



"Jaff Ho"

05/10/2008 18:04

To <beStrong@fhb.gov.hk>

cc

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Subject My comments about the Healthcare Reform Program

Urgent Return receipt Sign Encrypt

Dear sir / madam,

I attended an interview with Manulife last week, regarding the agency position. I've studied those material shown on this website. Although I don't find any interested on this position, I would like to share my comments with you guys. But one thing I can say that most of people has no idea what is this "healthcare Reform"? I don't see the agency of Manulife has the full picture about this program.

<<...>>

Therefore, I think the most important for your guys is drawn attention to those people who is going to present or sales your ideas to the public. Wish you success and stay health always.

Just in case, if you want to have my further inputs or / and comments, please feel free to jot me a note.

Wish this help !

Yours,

Jaff Ho

----- Message from "Jaff Ho" Wed, 1 Oct 2008 19:02:19 +0800 -----

To:

Subject: Message from Jaff Ho

Hi Stanley,

It's very nice to meet you yesterday, and had a wonderful chat with you. Even though I think I may not be the right candidate for this position, I wish you can have prosperous career path in Manulife. I agreed with you that it's a very difficult task to set up a perfect system for any kind of projects. We must have someone called "professional" to provide the valid information and data, do rational analysis, before submit to the authority / management. Afterwards, we need to have someone to execute the new process, who is recognized by the society and obtain a certain qualification to present the new system to the society. For example, why this new system launch? Why this new system is so important to them?

Due to the worldwide economic problem, it can tell that we are lack of "qualified financial planner" to do the investment on behalf of the investor. It reflects that they're less responsibility and obligation to their customers [either the society or investor]. Therefore, it encourages you to obtain a certain recognized qualification, assume my rationale is correct, it's glad to see that you can be one of the professional to set up, monitor, and execute the process for the both side, The Authority and The Society.

Before a visited to you, I've studied those materials from "Food and Health Bureau, Hong Kong Special Administrative Region Government". I have a few questions about "The Healthcare Reform Consultation Document", "Message from Dr. York Chow, Secretary for Food and Health", as well as "the Speech of the Secretary for Food and Health as the Special Meeting of Legislative Council Panel on Health Services on 13 March 2008 [Public Consultation on Healthcare Reform]", and "Press Releases on 13 June 2008"...

If you find it interested to see my questions, let's start to look at these one-by-one. If you think it is a

wastage of your valuable time. You may stop here and delete my message then. We all have choice.

- *Enquiries into The Press Releases on 13 June 2008 at 15:58 and 19:01 (HKT)*

1) The slogan of "Your Health, Your Life" looks like a new one and presented on 13 June 2008. Unfortunately, I don't see there is sufficient channels to promote this new program? I've checked with my neighbor and friends, they're not been told about this, too ! Don't you think are there sufficient channels to promote this reforming?

2) Consultation Team / Members of the public, inclusive of which representative and parties?

3) Clear consensus in the community ... where is the data coming from? Are these data / opinions coming from some specific units? Is it *not* open to all Hong Kong citizens? I think we need for greater transparency in this polling those information. As if those information is based on Manulife's data base, I don't see it can represent on behalf of all Hong Kong People. Or these data are sending out the questionnaire on randomly selected by computer or telephone survey?

4) Formulate proposals for the second stage of the public consultation... It seems that the survey has been carried out in the past, unfortunately, most of my friends and neighbor have not been told about this, again! Dr. Chow said that the second-stage consultation should be launch in the first half of next year, is it schedule on June 2009?

5) How to ensure that both the software and hardware of the healthcare system can meet the increasing future demand. I think we need to educate the people not to abuse of the healthcare service.

6) The Government agreed to reserve \$50 billion on this project, but it is not yet finalized. This is still on a preliminary stage. It's subject to the economy environment, please correct me if I am wrong?

7) A survey by questionnaire and focus group discussion are underway to collect more public opinion and views? Who is your target group? How do you carry out the survey? Throughout the telephone calls / randomly checking / poll stations... etc.?

- *Message from Dr. York CHOW, Secretary for Food and Health*

1) Built a healthcare system that provides high quality services. Is this applied to Public Hospital, inclusive of both in / out-patient, quality of nursing service and so on?

2) Facing major challenges due to the ageing population and need to keep pace with rapid development of medical technology. I agreed with the latter, but disagreed with the former. Age problem is not current issue. It's on going subject and unavoidable. How do we prevent the illness is the root of the healthcare problem. For example, people should address their diet issue; the quality of food; stay health, like do more exercise, and know-how to release and reduce the pressure [both of work and personal life].

3) It also calls for a critical look at how to channel the available resources into the system to achieve the best results for all and to enable the healthcare system to continue to meet the healthcare needs of the community. Yes, I agreed with this statement. It's lack of promotion regarding the promotion of healthcare. Shall we make use of the public channel, like roadshow and coordinate with the TV broadcast to do more promotion, during the commercial break [it can be "free-of-charge", if the media is willing and agree to coordinate with the Authority, don't you agree?].

4) Look at how different "areas", like what? Is this talking about the different segment of the society, by ageing, sex, business units and their incoming?

5) To provide "unfortunate members of our society", is this addressing to grassroots level or middle level? How's about the others? It looks like the Authority is discriminated the wealthy group, Is it fair?

6) Reform the healthcare market structure to promote greater "public-private-partnership". How to identify the ideal partnership? At a certain extend, private clinic may not be the best one? And It's hard to justify the quality of service and do the monitoring? It may involve a lot of administrative cost.

7) Develop a territory-wide electronic health record system as the infrastructure for these reforms. It sounds good. Unfortunately, those data *must* be updated and accurate; as if the public-private-partnership is launch, how to ensure those data can be kept under safe? Will it be against the privacy right? On the other hand, it will be increase the degree of losing patient data instead. Don't you agree?

8) The Chief Executive has pledged to increase government expenditure on healthcare from 15% to 17% of recurrent government expenditure by 2011 - 2012; and will draw \$50 billion from the fiscal reserves to assist the implementation of healthcare reform. How's about the status quo? How's about the year of 2012 afterwards?

- *Speech of Secretary for Food and Health at Special Meeting of Legislative Council Panel on Health Services on 13 March 2008*

1) under point 3

- an one-page leaflet outlining the major problems faced by us. What is this talking about? Is it related to the ageing population?

2) under point 4, reports of our in-depth studies on this issue, including the research information on overseas experience, will also be uploaded onto our website. Where is it? I can't find these kind of information available on the website www.bestrong.gov.hk

3) under point 11 c, The public healthcare system will continue to serve as a healthcare safety net for the whole community. How's about the grassroots? And choose to use public or private healthcare services. Generally speaking, it is good to provide more choice to the citizens, unfortunately, it will involve a huge of administrative cost; and it's hard to define which private section should be chosen? May I know how many private clinic is agreed to join this new program of "public-private-partnership"?

4) under point 15, *fourth* , lack of sharing of medical records between public and private hospitals and that between doctors has resulted in waste of resources and caused inconvenience to both doctors and patients. Again, my question is how to protect those data not to be released and stolen? It's against of the privacy right, too. It implies to a lack of security system to protect the updated and current data. On the other hand, it will be involved a huge cost of setting up the new system, is it worth? *Fifth* , the public healthcare safety net does not sufficiently cater for those patients struck by serious illness requiring expensive treatment. Yes, that's why the Authority has its obligation to improve the medical scheme, but not to bear all costs on itself. People should have a well planning, and take his / her initiative. Otherwise, the Authority will be bear a lot of unnecessary costs and wastage the resources.

5) under point 19, the Government's commitment to healthcare service will only be increased and not reduced. May I know where is these money [\$50 billion] coming from? Does it draw from the government reserve? Or future taxation?

6) under point 21, as well as injection of \$1 billion into Samaritan Fund, why I Samaritan Fund? Not another charity or organisation? Base on what criterions?

7) under point 25, he has tired to learn from overseas experience and visited many countries, including Sweden, the United Kingdom, France, Switzerland, Germany, South Korea, Australia and New Zealand... adopt different healthcare financing arrangement in accordance with their own culture and tax system. My question is why not do the comparison in Asia [Singapore, Japan], or those well healthcare developed countries?

8) under point 29, we are now at a crossroads. Don't we have another options or choices? The answer is very simple, take it or leave it; yes or no... and so on.

9) under point 36, we will engage the community in intensive theme-based discussions on various topics relating to healthcare reform. When / where has been conducted? I've approached to my district counselor, he has no any idea about this?

- *Executive Summary*

1) under point 5 (d), *continue the partnership between the Government and you in sharing the financial commitment for your better health* . How? I don't see there is anything happened to us?

2) under point 6 (a), *uphold our long-established healthcare policy that no one should be denied adequate healthcare through lack of means* . Shall it policy be continuously reviewed?

3) under point 8, *everyone wants to stay healthy* , this is the fact. Nobody wants to be sickness, right? Unfortunately, it is the best options for us to stay healthy, to improve the current healthcare system? Don't you agree the sickness is caused by another issue, like living environment, knowledge of being health, personal perception of healthy and reality. For example, people is lack of practice of doing exercise; not environmental friendly; lots of pollution problem and so and so forth.

4) under point 9, *Public Hospital Services at Risk* , ageing population is a on-going issue, it won't be stopped either now or in the future. What we need to do is educate the people know more about health issue. How to stay away the sickness? How to be healthy? According to the summary, there is a real risk that the level and quality of services in public hospitals will decline, due to those reasons. It's because people is abuse of the service; and not being educated how to be healthy; as well as environment issue.

5) under point 17, *healthcare reform proposals* , c develop electronic health record sharing... is it reliable? Don't you remember the patient's data has been lost twice recently? (e) reform healthcare financing arrangements, how's about the monitoring and execution after the development of the healthcare system? Again, will it be against the privacy right, when the new proposal PPP is launched?

6) under point 19, *enhance primary care, effective primary care will help improve the health of individuals in our community and reduce the need of the community for hospital care* . I am 100% agreed with this. But how to maintain and deliver the right message to the people, to ensure they'll be educated and received the minimal knowledge of health issue? Shall we focus on the education, and increase the number of promotion, throughout the media? It may be one of the efficiency way to reach the result, and enhance the effectiveness, as well as costless.

7) under point 20, *promote public-private partnership in healthcare* , from (a) to c my questions are... 1) how to select the private sector? 2) who make the final decision? 3) How much it will be involved for those administrative cost? 4) Private sector may not be equivalent to good quality of service, compared with public hospital. 5) how many choice we have? (d) *set up multi-partite medical centres of excellence* , but it is very costly. Is it the best ideals or options? (e) engage private sector doctors to practice in public hospitals, it sounds a very good suggestions, but how many doctors are voluntary on this programe?

8) develop Electronic Health Record Sharing, talking about *electronic health record (eHR)* , my question is back to the primary stage and the key of my concern, the degree of security level; and reliability?

Stanley, I'd love to have a nice chat with you. I can see you're a kind of person willing to improve yourself and upgrading your knowledge. When you quoted the hats for example, I thought you

should learn something from Edward de Bono, Six Thinking Hats. It's a very good book. If you like, I've a few books recommend you to read so, like The 8th Habit of Stephen R. Covey; Good to Great of Jim Collins; The Return of History of Robert Kagan; the 2nd edition of Kiss, Bow, or Shake hands of Morrison and Conaway. Those books can enhance your thinking and go in-depth of your analysis and understanding the culture and change.

Honestly speaking, there's nobody need someone's help ! They need someone to work out the problem together and correct their attitude and thinking behavior instead. "Help" is a kind of sympathy and sadness caused by the suffering and troubles of others. People knows what is "black" and "white"? But at a certain extend, we have our blinding point, we do not know where we are standing at and lost our mindset. If I were you, I would use the kind of words, which is more comfortable / positive and encourage, like "assist", "work together" and "share"... etc., don't you think it will be more convincing? I have no intention to question or make an comment on what you said? But I am a kind of person love to "sharing".

What I am doing now? I am doing something very meaning work here, when I sent this email to my friend. Because I believe that Stanley Cheng is capable of delivering and digestive my comments; then reflect to the respective party.

By the way, you're one of the key members of the society and your family. I really hope you can quite smoking as earlier as possible. Because we all know smoking is dangerous of our health. Especially, you've a lot of customers on hand, and you've a healthy family. Just in case, if you get any disease, because of smoking habit, don't you think how do they feel? You have fully obligation to keep yourself healthy; and to be a good role model amongst your team members. I was a smoker, too. Fortunately, I've quite a few years ago. Because I know my value and obligation here. You may try the chewing gun when you want to smoke, which is called "nicorette", and read the book namely Quit Smoking Today of Paul McKenna.

If you want to have my further inputs, please feel free to call me or jot me a note.

Have a nice day and do enjoy the firework tonight. Ciao.

Best regards,
Jaff Ho