

UFCH harity Medical Service Value Evaluation Policy 北京和睦家医疗救助基金会慈善医疗服务价值评估制度

Board Approval Date 理事会批准日期: 2025-12-19

一、目的

本制度旨在通过成立独立的慈善医疗服务价值评估委员会（以下简称“服务价值评估委员会”），制订公允价值评估标准，指导基金会公益医疗服务选择的公平性，倡导完善的公益医疗服务内涵，保护受益人的权益，确保开展适宜和公平的公益医疗服务。

二、定义

服务价值评估委员会是慈善组织或医疗机构设立的专项治理机构，负责对内部慈善医疗项目、服务及资源分配进行系统性价值评估，确保其符合公益性、有效性和公平性要求。该委员会以多学科协作（医学、法学、经济学等）为基础，通过标准制定、动态监督和技术分析，保障慈善医疗活动与法律规范、社会需求高度适配。

三、价值评估委员会的作用和原则

◇ 核心作用

- 1) 制定服务与评估标准
- 2) 监督与服务质量评估
- 3) 信息公开与社会监督

◇ 基本原则

- 1) 公益性原则
- 2) 合法合规原则
- 3) 透明与公开原则
- 4) 伦理与人道原则

四、服务价值评估委员会的工作内容和职责

◇ 工作内容

- 1) 标准制定与更新
- 2) 伦理审查与合规管理

◇ 主要职责

- 1) 标准化管理
- 2) 数据公开与透明度建设
- 3) 患者权益保障

1. Purpose

The purpose of this policy is to form an independent Committee to evaluate Charity Medical Service Value (hereinafter referred to as the "Service Value Evaluation Committee"), so to formulate fair value evaluation criteria, provide guidance to UFCH when choosing medical service and healthcare provider on equity, promote holistic medical care service in charity, advocate the rights and interests of beneficiary, and ensure appropriate and equitable charity medical service is carried out.

2. Definition

The Value Committee is a special governance organization established by charitable organizations or medical institutions. It is responsible for systematically assessing the value of internal charitable medical projects, services and resource allocation to ensure that they meet the requirements of public welfare, effectiveness and fairness. Based on multidisciplinary collaboration (medicine, law, economics, etc.), the Committee ensures that charitable medical activities are highly compatible with legal norms and social needs through standard-setting, dynamic monitoring and technical analysis.

3. Role and principles of service valuation committees

◇ Key Role

- 1) Establish an evaluation index system for safety, effectiveness, economy and public welfare. Clarify the access conditions and service quality requirements of charitable medical projects.
- 2) Dynamic monitoring of the performance of charitable medical services
- 3) Information Disclosure and Social Supervision

◇ Basic principle Standards development and updating

- 1) The principle of public welfare
- 2) Legal compliance principles
- 3) Transparency and openness principles
- 4) Ethical and humane principles

4. Work content and responsibilities of the service valuation committees

◇ Work content

- 1) Standards development and updating
- 2) Ethics Review and Compliance Management

五、慈善医疗服务价值委员会

服务价值评估委员会制订UFCH重大救助病例评分标准及本制度。它指导UFCH按其原则开展相应工作。根据UFCH业务范围和特点，委员会主要成员均来自公益慈善和医疗行业的非关联方，具体成员如下：

职务	姓名
律师	何国科
监事	李季
医生代表	唐锁勤
受益人代表	薛亚萍
财务专家	
秘书处工作人员	岳鑫

必要时，服务价值评估委员会对本制度和UFCH重大病例救助评分标准进行审查和修改，并指导UFCH按其修改调整相应工作。

六、UFCH 重大病例救助评分标准

一. 医疗服务的可及性 (30分)	评分
1. 接诊反应时间和诊治能力	10
2. 就医便捷性和辅助检查的及时性	10
3. 可供选择的医疗资源和水平	10
二. 受益人就医体验及信任度 (20分)	
1. 对医疗机构的信任	4
2. 对医生的信任	4
3. 个人隐私的保护	4
4. 受益人权益的保障	4
5. 受益人整体就医体验及忠诚度	4
三. 医疗机构的条件 (20分)	
1. 就医环境及医疗技术设备	4
2. 医疗服务范围: 全周期, 全科+专科, 线上	4
3. 交通便捷	4
4. 陪护人员服务 (含餐食、住宿等)	4
5. 护理及客户服务质量	4
四. 医疗的运用	
医疗技术、耗材、药品等在公益救助和普通患者上的运用一样	15分

◇ Main Responsibilities

- 1) Standardization management
- 2) Data disclosure and transparency building
- 3) Protection of patient rights and interests

5. Charity Medical Service Value Committee

The Value Committee develops UFCH major case scoring criteria and this policy. It guides UFCH to operate within this principle. On the basis of UFCH's scope and speciality, the main members of the Committee are all from non-related parties in charity and medical fields. The members are:

Position	Name
Lawyer	He Guoke
Supervisor	Li Ji
Medical Representative	Dr. Roger Tang
Beneficiary Representative	Xue Yaping
Financial Consultant	
Secretariat staff	Catherine Yue

The Service Value Committee reviews and revises this policy and UFCH major case scoring criteria when necessary, and guide UFCH to reflect the changes in its operation accordingly.

6. UFCH Major Case Scoring Criteria

一. Medical Care Accessibility (30 marks)	Score
1. Clinical ability and response time to care	10
2. Medical care and auxiliary examination are accessible in the easy, convenient and	10
3. Availability of medical resources and level	10
二. Beneficiary Experience and Trust (20 marks)	
1. Trust in medical care provider	4
2. Trust in clinicians	4
3. Keep confidentiality of beneficiary	4
4. Protect beneficiary rights	4
5. Overall experience and beneficiary loyalty	4
三. Service Facilities (20 marks)	
1. Hospital environment and medical facilities	4
2. Scope of medical service provided, whole life cycle, FM+Specialities, online follow up	4
3. Convenient location	4
4. Caregiver/companion services (Meals and accommodation included)	4
5. Quality of nursing care and customer services	4

五. 医保的局限性 医保不含的疾病治疗, 特殊药品、耗材等 医保报销的受限	15分
备注: 1) 满分100分, 得分较高者为选择的医疗机构。 2) 被评分的医疗服务机构为和睦家医疗和公立医疗机构。 3) 重大案例是指因疾病住院/手术治疗, 在享受和睦家医疗四折优惠后, 医疗服务报价≥人民币10万元的病例。 4) 由受益人本人、监护人或机构负责人完成评分。	

评估流程及评估结果

1) 评估对象

符合UFCH救助范围, 申请了UFCH的重大疾病住院或手术的医疗救助, 且医疗服务在和睦家医疗机构内基金会折扣后的报价等于或高于人民币5万元的救助申请。

其他特例救助申请需批准的。

2) 评估流程

① 申请

申请者通过UFCH指定电子邮箱提交医疗救助申请, 附医疗诊断证明、医疗服务报价。

② 筛查和核实

UFCH项目协调员和医疗顾问按基金会制度对申请人、申请资料进行筛查和核实。

③ 评估

符合上述评估对象条件的申请者, 填写《UFCH重大病例救助评分表》并提交给UFCH指定邮箱, 交由UFCH评估。

评估结果

根据评分表结果, 结合不同医疗机构服务价值差别, 遵循申请者的选择意愿, UFCH提供相关救助方案。

如遇其他情况, 由UFCH项目协调员经秘书处上报至服务价值评估委员会征求指导。

相关表格

F0019 UFCH重大病例救助评分表

四. Medical care delivery Medical technology, consumable and medication are applied the same to charity and normal patient group	15marks
五. Limitations of social medical insurance Uncovered care treatment, reimbursement limitation for certain medication and consumables	15marks
Notes: 1) Total score 100 marks, the medical care provider that gained higher marks is the care provider. 2) UFH facilities and Public Hospital are scored. 3) Major case refers to medical service fee quotation≥100,000RMB after 60% discount of UFH price for a single surgery/hospitalization. 4) Beneficiary, legal guardian or person in charge of the partner shall complete the scoring sheet.	

Evaluation Process and Outcome

1) Evaluatee

Application meets UFCH charity medical program beneficiary criteria for inpatient admission or surgery, and the medical service fee quotation is equal to or higher than RMB 50,000 after UFCH discount (60% discount of normal price) in UFH.

Any other special application needs approval.

2) Process

① Applying

Applicant submits application papers to UFCH designated e-mail address, together with related medical diagnosis certificate and medical service quotation.

② Screening and verifying

UFCH program coordinator and medical advisor screen and verify the application according to UFCH policy. Applicant will be informed of the screening result.

③ Evaluating

Eligible applicant fills in the UFCH Major Case Scoring Sheet and submit it to UFCH designated E-mail for UFCH evaluation.

3) Evaluation Outcome

Based on the scoring results, and the differences in service value between different medical providers, UFCH then provides relevant charity assistance plan in accordance with the respect the will of applicant.

Any other concerns raised, UFCH coordinator and Secretariat report to this Committee for advice.

RELATED FORMS

F0019 FORM-UFCH Major Case Scoring Sheet

END OF POLICY

政策结束