<p style="text-align:center">Concept Note</p>

Case study of the real-time monitoring system of Thai Traditional and Alternative Medical (TTM) Services in Thailand

Background

Traditional and complementary medicines (T&CM) have increased in uptake and economic importance globally. T&CM involves the examination, diagnosis, therapy, treatment, disease prevention, and rehabilitation. The World Health Organization's (WHO) Traditional Medicine Strategy 2014-2023 outlines a framework for action through the regulation, research and integration of the products, practices, and practitioners into the health system[1].

T&CM has a long history of use in South-East Asia and in Thailand, the Ministry of Public Health has promoted the use of Thai Traditional and Alternative Medicines (TTM), integrating services as part of national health system. The Department of Thai Traditional and Alternative Medicine (DTAM) is the main national authority body that manages and ensures the quality standard of the TTM services in Thailand, which are available across the 77 provinces in Thailand at various levels of care[2]. In 2013, DTAM, in collaboration with the Provincial Health Office (PHO) of Chantaburi province, National Health Security Office (NHSO) and the Information and Communication Technologies (ICT) Center, Ministry of Public Health, introduced a service reporting application called 'HDC TTM Service'. This integrated the provincial level data using the existing 52-standard folder system for the monitoring and evaluation for TTM services. Since then, a Real-Time Monitoring System (RTMS) has been developed to report and manage the information system of the TTM services in all healthcare facilities across the country in real time[3]. RTMS is being used to track service use across health regions, budget allocation and planning by the Ministry of Public Health in conjunction with the public health insurance schemes and there is potential for using it more strategically in the coming years[3].

The implementation of RTMS over the past years offers a useful case study for other countries in the region to develop a TTM information system and utilise it to promote access to Universal Health Coverage (UHC). In this regard, the WHO South- East Asia Regional Office (WHO SEARO), in collaboration with DTAM and the Health Intervention and Technology Assessment Program (HITAP), Ministry of Public Health, Thailand, seek to review the implementation of RMTS of TTM in Thailand and offer lessons for other countries in the Southeast Asian region.

Objectives

This study aims to understand the performance of the real-time monitoring system of Thai Traditional and Alternative Medical (TTM) service in the health service system of Thailand, by:

- Reviewing the implementation of RTMS for TTM and identifying the key features of RTMS system;
- Assessing the facilitators and challenges of developing and implementing the RTMS system.
- Identifying lessons learned and formulating recommendations for the way forward in Thailand and for other countries

Methods

The study will utilise the following methods:

1. To develop outline of the study and protocol/framework for assessing the implementation of real time monitoring system for traditional medicine services in Thailand which will evaluate the human, organization and technology-fit factors (HOT-fit) framework or the content, context and process framework, or other relevant frameworks.
2. Document review of the grey-literature and international databases to identify achievements, challenges and issues regarding the use of RTMS in Thailand as per the outline; and
3. Key informant interviews and/or focus-group discussions among TTM service providers and practitioners, subject to availability of time and resources.
4. Stakeholder consultation meetings to consult on scope of review and receive feedback on findings and recommendations
5. Prepare a study report with narrative description and tables/graphs, highlighting the key issues around RTMS in traditional medicine in line with the outline agreed.

Expected outputs and outcomes

The results of the study will be summarized as a report. Results may be published as an WHO regional publication or policy brief for the South-East Asia region for sharing with WHO SEAR Member States, while being disseminated through webinars or meetings. The findings may also be published as a WHO regional publication for the South-East Asia region for sharing with WHO SEAR Member States, which will also add to the wealth of literature for T&CM of the global health community.

Team

The team for this collaboration will include:

- Dr.Anchalee Chuthaputti, Advisor, Department of Thai Traditional and Alternative Medicine
- Dr.Rutchanee Chantraket, Director of Technical and Planning Division, Department of Thai Traditional and Alternative Medicine, Ministry of Public Health, Thailand
- Dr. Yot Teerawattananon, Founder and Senior Researcher, HITAP, Ministry of Public Health, Thailand
- Ms. Kanchanok Sirison, Project Associate, HITAP, Ministry of Public Health, Thailand
- Ms. Pitchawee Aksonchuen, Coordinator, HITAP, Ministry of Public Health, Thailand
- Ms. Saudamini Dabak, Head of International Unit, HITAP, Ministry of Public Health, Thailand
- Traditional Medicine Unit, Health System Strengthening Department, WHO South-East Asia regional office, New Delhi

Other team members may be identified from DTAM and HITAP or their networks.

Timeline

The expected timeline for this collaboration is 9 months. This work is expected to commence on 1 June 2022 and run until 28 February 2023.

Activities	Deliverables/Milestone	Timeframe (months)								
		1	2	3	4	5	6	7	8	9
Concept note development and finalisation	▪ Concept note	■								
Identifying framework and key stakeholders	▪ Study protocol developed ▪ Stakeholder consultation meeting, if needed	■	■							
Desk-based review	▪ List of raw data used/charted ▪ Summary of findings			■	■	■	■			
Key informant interviews and/or focus-group discussions (depending on time/resources available)	▪ Summary of findings from the interview and/or focus-group discussion			■	■	■	■			
Stakeholder consultation and dissemination of results	▪ Stakeholder Consultation meeting held ▪ Report completed ▪ Webinar/information session (TBC)					■	■	■	■	■

References

1. World Health Organization. WHO traditional medicine strategy: 2014-2023 [Internet]. World Health Organization. 2013 May [cited 2022 Apr 18]. Available from: https://www.who.int/publications/i/item/9789241506096
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3. Presentation by Dr. Rutchanee Chantraket, Department of Thai Traditional and Alternative Medicine, "Management Information System for the Monitoring of TT& CM Services in the Health Service System of Thailand".
4. Maryati Mohd. Yusof, Anastasia Papazafeiropoulou, Ray J. Paul, Lampros K. Stergioulas, Investigating evaluation frameworks for health information systems. International Journal of Medical Informatics, Volume 77, Issue 6, June 2008, Pages 377-385.
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