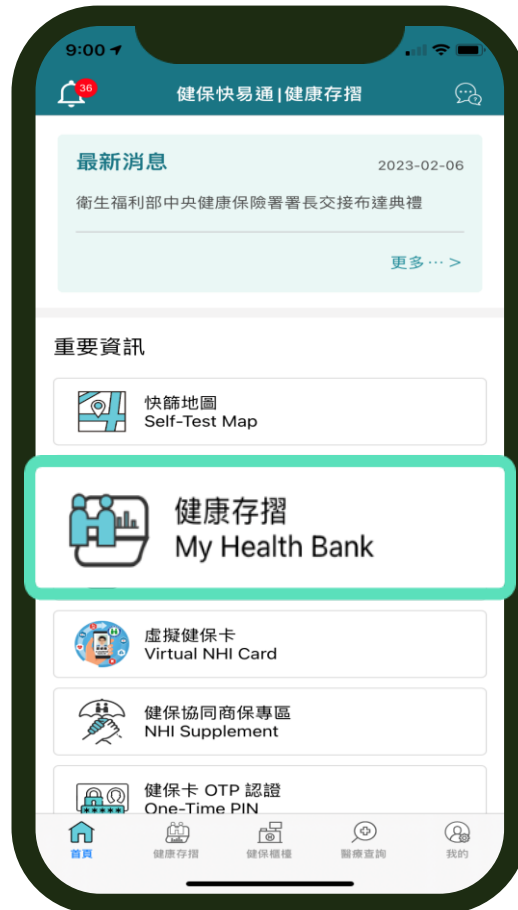
- Care recipients: 2,160 → 1,633
- Mountainous areas and offshore islands: 1,640 → 1,351
- Mountainous areas: 934 → 788
- National average: 675 → 597



My Health Bank

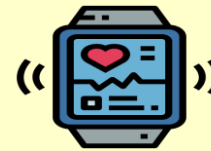
Personal Health Data (PHR) Platform

For Better Health Management



Users : 11.43 million
Number of uses : 383.23 million
(As of December 31, 2023)

➤ Integrating Health Data from Wearable Devices



➤ Creating a Robust Health Data Ecosystem with SDK



Providing an SDK as a Tool for Sharing Health Data



Individuals

Authorizing



Integrating
Personal
Health Data

Health
Service
APP

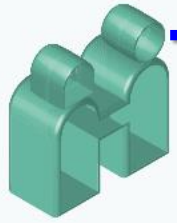
(Third
Party)

Health Management Services

➤ Optimizing Integration of Health Data ➤ Sharing Personal Health Data With Trusted Partners

Applications:

- Coronary Artery Calcium Scoring
- Osteoporosis Evaluation
- Obesity Prevention



Total Solutions for Barrier-Free Services in Response to the Digital Healthcare Era

Registration

Virtual Care

ePrescription

ePayment



Front side



Clear headshot

Authorize and agree to perform medical procedures such as appointment booking, consultation, and medication pickup.

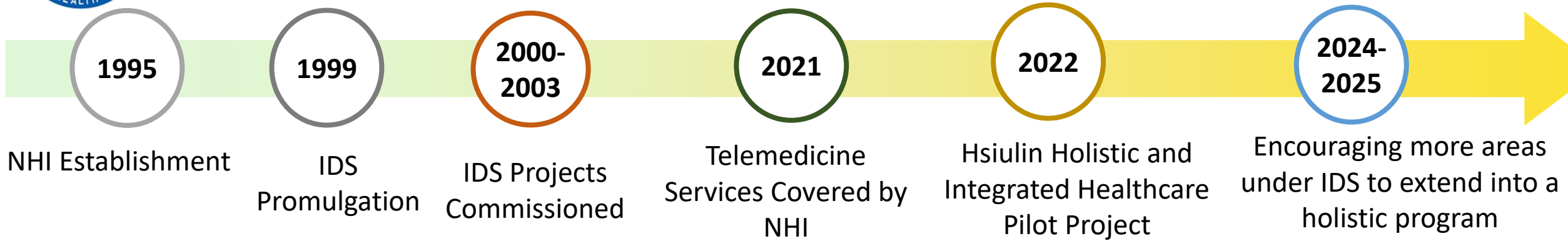
Physical delivery of prescription: in-person or by delivery services.

Online pay: eHealth Pay, JKOPAY, and APay.





Enhance Equity through Digital Health



Specialty Healthcare for People in Remote Areas

Coverage:

- 100% coverage for people in mountainous areas and offshore islands.

Telemedicine:

- Since 2021, the NHIA has reimbursed telemedicine for specialty consultations in IDS areas, expanding in 2024 to include underserved regions and correctional facilities.



Eliminating Health Inequalities

Premium Subsidy

- Low-income households
- Low- and middle-income households
- People with disabilities
- Indigenous people
- Unemployed individuals

Financial Assistance

- Interest-free loans
- Installments
- Referrals to charity organizations
- Charity account

Economic Disadvantage

Strengthening Protection

- Ensuring medical services for people with severe illness
- Copayment exemption

Unlocking the NHI Card

Ensuring continued access to medical services even when there are arrears

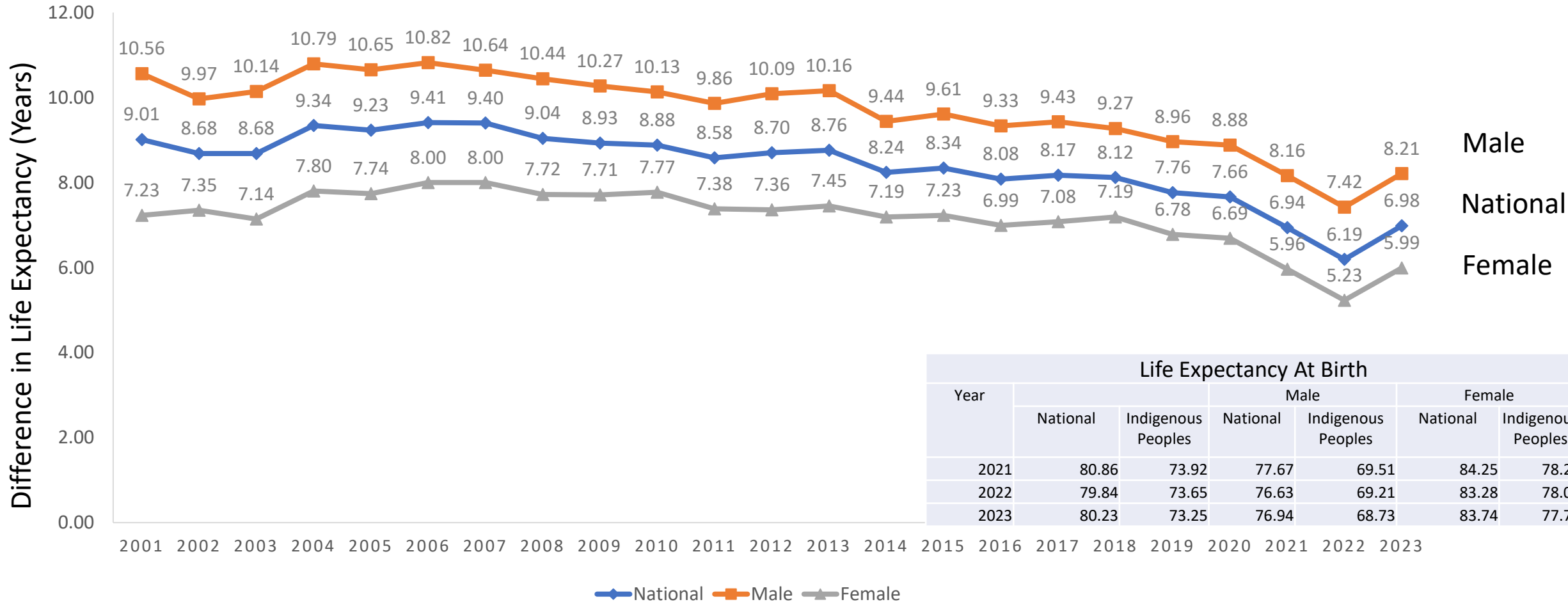
Geographical Barriers

Enhancing Accessibility

- Integrated Delivery Service
- Medical Services Shortage Relief Program
- Telemedicine
- Increasing specialist services



Life Expectancy Gap Between Indigenous Peoples and the National Average





Health for All

