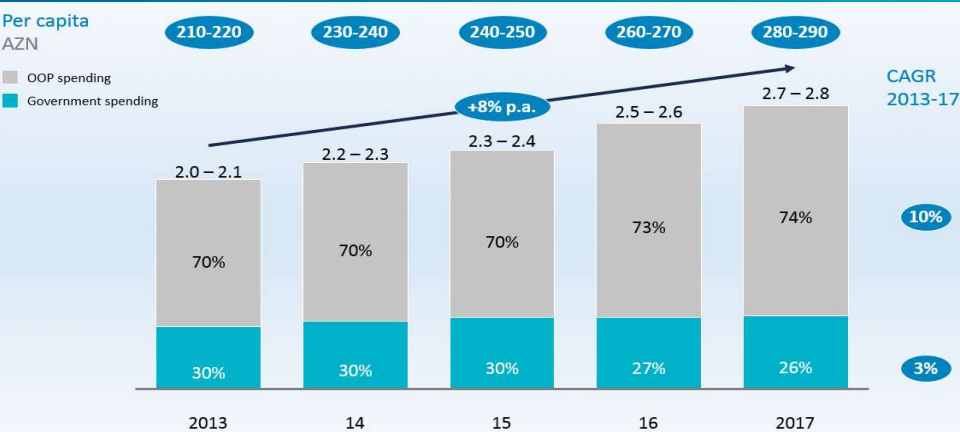




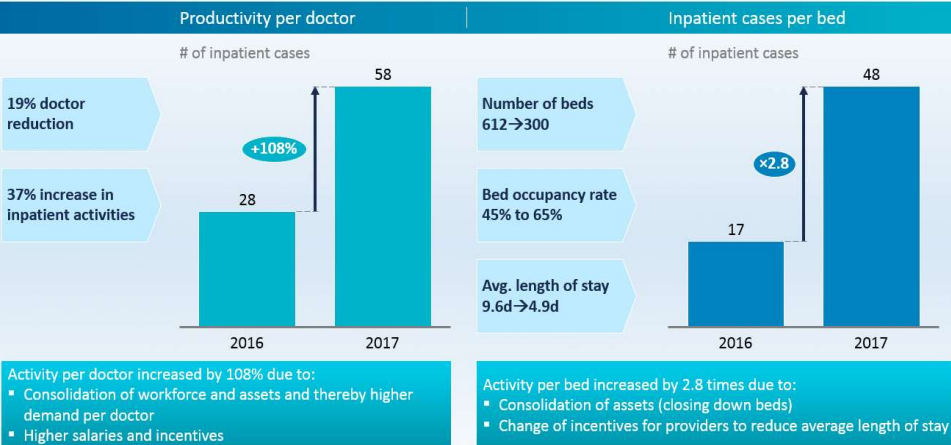
# Health financing reform and introduction of a mandatory health insurance in Azerbaijan

## Agency on Mandatory Health Insurance, Azerbaijan

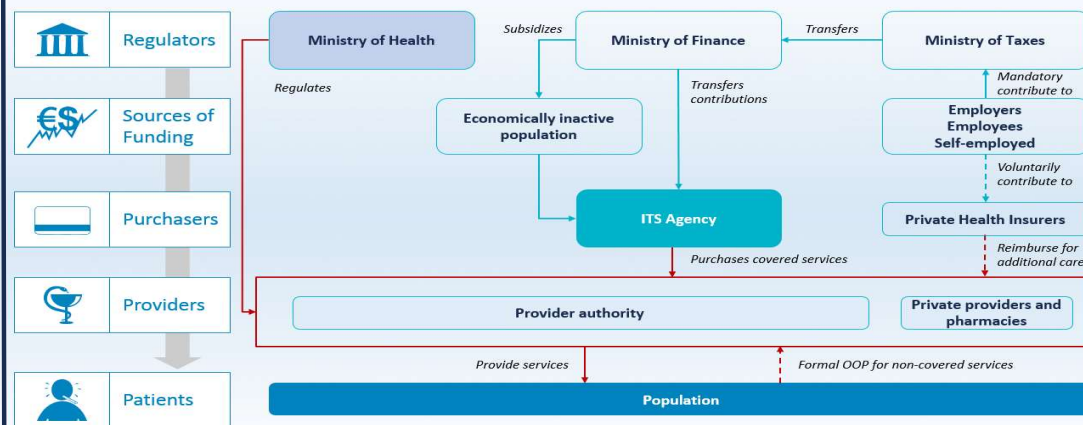
Total healthcare expenditure, bn AZN



### Overview – effects of the reform in 2017 in Mingachevir



### Target Healthcare system of Azerbaijan: Provider, Purchaser and Regulator separation option



### Increased access to critical care led to better service for population

Levers	Inpatient admission, cases	Patient voice	Doctor voice
Informal co-payments for health services and pharmaceuticals removed	2016: 13 901 2017: 17 677 +27%	"I have come to this age and have never seen anything like that. Now, I feel very well." 59 years old, driver	"Compared with previous years, many problems have been resolved and working conditions have been improved."
Special contract for heart surgery with private provider to close gap in provision	Surgeries (general), cases 2016: 5 514 2017: 8 274 +50%	"The service, food, and cleaning were great. I felt as I was at a hotel." 48 years old, housewife	"The responsibility and self-criticism among the staff members has increased even more."
Improved service delivery in public system	Heart surgeries, cases 2016: 0 2017: 375	"My child is healthy. I am very happy. God bless thousand times the ones who have created this system." 32 years old, teacher	"As working conditions and wages are better now, qualified doctors have started to come to our hospital."

Improved accessibility for medical services has led to higher utilization of medical services to satisfy the previously unmet needs

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