الجمهُوريّـة اللبنـانيّـة
وزارَة الصــحّـة العَـامّـة

ADMINISTRATIVE SIMPLIFICATION STRATEGIES and GOOD PRACTICIES in MENA and OECD countries

MINISTRY OF PUBLIC HEALTH

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Holiday Inn-DUNES   28/9/2010

Simplification of Procedures and better regulation

Step 1	Regulatory Environment Assessment
Step 2	Strategy planning and policy definition
Step 3	Institutional Framework setting

Why establishing a program of Simplification

- **The functioning of the public administration appears not to respond to the changes and development of the society**

- **Redundant controls by an inflated bureaucracy**

- **Confusing rules set for the provision of services**

Administration Status

- Administration which is:
- COSTLY
- HEAVY
- CRANKY
- SLOW
  Not complying with the needs of citizens

Solutions

- Ensure renewed flexibility
- Responsiveness
- Re-established synchrony between citizens needs and capacity of the public administration
- Respond and deliver services in time and effectively

BEST PRACTICE
Options for effective structures
Recommended by OECD

- **A primary unit based at or near the center of the administration , with or without a network of satellite units across the main Ministries or Directorates-General**

- **A primary unit based in a part of the administration other than the center , probably with a network of satellite units**

- **An inter ministerial co-ordination committee**

- **A network of units /responsibilities across the main ministries or Directorates-General , with or without support from a primary unit**

- **A body external to the administration**

Simplification of procedures
Government Plan(council of ministers 9/9/2004)

1	Review and streamline of business processes and corresponding legislation
2	Continuous updating procedures of simplification
3	Set guidelines for services /Website / Information offices
4	Reduce administrative and processing steps for the formalities/ Delegation / Empowerment of the periphery
5	Define date for achievement
6	Reduce documents required / receipt
7	One stop shop / Information centers
8	Standardization of forms
9	Job description / Automation / Website / Towards E-GOV
10	Accelerate I.C.T.
11	Re-allocation of Resources /Re- organization of premises

Relevant programs from the Government statement

Modernize Administration and fight corruption	**Accelerate Automation and move towards E-Gov** **Streamline customer service processes** **Facilitate Administrative formalities and adopt ONE STOP SHOP concept**
Improve the Business Environment	Set-Up Program Coordination Office to implement the WB/IFC initiative and improve ranking Reform the business legislative framework

Institutional Framework Goals and objectives

- **Develop laws and Regulations**

- **Improve work environment**

- **Improve service efficiencies by utilizing technologies and trends**

- **Eliminate overlapping and Red- Tapes (better coordination)**

- **Simplify procedures and develop citizen oriented services**

- **Set up a modern Information and Communication center (ONE STOP SHOP)**

Prime Minister circulaire number 10 dated 11/3/2010

- Implementation of the decision of council of Ministers concerning Simplification of procedures(N 106 dated 9/9/2004)

- Coordination with OMSAR

- Role of Central Inspection to supervise implementation

- Weekly report from the president of Central Inspection to the Prime Minister

- Role of Administrative Reform Minister in supervising the whole process

Government Effort

Decision 5 dated 26/1/1996	Nomination of committee for simplification
Decision 29 dated 13/4/1996	Nomination of committee for simplification
Decision 12 dated 30/12/1998	Suggestions for administrative reform
Circulaire 24 dated 29/4/1999	Modernization of procedures/Implementation
Circulaire 2/2000	Simplification of formalities to the Max
Decision 38 dated 10/5/2000	Simplification in some Ministries (Public Works –Transportation –Finance…)
Decision 55 dated 9/1/2003	Assign the minister of Administrative Reform
Decision 51 dated 13/11/2003	Assign the minister of Administrative Reform
Decision 106 dated 9/9/2004	Implementation of the plan
Circulaire 10 dated 11/3/2010	Implementation of the plan

Simplification of procedures at the Ministry of Public Health

- Task force for simplification and better regulation

- Office of the Minister of state for administrative reform

- Ministry of public health

- Researches and Guidance

- Report issued :November 2001

OBJECTIVES 1

- Upgrading the quality of existing formalities and related regulations affecting both the relationship between citizens and the administration and the internal functioning of the public administration:

- More responsive administration

- Operating at reduced costs

- Clear from outdated and/or complex formalities

- Efficent and timely services deliveries

OBJECTIVES 2

- Improving Transparency:

- By sustaining all initiatives aiming at information sharing about simplification program and simplified formalities as well as public consultation as a method to know better about the demand , from public , for improved efficiency and simplification

OBJECTIVES 3

- Streamlining procedural and organizational complexities by reducing unnecessary or overly costly forms of regulation

Simplification/TOPICS
Services in relation with citizens

Formalities for licensing Medical and Paramedical professions
Formalities for licensing Health Facilities
Procedures for the registration and pricing of drugs and authorization to import new drugs
Affiliation to the Kidney Failure Registry
Procedures for the assignment of indemnities for disabled and civil servants and /or their dependants

Medical professions section

- Issuing permits to practice medical and allied health professions
- Issuing permits to establish health facilities (Hospitals , medical labs, dispensaries,…)
- Preparing the files for specialization committees for physicians and dentists
- Coordination with health orders
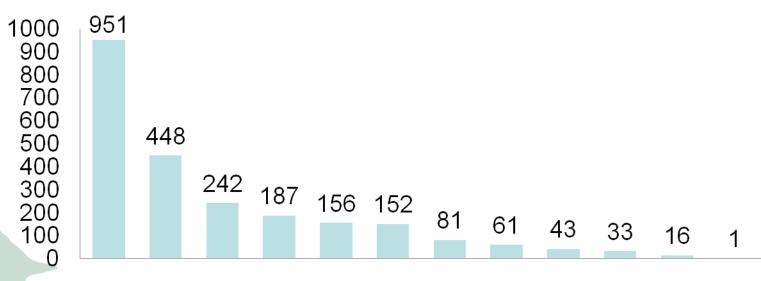- Legal issues for health professions
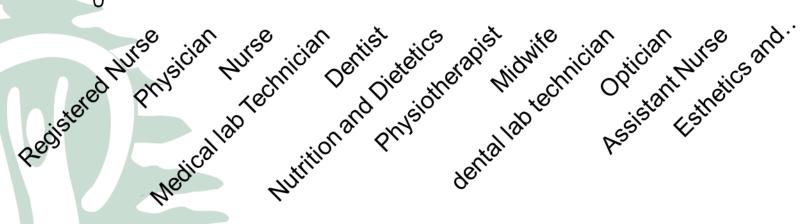
Healthcare professions

TYPE	FREQUENCY
MEDICAL and Allied health professions	19
SPECIALTIES/PHYSICIANS	72
SPECIALTIES/DENTISTS	19
TOTAL	110

Healthcare professions(19)

NURSING(3 LEVELS)	DENTISTS
MIDWIFE	NUTRITION and DIETETICS
PHYSICIANS	
LABS TECHNICIANS(3 LEVELS)	
HEALTH CONTROLLER (3 LEVELS)	
PROTHESIS TECH(2 LEVELS)	
BEAUTIFICATION TECH.	
OPTICIANS	
PHYSIOTHERAPY	
DENTAL LABS. TECHNICIAN	

Healthcare professions permits achieved in Medical professions section (2009)

Medical Specialties (2009)

Dentists specialties 16% (66)

Physicians specialties 84% (340)

HEALTH FACILITIES(10)

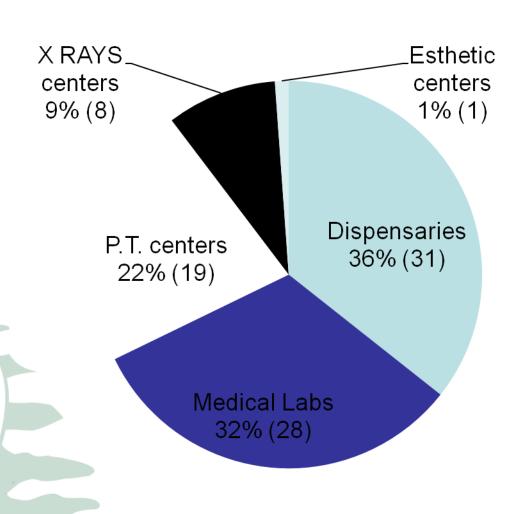| dispensaries |
| --- |
| Hospitals |
| Beautification centers |
| Optical centers |
| Physiotherapy centers |
| Kidney Transplantation centers |
| Medical laboratories /Specialized laboratories |
| Prosthesis centers |
| Dental laboratories |
| X RAYS centers…. |

Health Facilities (2009)

Practical experience
Organizational arrangements

JOB /FUNCTION	JOB DESCRIPTION
Medical professions Head of section	Leadership Organization Guidance Supervision Control
OPERATORS	Reception of Applicants Checking/ Registration of documents Preparation of the permit (HRH) Workflow system management Delivery/ Collection of fees … Archiving system

Stakeholders concerned

Stakeholders concerned

Ministry of Interior	I.D. cards / Judicial records
Ministry of Higher Education	Diplomas/Transcripts/ Equivalences/Colloquium/ Certification
Universities/ Institutes	Diplomas /Certificates / transcripts
Hospitals /Health centers	Training Certificates….
Other Concerned bodies	Ministry of justice –state council-Notary public- Municipalities –urban planning

Policy planning and GOVERNANCE Action plans

- Review and streamline of business processes and corresponding legislation in view of their simplification
- Review the potential for delegating authority for administrative decision making
- De-concentration strategy
- Maximum use of Information and Communications Technology (ICT)
- Establish ONE STOP SHOP and Information offices with the help of ICT
- Establish complaints mechanism
- Support regional units in the implementation of the strategy
- Undertake the capacity building tasks to insure the sustainability of the above activities

Invested resources

Legal and Administrative Steps	Actions requiring Legislative Initiative Actions requiring Decrees Actions requiring Regulatory Initiative (Secondary regulation)
Human resources	Allocate staff Job description Training
Software (ICT)	HRH TWFS
Hardware	Computers /Printers server
Other resources	Applications forms Information office Establish Registration unit Website New design for permits…

Standardizations of Forms

- Develop a single multipurpose application form that will contain the applicant's request for license to practice a medical profession

- Personal DATA

- Diplomas received

- Previous experience

- The application form contains informations about the documents needed

Standardizations of Forms

- Approved by Research and guidance
- Published on WEBSITE (Informs – OMSAR and MPH)
- Reference number

Standardizations of Forms

TYPE of Application form	18
Related to Medical and Allied health profession	6
Related to Health Facilities	12

Republic of Lebanon
Ministry of Public Health
<u>*Medical Professions Section*</u>
MPH221-3

الجمهوريــــة اللبنانيـــــة
وزارة الصـــحــة العامــــة
<u>قسم المهن الطبية</u>

طلب إجازة معاطاة مهنة طبية أو طبية مساعدة

حدد بعلامة (X) نوع المهنة في المربع المناسب:

نوع المهنة: ☐ طب عام ☐ طب أسنان ☐ صيدلة ☐ علاج فيزيائي ☐ صنع وبيع نظارات طبية

☐ علوم مختبرات الأسنان ☐ ممرض مجاز ☐ ممرّض ☐ ممرّض مساعد ☐ فنّي مخبري مجاز

☐ تجميل ☐ علم التغذية وتنظيم الوجبات ☐ غيره: _____

الإسم: _____ إسم الأب: _____ الشهرة: _____ إسم الأم: _____

الجنس: ☐ ذكر ☐ انثى رقم السجل: _____

الوضع العائلي : ☐ اعزب ☐ مطلَّق ☐ ارمل ☐ منفصل ☐ متأهل: _____
(توضيحة الزوج او الزوجة)

محل الولادة (حسب بطاقة الهوية)

المحافظة : _____ القضاء : _____ البلدة : _____

تاريخ الولادة: __ __ / __ __ / __ __ __ __

عنوان السكن الحالي

المحافظة : _____ القضاء : _____ البلدة : _____

الشارع : _____ ملك : _____ الطابق : _____

هاتف : __ __ / __ __ __ __ __ __ __ البريد الإلكتروني : _____

عنوان مكان العمل

إسم المؤسسة : _____

المحافظة : _____ القضاء : _____ البلدة : _____

الشارع : _____ ملك : _____ الطابق : _____

<u>التحصيل العلمي</u>

الشهادة الرسميّة

☐ متوسطة   ☐ بكالوريا القسم الثاني أو الثانوية العامة _____ الدورة _____ السنة: ــ ــ ــ ــ   ☐ غيره: _____

في حال وجود معادلة

البلد: _____   رقم المعادلة: _____   التاريخ: ــ ــ / ــ ــ / ــ ــ ــ ــ

الشهادة الجامعية:

إسم الشهادة الجامعية أو المهنية: _____   البلد: _____

التاريخ: ــ ــ ــ ــ / ــ ــ / ــ ــ   مدة الدراسة: من ــ ــ /ــ /ــ ــ ــ   إلى ــ ــ /ــ /ــ ــ ــ

الجامعة/المعهد: _____   رقم المعادلة: _____   التاريخ: ــ ــ / ــ ــ / ــ ــ ــ ــ
(في حال الإنتقال من جامعة إلى أخرى)

مدة التمرن: من ــ ــ /ــ /ــ ــ ــ   إلى ــ ــ /ــ /ــ ــ ــ   المركز: _____

كولوكيوم: الدورة: _____   السنة: ــ ــ ــ ــ

أنا الموقّع أدناه، أفيد بأن هذه المعلومات صحيحة وأتحمل كامل المسؤولية وفقاً للقوانين المرعية الإجراء.

التاريخ: ــ ــ / ــ ــ / ــ ــ ــ ــ   توقيع صاحب الطلب

الأدوية والأعشاب	مخبري	الأسنان	تجميل	أصباغ وأملاح	طبي مخبري	مخبري	معاون	مرض معاون	علاج فيزيائي	قبالة	طب أسنان	طبيب	<u>المستندات المطلوبة</u>
X	X	X	X	X	X	X	X	X	X	X	X	X	مذكرة الهوية اللبنانية أو اخراج قيد من سجل النفوس
X	X	X	X	X	X	X	X	X	X	X	X	X	سجل عدلي لا يتعدى تاريخ صدوره ٣ اشهر
X	X	X	X	X	X	X	X	X	X	X	X	X	اربع صور شمسية ملصقة من المختار
						X	X						الشهادة اللبنانية المتوسطة- او مايعادلها
X	X				X				X	X	X	X	البكالوريا اللبنانية- قسم الثاني- او مايعادلها
												X	شهادة الطب العام
											X		شهادة طب الأسنان
										X			شهادة القبالة
									X				شهادة العلاج الفيزيائي
	X							X					اجازة في العلوم التمريضية
	X												شهادة في علوم مخبرات الأسنان
					X								شهادة في العلوم المخبرية
X													شهادة في علم التغذية وتنظيم الوجبات
	X	X	X			X	X						الشهادة المهنية
X	X						X	X	X	X	X	X	افادة نجاح في امتحانات الكولوكيوم
X	X		X		X		X	X	X	X	X	X	بيان سنوات الدراسة ومدة التمرن
										X			شهادة صحية
X	X	X	X	X	X	X	X	X	X	X	X	X	طابع مالي من فئة ألف ليرة لبنانية لتقديم الطلب

<u>الملاحظات:</u>

• بالنسبة لحاملي بكالوريا- قسم ثاني من خارج لبنان، يطلب نسخة من البكالوريا نفسها مع افادة بالمعادلة .

• بالنسبة لحاملي شهادة من خارج لبنان، يطلب افادة بأن هذه الشهادة هي طبق الأصل للشهادة التي تعطى لأبناء البلد نفسها، وأن تكون منها مقبولة للعمل في ذلك البلد .

• بالنسبة لحاملي شهادة صادرة عن معهد او كلّية خارج لبنان، يطلب معادلة الشهادة صادرة عن وزارة التربية والفنون الجميلة .

• في حال كانت الشهادة صادرة عن معهد او جامعة غير رسميين في لبنان او من الخارج، يطلب افادة نجاح في امتحانات الكولوكيوم + معادلة.

Standardizations of Forms

TYPE of Application form	Number of Forms	Number of Services
Related to Medical and Allied health profession	6	21
Related to Health Facilities	12	22

Process Re- Engineering

Business processes simplification	-Reduce processing steps and consequent delays -Delegation of authorized signature from the Minister to the director general
Establish a computerized registration unit within the MPH	-Transaction and Workflow Management System(TWFS) -Status of the Application -Track your document
Standardization of Forms Information about Services Dissemination of informations	-MPH WEBSITE -INFORMS (OMSAR) -Medical professions Section -LIBANPOST
Relation / Public Administration -Citizen	One Stop Shop Where the application is submitted and returned to the Applicant

Processing of the formality before simplification(10 STEPS)

Head of MPS	Screening of documents
Diwan registry	Registration of the formality
Diwan secretariat	Re- screening
Head of Diwan	Review and referral to MPS
Head of MPS	Preparation of the permit project
Director of Hosp.	Checking of the formality and referral
Director Med. care	Checking of the formality and referral
Director General	Signing (in case of delegation)or Referral
Minister	Signing the formality
Med . Prof. section	Receipt, advising the applicant ,collecting fees

Processing of the formality after simplification(5 STEPS)

Registration Unit Medical professions section	Screening and Registration and preparation of the permit project
Director of Hospitals	Checking and Referral
Director of Medical care	Checking and referral
Director General	Signing the permit
Medical professions section	Permit delivered to the applicant

Organizational Restructuring

- Develop Laws and Regulations for administrative restructuring

- Benefit from the existing situation

- Accelerate the computerization and networking (MPH- Public administration)

- Develop One Stop Shops in the public administration(Organizational Structure)

I.T. Driven Mechanism

- Accelerate the computerization and networking (MPH- Public administration)

- Software (HRH /TWFS)

- Hardware

- The MPH will have the task to carry out controls and retrieve documents already held by the Public Administration

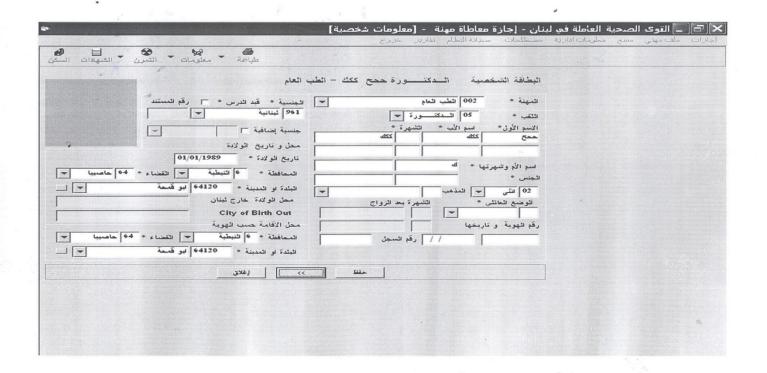- Checking and Verification   documents *(Authentification)*

Simplification of procedures

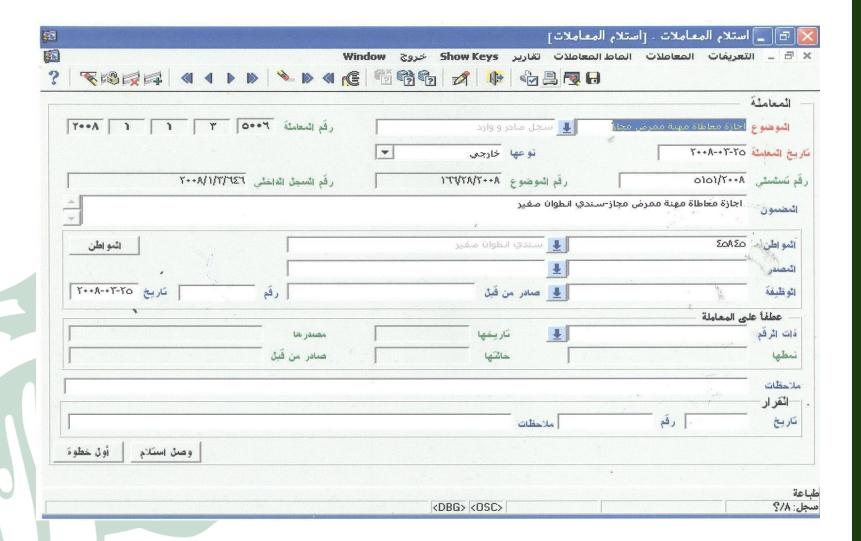|	Before Simplification	Current Situation
Human Resources		Training (I.T./ Adm) Job description
Citizen/Information	Guide / Application Form	MPH Website Informs/OMSAR
Administrative Actions		Delegation Defining date
Providing services	MPH	One stop shop Libanpost
Application forms	Not clear enough	Standardization
Issuing permit (project)	WORD	HRH
Administrative workflow	10 steps	5 steps (TWFS + code for status of application)
Archiving system		Archiving (HRH)

INAUGURATION OF ONE STOP SHOP
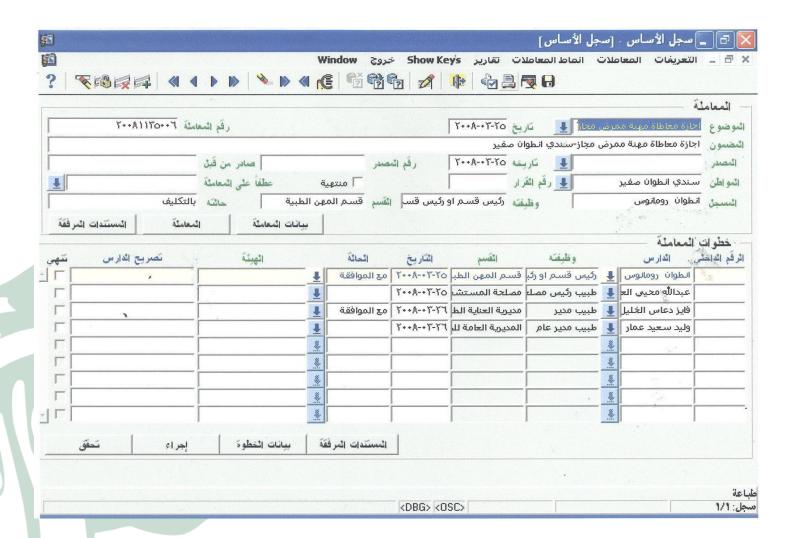## Medical PROFESSION Section/MPH
7/6/2006

HRH

TWFS1

TWFS 2

Permit to practice NURSING

Permit to practice medical doctor

Future Steps

- Simplification of Procedures for Health Facilities

- Re- allocate the One Stop Shop and add more services

- Archiving System

- Inter-Connection with Ministries

- Towards E-GOV

THANK YOU