

ASSA Recognition Award

- 1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognize ASSA member-institutions' achievements.
- 1.2 Following the approval of EPF's proposal on the ASSA Sustainability Pledge at the 41st ASSA Board Meeting in Manila, Philippines in November 2024, and the signing of the Pledge by member-institutions in Palawan, Philippines in March 2025, **the Government Service Insurance System (GSIS) of the Philippines, introduces a new award category on Sustainability - recognizing programs and initiatives that address climate risks, environmental stewardship, sustainable development, and long-term resilience.**
- 1.3 The new criteria and categories for the ASSA Recognition Award are as follows.

No.	Categories of Recognition	Description of the Categories
1.	Innovation Recognition Award	Creation of an innovative technology, product or service which has led to improvements in services or products.
2.	Transformation Recognition Award	A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation.
3.	Customer Service Recognition Award	Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4.	Continuous Improvement Recognition Award	Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation.
5.	Strategic Communication Recognition Award	Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.
6.	Information Technology Recognition Award	Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance.
7.	Insurance Coverage Recognition Award	Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.
8.	Financial Literacy Recognition Award	Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.
9.	Investment Governance Recognition Award	Organisations that have reflected specific issues relating to the management of funds of social security institutions' objectives, ranging from the investment of benefits provided and also addressing issues on the adequacy of the fund.
10.	Sustainability Recognition Award	Initiatives that promote environmental protection and stewardship, sustainable development, climate resilience, green transformation in social security operations, programs, value-chains, and resource allocation and deployment.

1.4 The write-up should include the following:

WRITE UP TEMPLATE

CATEGORY	:	Information Technology Recognition Award
ORGANISATION	:	BPJS Kesehatan
CONTACT PERSON	:	deputi.hal@bpjs-kesehatan.go.id
NAME OF PROJECT	:	Digital Health Screening to Expand Risk Detection of Chronic Diseases in Indonesia
OBJECTIVE AND NATURE OF PROJECT	:	<p>The primary aim of the plan was to bolster early detection, enhance follow-up care, and streamline screening data for informed policy formulation. Central to this initiative was the development of a universally accessible digital health screening method for all JKN members. This multifaceted approach was executed through three core strategies:</p> <p>The first strategy involved the creation of a self-administered questionnaire method seamlessly integrated into existing software applications. Rooted in the national clinical guidelines for identifying and managing chronic illnesses, this questionnaire was designed to be accessible to all JKN members. Through the Mobile JKN application program, the BPJS Kesehatan website, BPJS Kesehatan WhatsApp service, and the P-care software application utilized by healthcare facilities, members could easily access the questionnaire. Its comprehensive scope encompassed the detection of potential risks associated with hypertension, diabetes mellitus, heart disease, and chronic kidney disease.</p> <p>The second strategy focused on establishing a compatible health screening data management system. Under this initiative, BPJS Kesehatan gathered the screening data of JKN members who had undergone assessments. Health facilities received comprehensive feedback on the screening outcomes, enabling doctors to initiate follow-up care for JKN members identified as having potential risks of chronic diseases. Moreover, BPJS Kesehatan facilitated automatic WhatsApp feedback to JKN members, serving as a crucial reminder for those with potential chronic disease risks to promptly consult their screening results with their registered physicians.</p> <p>The third strategy centred on fostering collaboration with relevant stakeholders. Professional organizations, associations of health facilities, and local health offices played integral roles in implementing best practices. These stakeholders actively encouraged JKN members to leverage digital health screening to its fullest extent. Additionally, they advocated for health facilities to diligently follow up with JKN members identified as having potential chronic disease risks based on digital health screening results. Notably, several programs initiated by local health offices focused on early detection, highlighting the vital synergy between the early detection initiatives of local</p>

		<p>health offices and the digital health screening facilitated by BPJS Kesehatan.</p> <p>The strategies outlined above were aligned with the ISSA Guidelines on Prevention of Occupational Risks specifically focusing on Section B.3: Prevention and Early Detection of Occupational Diseases, along with Guideline 21 on Preventive Medical Examinations and Guideline 22 on Early Detection and Intervention. We extend the application of these guidelines to all JKN members to enhance the detection of chronic diseases.</p>
WHY IT SHOULD BE RECOGNISED	:	<p>The results and evaluation for the policy were significant, as follow:</p> <ul style="list-style-type: none"> • In 2023, a total of 33.7 million JKN members underwent screening. In 2021, 2.2 million JKN members underwent screening. The following year, the number increased significantly to 15 million, and by 2023, it surged to 33.7 million. As of April 2024, over 20 million JKN members have already been screened, constituting 60 percent of the target for the year. • Primary care doctors followed up with 80 percent of the JKN members who had been screened. In 2021 and 2022, 60 percent and 70 percent of JKN members who underwent screening received follow-up care from primary care doctors. In 2023, out of the 33.7 million JKN members screened, 80 percent were further consulted and examined by primary care doctors. Among these, over 9 million JKN members were identified as having potential risks of chronic diseases, with 12 percent diagnosed with diabetes and another 12 percent diagnosed with hypertension. • The potential cost savings amounted to \$10 million USD in the year 2023. The potential cost savings in 2023 surpassed those of 2021 and 2022. In 2021 and 2022, the potential cost savings amounted to \$7 million USD and \$8 million USD, respectively. These savings were calculated based on the increase in JKN members being monitored through the disease management program, thereby reducing referrals to hospitals.
SUMMARY OF THE PROJECT	:	<p>The number of Indonesia's social security for health (JKN) members diagnosed with chronic diseases is rising. An innovative approach to prevention through early detection is needed. However, delivering early detection to JKN members nationwide posed significant challenges. To address this, Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan developed digital health screening, allowing members to complete questionnaire accessible through various digital platforms.</p> <p>Since its inception in 2021, digital health screening has led to an increase in the detection of JKN members at risk of chronic diseases. In 2021, 2.2 million JKN members underwent screening, and the number surged to 39.7 million in 2023, with 80 percent receiving follow-up care from primary care doctors. Notably, this initiative resulted in potential cost savings of \$10 million USD in 2023.</p> <p>Digital health screening has significantly enhanced early detection and widened access to preventive measures. However, it encountered challenges related to the commitment of health facilities to follow up with their patients. Efforts for further improvement are ongoing to address these challenges and ensure the continued success of the program</p>
PHOTOS/ IMAGES OF THE PROJECT, WHEN POSSIBLE	:	