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# Israeli Healthcare System





# Israeli Healthcare System

- All citizens receive full health insurance under the National Health Insurance law of 1995
- 4 health organizations provide care

# Israeli Healthcare System

## Funded by

- Premiums paid by all citizens (3-5% of salary)
- Social security
- Both funds are allocated through capitation model  
includes age, gender, periphery
- Out-of-pocket payments



# Israeli Healthcare System

- Coverage determined by the “Basket of Services” which is updated periodically
- Annual process to determine new: medications, technologies, services
- Budget for 2019: **500 million NIS (150 million \$)**

# Israel's Basket of Health Services



The Law defines the **basic Basket of Services** to be **provided by the four healthcare providers**. The basket was initially defined in 1995 as the same basket of services that Clalit then provided



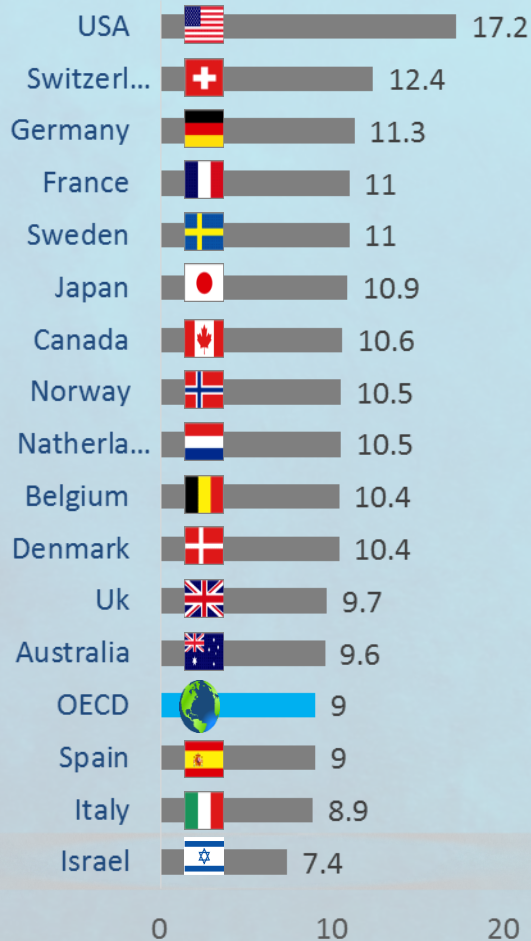
Medical advances demand that the basket must constantly be updated to include new medications and technologies



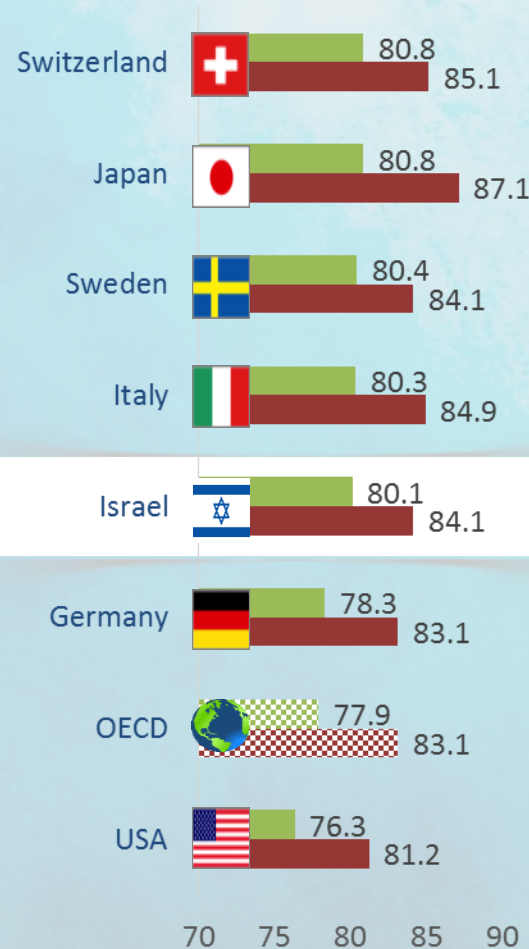
This process is conducted as part of the annual state budgeting procedures. The Ministry of Health appoints a multi-disciplinary committee to recommend the inclusion of new medicines within the budgetary constraints

# Israel healthcare system: relative economic efficiency- low spending, good outcomes

## Total Expenditure on Health (% of GDP)



## Life expectancy

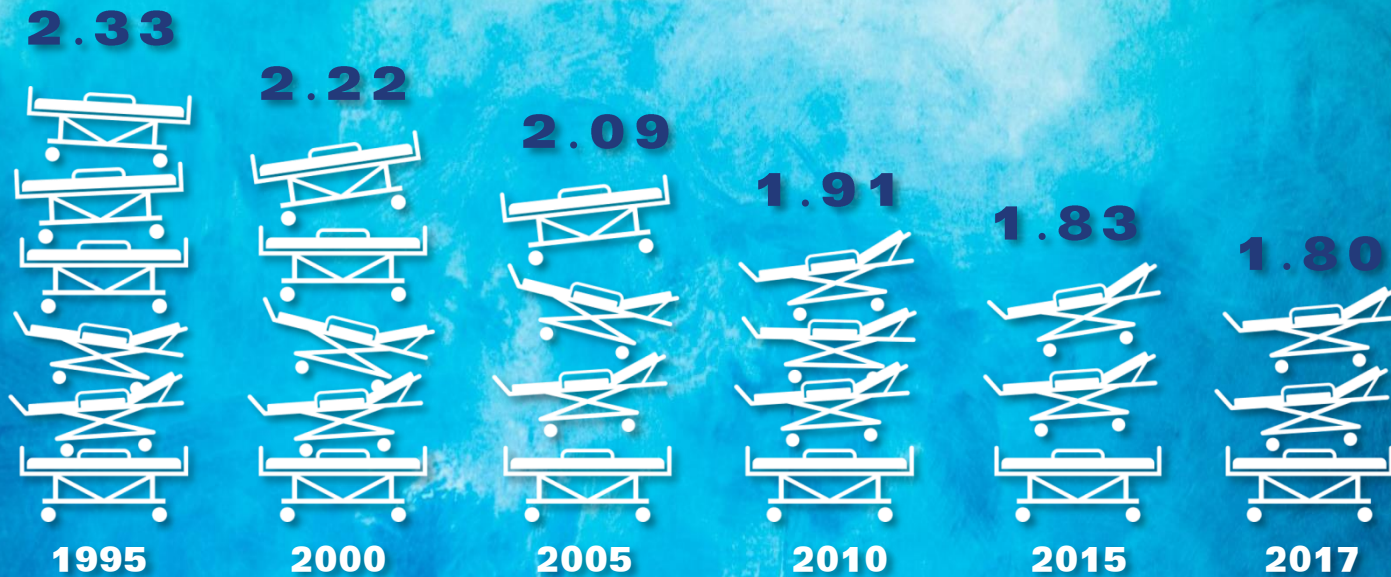


## Infant Mortality Rates



***“In a decade people will beg to be hospitalized in the corridors”***

Yediot Ahronot,  
Feb 2018

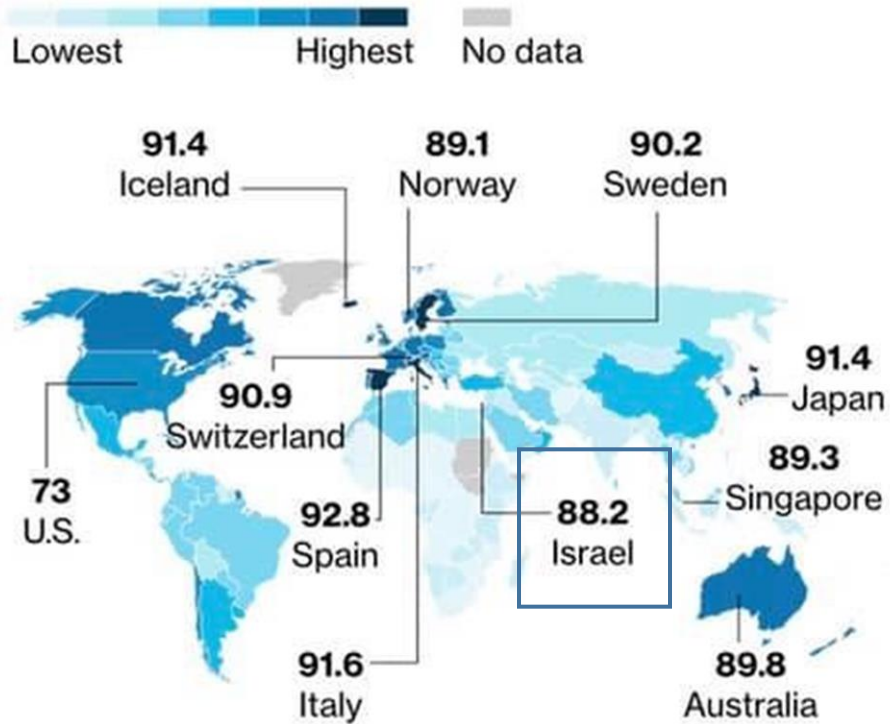


Beds per 1000 people



## Healthiest Countries in the World

Bloomberg Global Health Index scores for 169 countries, with the top 10 plus U.S. highlighted



Sources: Bloomberg analysis of World Health Organization data; United Nations Population Division and the World Bank

Israel 88.2



# Welcome To Clalit

# Clalit

## The largest HMO in Israel



**For over 100 years, Clalit has been  
at the forefront of medical care and  
health innovations in Israel**

**over 4.5 million customers**  
**52% market share**

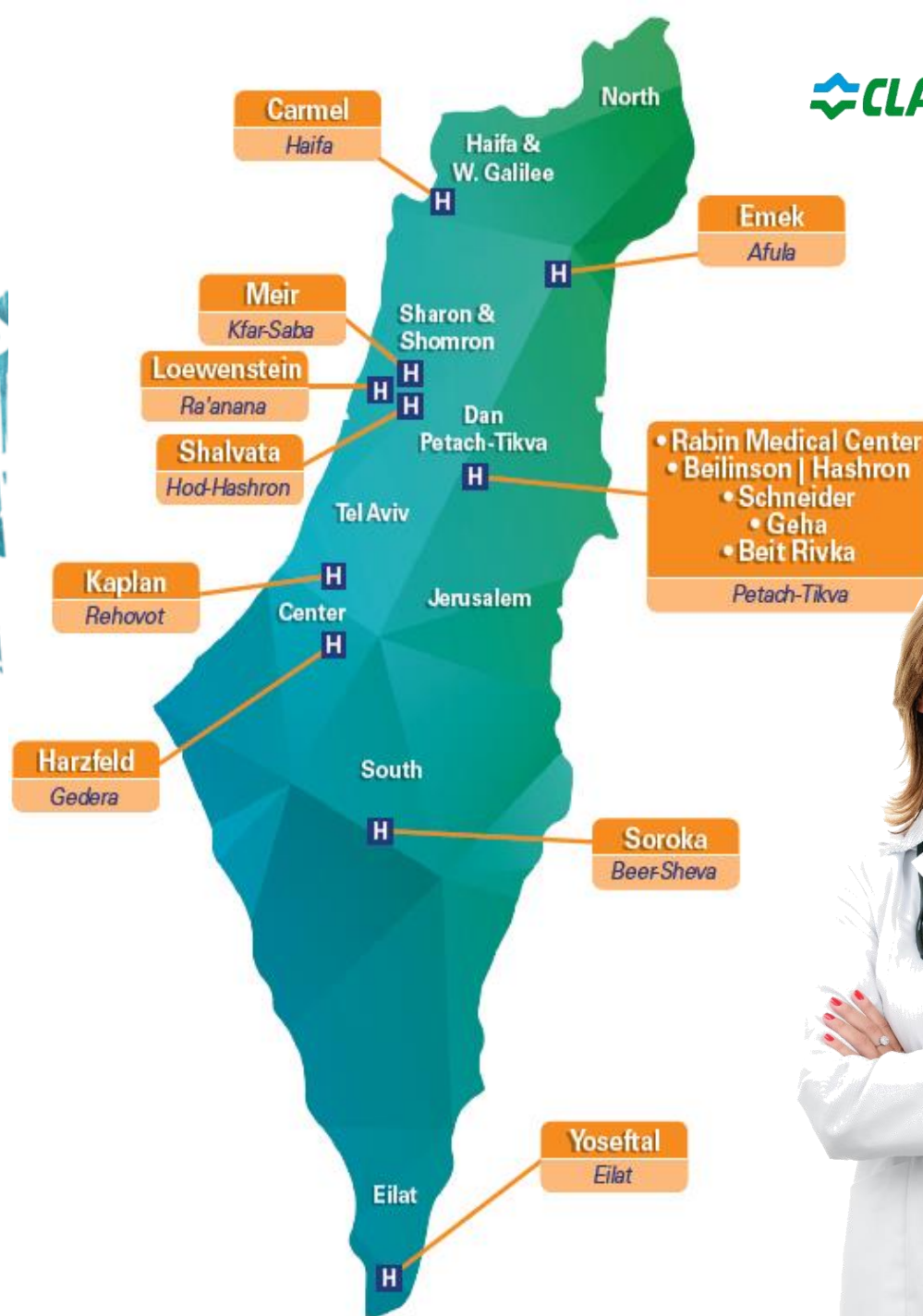


the largest employer in the  
country, second only  
to the government

**43,000 employees**



**10,000 physicians**  
**10,000 nurses**



# Scope of Clinics

1200

Primary  
Clinics

820

Pharmacies

40

Child  
Health  
Centers

100

Physiotherapy  
Institutes

100

Dental  
clinics

60

Mental  
Health  
Clinics

55

Specialist  
Centers

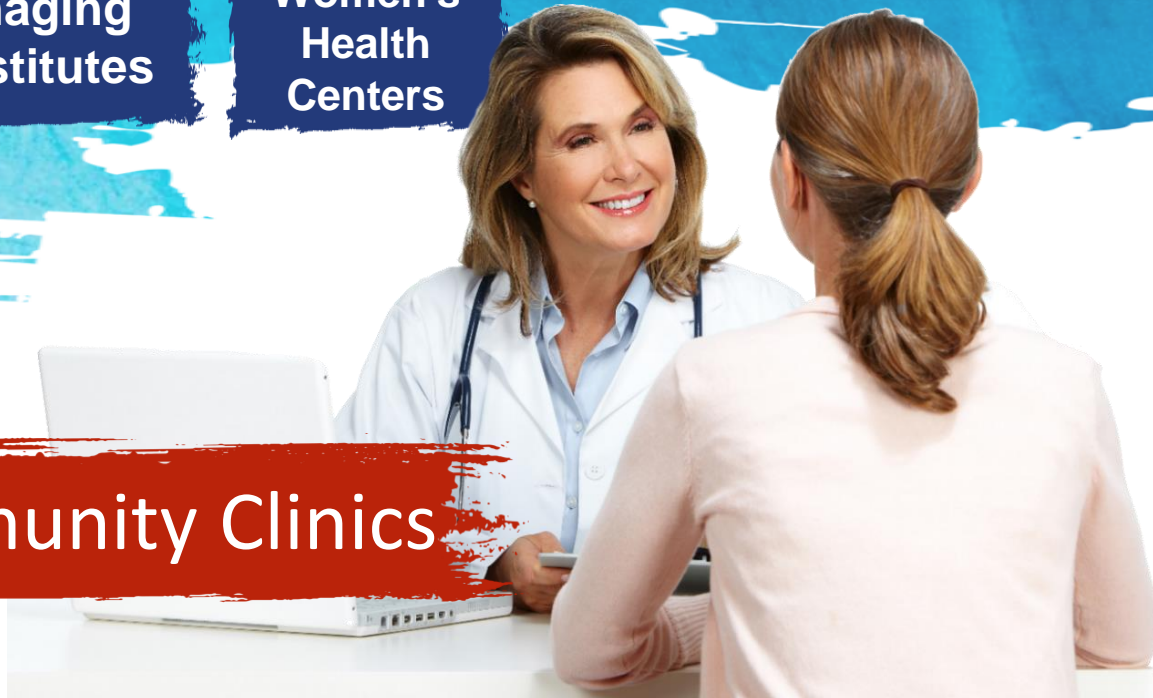
50

Imaging  
Institutes

50

Women's  
Health  
Centers

About 1,600 Community Clinics





**Clalit owns  
14 hospitals  
30% of Israel's  
hospital beds**

**International Quality and Safety Standard**





'Shila' \_ Medical Services  
From 'Clalit Health Care Services Group'

# Budget

**NIS 36 Billion  
( 10 Billions \$ )**

Billions (NIS)



Expenditure:

Salaries

Purchase of  
Medical Services

Medications and  
Medical Devices

Administration &  
Logistics

Development

**Annual**



Not just the largest  
We are leaders in  
**quality, service and innovations**

## Clalit's vision

**Clalit will strive for a healthy life for the citizens of Israel**

Clalit will preserve and improve the health of its patients in health and in illness, encourage them to adopt a healthy lifestyle and work with them as full partners in maintaining their wellness



## Clalit's mission

To lead the way in providing  
**high-quality,  
accessible, innovative  
and humane**  
medical services to every patient  
anytime, anywhere



# Clalit's Values



# Strategic Goals



Mobilization of  
resources for the  
benefit of the patient



Excellent patient experience in  
our communities, hospitals,  
and subsidiaries



Leadership in  
medical quality



Cultivating human resources  
and organizational culture



Leadership in innovation,  
research and technology



Growth and positive  
customer balance



Making an impact on  
the health market



Budget balancing and  
increasing operational  
efficiency



**15M** Calls to  
the \*2700  
clalit hotline

**100M** Service  
appointments  
in clinics

**1.3M** Emergency  
room visits

# Annual Customer Interactions

**130K** Surgeries  
in Clalit hospitals

**2M** Visitors to  
outpatient clinics

**25M** Laboratory  
tests

**47k** Births

# All services under one roof

Primary care and Community services lie at the Heart of the System

Comprehensive care for the elderly

Specialists

Hospitals

Health promotion & Prevention screening

Family Physician & Primary care clinic team

Home care

Disease Management

Acute Care

Diagnostics and Labs



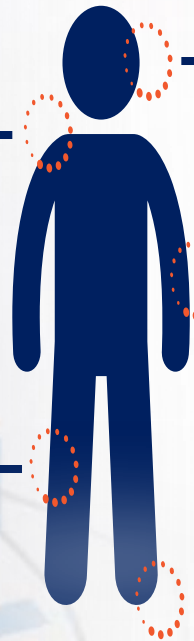
# Clalit's customers

**27%**

Belong to the Arabic population  
73% of all Israeli Arabs

**5%**

Belong to the Haredi sector.  
47% of the Haredi population



**69%**

Under 45

**14%**

Aged 65 and over.  
60% of all people 65 and above in Israel

**61%**

Of Generations Y & Z  
Generation Y: 23-38 year olds |  
Generation Z: 0-23 year olds

# Clalit Health Services Quality Indicators Community Healthcare



- Quality Indicators are standardized, evidence-based measures of health care quality
- Quality indicators create the basis for quality improvement and prioritization
- 37 quality indicators in community medicine in 3 different classifications:

Preventive medicine  
(Mammography )

Documentation  
(Weight)

Treatment and  
Control  
(HbA1C control)

**Clalit Leads in 70% of  
Metrics in Israel**

# Clalit Health Services Quality Indicators in Hospitals

- 33 quality indicators in general hospitals
- 8 quality indicators in geriatric hospitals
- 15 quality indicators in psychiatric hospitals.



**General Hospitals**  
(PCI within 90 minutes)

**Geriatric Hospitals**  
(Depression Assessment  
after CVA)

**Psychiatric Hospitals**  
(Treatment Plan within 5  
days)

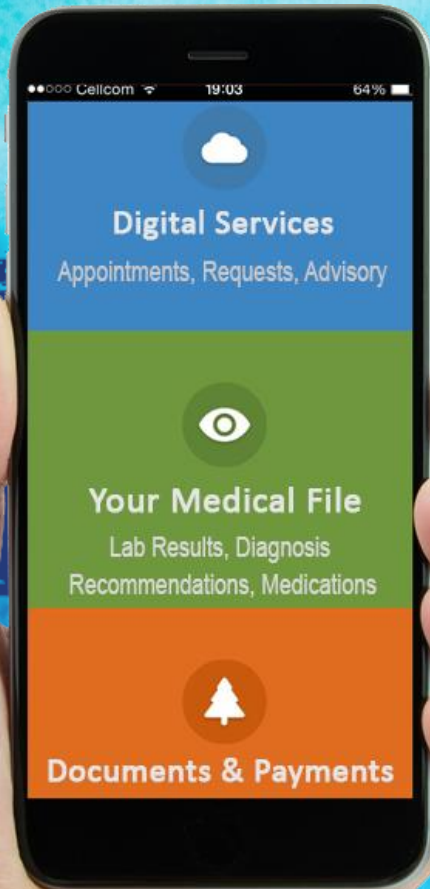
**QUALITY**



# Innovation

**As a state of mind**

# Clalit 360<sup>o</sup> eHealth Solutions



All the information you need  
**Here and now!**

# Shorter time to see your physician Better service, Better accessibility



X-Rays



Pregnancy Files



Prescribed Information



Medical recommendations



Clinic Requests



Appointments



Prescribed Video



Doctor's Diagnosis



Doctor Referral



Lab Results



Child Development



Telemedicine



Lab Referral



Medical Summary



Auto Waiting list



Prescription Renewal



Pregnancy App



Referral Appointments



Pharmacy Inventory



Hospital Summary



ADHD App



# Clalit online

**Day Two**

**Clalit on  
Facebook**

**Online  
pediatrician**

**Online  
family  
doctor**

**Clalit  
website**

**Online  
Tyto  
service**

**Clalit on  
YouTube**

**Nurses'  
call center**

**Online  
dermatologist**



# Real-Time Technologies



A comprehensive exam and telehealth visit



# Tyto



**Anytime & anywhere**

# Data-driven policymaking and research



Big data of 4.5 million patients enable research and better **decision-making process**  
Focus on targeted populations, better treatment and **prevention**

The background is a dense grid of many small, diverse human faces of various ages and ethnicities. In the center, there is a large white graphic of a hand in a white lab coat giving a thumbs up, with a stethoscope around the neck.

**Clalit**  
The Pride of Israel  
**4,558,946**  
customers can't be wrong!



*Thank You*

 **CLALIT** *100*<sup>over</sup> years  
The Best For Your Family

