

Statistical product– Healthcare and social security

Processes	Sub-processes	Sub-process description
1 Specify needs		
	1.1 Identify needs	<p>Taking into account the users demand, the statistical primary and summary reporting forms on health and social insurance include the following indicators: activities of hospitals, ambulatory and polyclinic institutions, morbidity by the types of diseases, occupational accidents, injuries and temporary disabilities caused by them, the number of pensioners and beneficiaries, the activity of orphanages and social security organizations for the elderly and the disabled people, the number of adopted children, the number of registered disabled, the activities of medical and social expertise commissions, etc. The grouped indicators on healthcare and social insurance are subject to periodical changes by demand and are provided to RA state and local self-government bodies, scientific and educational institutions, international organizations, mass media and other interested institutions, following the legal requirements to their confidentiality.</p>
	1.2 Consult & confirm needs	<p>The working meetings and discussions are held with the RA Ministry of Health and RA Ministry of Labor and Social Affairs and the representatives of relevant organizations to provide clarifications related to the inclusion of new indicator upon the request of users in the primary and summary statistical reporting forms on health and social insurance, related to changes in available indicators, data collection.</p>
	1.3 Establish output objectives	<p>The statistical information users' opinion related to the inclusion of new proposed indicator, as well as to the available indicator is studied. The statistical information users' opinions related to the indicator are studied through the working discussions, as well as through the "User satisfaction survey questionnaire" which is available on Armstat website (see: https://www.armstat.am/am/?nid=131).</p>
	1.4 Identify	<p>Data collection on the health and social insurance is carried out via</p>

	concepts	primary and summary statistical reporting forms approved by the RA State Council on Statistics according to the Annual and Five–Year Statistical programs. The relevant information received from organizations and administrative registers (RA Ministry of Health and RA Ministry of Labor and Social Affairs) is considered as an information source for the indicators adjustment, and updating, related to changes in them.
	1.5 Check data availability	Data collection on the health and social security is carried out via primary and summary statistical reporting forms approved by the RA State Council on Statistics according to the Annual and Five –Year Statistical programs. The relevant information received from organizations and administrative registers (RA Ministry of Health and RA Ministry of Labor and Social Affairs) is considered as an information source for the indicators adjustment, and updating, related to changes in them.
	1.6 Prepare business case	Before the adoption of the statistical reporting forms by the RA State Council on Statistics and the state registration by the RA Ministry of Justice, as a legal act, the discussions on indicators included in them and the instructions for their completion are carried out with the different interested bodies, scientific organizations, users, as well as the opinion of international experts is taken into where possible.
2.Design		
	2.1 Design outputs	The data are collected based on the Law on "Official Statistics" (see: https://www.armstat.am/am/?nid=638) and “Five Year Statistical Program” (see: https://www.armstat.am/am/?nid=719), as well as the Resolution No. 05-N of RA State Council on Statistics “On Approval of the Procedure for the collection of statistical data” dated 20 June 2016 (see: https://www.arlis.am/DocumentView.aspx?docID=122973) and Resolution “On Approval of Annual Statistical Program” (see: https://www.armstat.am/am/?nid=191), as well as on reporting forms approved by Resolutions of the RA State Council on Statistics and the approvals of instructions on filling in them.
	2.2 Design variable descriptions	For the collection of the statistical indicators the following statistical primary and summary reporting forms were adopted: <ol style="list-style-type: none"> 1. monthly – 1 form 2. quarterly – 1 1 form

		<p>3. semi-annual –7 forms</p> <p>4. annual–35 forms</p> <p>31 reporting forms are received from the administrative register of the RA Ministry of Health and 8 reporting forms - from the administrative register of the RA Ministry of Labor and Social Affairs. 5 reporting forms are received from the organizations by the primary registration.</p> <p>For the collection of indicators the following classifications are used: Classification of Types of Economic Activity is used for the collection of indicators (Order of the Minister of Economy of RA N-1579 RA, OB 04.11.2013 30/(474)1, dated 10 December 2019) (NACE Rev.2) (see: https://www.armstat.am/am/?nid=370) and for the collection of health sphere indicators – “International classification of diseases” (ICD-10).</p>
	2.3. Design collection	Statistical data collection is carried out through the statistical primary and summary reporting forms, approved by the RA State Council on Statistics. Collection of information is carried out from primary and administrative sources.
	2.4 Design frame and sample	The design of the general population is implemented to provide complete information regarding the sphere. For this purpose, the receiving of information from all possible sources on health and social security sphere is implemented and immediately, the organizations are notified about being involved in the statistical observation field and then the relevant statistical information is collected. There is a need for sampling design, as the information received from the administrative sources is complete (covers the whole observation field) and the information from the organizations is received exhaustively.
	2.5 Design processing and analysis	After the collection of information the statistical indicators are subject to arithmetic and logical checks and in case of necessity the appropriate adjustments are carried out also by contacting the relevant organizations that provide the information. In case of submission of not reliable, incomplete or corrupted information on indicators, in case of need the process of verification is also implemented according to the requirements of the Article 169.2 of RA Code on “Administrative Offences”, as a result the prior period data are subject to be adjusted.
	2.6 Design production systems and	The preparatory work is carried out for all processes from the collection of information and until its publication, particularly, related to the appropriate notification of respondents, the training of the staff through

	workflow	professional courses etc.
3.Build		
	3.1 Build collection instrument	The primary and summary statistical reporting forms needed for the collection of information and the instruction for filling in them are available in paper and electronic form (see link https://www.armstat.am/am/?nid=547).
	3.2 Build or enhance process components	The methodological guidelines and instructions necessary for information verification of needed information are available. Input software has necessary tools for arithmetic and logical checks of input data.
	3.3 Build or enhance dissemination components	The dissemination of information is possible in paper, as well as in electronic form of publication of information on monthly, quarterly, biannual and annual basis in accordance with the Annual Statistical Program (following restrictions related to information containing statistical confidentiality).
	3.4 Configure workflows	The derivation of statistical product is carried out by the following successive stages: <ol style="list-style-type: none"> 1. collection of information, 2. arithmetical and logical checks and adjustments, 3. information input through the pre designed input software (Microsoft Office Access software), 4. comparison of obtained summary data with the corresponding time series, 5. Dissemination of information in paper or electronic forms through the yearbooks, information reports, statistical handbooks, as well as through the official response letters upon the official requests.
	3.5 Test production system	Due to indicators changes in the primary and summary statistical reporting forms the input software is regularly undergoing to relevant changes. The testing of software is also carried out in case of need.
	3.6 Test statistical business production	In parallel with the inclusion of the indicators in the primary and summary statistical reporting forms, the examination of the understanding of indicator of statistical information provider (respondent). Relevant changes are made in their completion instructions and methodological guidelines.
	3.7 Finalize	The composition of methodological clarifications on the completion of

	production system	indicators available in primary and summary statistical reporting forms and provision to the statistical information providers (respondents) is carried out. The consents of information providers on indicators got during the workshops are summarized.
4.Collection		
	4.1 Create frame and select sample	The information general population is formed in the result of widespread observation of the sphere data collection (including the administrative register) that includes the complete statistical data collected from all organizations and administrative registers.
	4.2. Set up collection	In order to organize the collection of statistical data, the formation of order on printing of relevant statistical reporting form and in case of need of the instruction of filling in it, their printing and distribution to the relevant organizations is implemented according to the number of organizations previously known as subject to observation. At the same time the statistical primary reporting forms and summary reporting forms and the instruction of filling in them are accessible at the Armstat official website (see: https://www.armstat.am/am/?nid=547). The required network resources for the report collection in the electronic form are in place.
	4.3 Run collection	Statistical data collection is carried out by the Armstat territorial units, marz departments, as well as relevant units of Armstat by hand, mail and electronic system means according to the Resolution of RA State Council on Statistics No 05-N on the “Approval of the Procedure of the collection of Statistical Data” dated 20 June 2016.
	4.4 Finalize collection	The collected information, after being arithmetically and logically cross checked, is input in the electronic environment. The information input is carried out automated, as well as by direct input of information in electronic environment. The reports received by paper and electronic forms after being entered in the electronic environment are archived, keeping legal requirements to their confidentiality.
5.Process		
	5.1 Integrate	The unification of relevant data received from the Armstat marz (regional)

	data	departments in one common database is implemented, as well as the information collected by Armstat and received from administrative register is unified in a common database, in a result of which the duplications would be excluded.
	5.2 Classify and code	The coding process by the main types of activity of the organization according to the classification of economic activities (NACE Rev. 2), as well as the encoding of marz and territorial units in accordance with a predetermined order are implemented. Health care indicators are derived from the administrative source by the International Classification of Diseases (ICD-10).
	5.3.Review and validate	The cross checking of incomplete and corrupted presented data , as well as the compiling of incorrect encoded data with requirements of current classifications is implemented. In the case of need, the validation of relevant identification codes on registration of organization in state register is implemented.
	5.4 Edit and impute	
	5.5 Derive new variables and units	Additional calculations and estimations for the calculation of other indicators are not available.
	5.6 Calculate weights	As the information provided ensures the statistical completeness of the sphere, therefore there is no need to calculate additional weights.
	5.7 Calculate aggregates	The summary data by separate statistical indicators are derived based on the input data through the pre-designed software.
	5.8 Finalize data files	
6.Analysis		
	6.1. Prepare draft outputs	The creation of indicator groups, as well as time series of statistical indicators is implemented based on obtained statistical summary data. In particular the following main indicators of health and social insurance are calculated; hospitals, outpatient polyclinic institutions activity, diseases by type of illness, occupational accidents, injuries and temporary disability due to them, number of pensioners and persons getting allowance,

		<p>activities of orphanages, elderly and disabled social service organizations, number of adopted children, number of registered disabled, activity of medical and social expertise commissions etc.</p> <p>Indicators are introduced in accordance with marzes (regions) of RA and Yerevan. The calculation of indicators is used to create the time series.</p>
	6.2 Validate outputs	The methodological requirements to the received indicators are strictly followed during the whole process of indicators receiving according to the pre-defined classifications, methodological guidelines and the instruction on completing the statistical reporting form.
	6.3 Interpret and explain of outputs	The logical analysis of the received summary indicators is carried out using the dynamics of relevant indicators of the previous years.
	6.4 Apply disclosure control	The confidentiality of statistical indicators (not containing individual (personal) data) that is subject to publication, as well as requested by the users of statistical information is strictly followed according to the Law on Official Statistics and the Resolution of the SCS No 53 " Approval of the Order on Protection of Statistical Confidentiality" dated 25 June 2001, and only summarized data are provided (see: https://www.armstat.am/file/doc/99454478.pdf).
	6.5 Finalize outputs	Before the dissemination of summary information, an analysis of the summary indicators of the social sphere by time series is conducted.
7. Dissemination		
	7.1 Update output system	The work on the derivation of relevant tables of statistical indicators that are subject to publication and final adjustments are carried out, as well as the time series update is implemented. In the case of the need the changes and/ or additions are made in the concepts and methodological explanations of the relevant indicator.
	7.2 Produce dissemination products	<p>All the production steps are implemented for the disseminating products: preparation of explanatory text, tables, charts and other materials, editing of these products and making them compliant with publishing standards.</p> <p>The information on the statistical indicators is published in Armenian, Russian, English through the yearbooks, statistical handbooks and monthly informational reports.</p> <ul style="list-style-type: none"> • Statistical Yearbook of Armenia https://www.armstat.am/am/?nid=586

		<ul style="list-style-type: none"> • RA marzes and Yerevan city by figures https://www.armstat.am/am/?nid=80&id=2203 • Armenia in figures (annual) https://www.armstat.am/am/?nid=80&id=2219 • “Socio-Economic Situation of the Republic of Armenia” (monthly) https://www.armstat.am/am/?nid=82 • Socio-economic Situation of the Republic of Armenia (annual) http://www.armstat.am/am/?nid=82&id=1689 <p>Women and Men in Armenia (annual) http://www.armstat.am/am/?nid=82&id=1487</p>
	7.3 Manage release of dissemination products	The dissemination of statistical information is carried out according to the schedule envisaged by the Five-Year and Annual Statistical Programs. In case of the changes and adjustments made in the indicators provided by the providers of statistical information the indicators already published by the Armstat are also being changed and adjusted correspondingly.
	7.4 Promote dissemination products	Submission of dissemination products. Use of tools to manage communication with users. Use of website, Facebook, etc.
	7.5 Manage user support	In case of the official request of the users of statistical information related to the information not being published, the calculation of additional indicators is carried out at possible extend and submitted to them following the principle of confidentiality of statistical information.
8.Evaluation		
	8.1 Gather evaluation input	The comparisons of information received from administrative registries on relevant organizations are carried out, where necessary.
	8.2 Conduct evaluation	From the point of view of quality management of statistical indicators, comparisons of corresponding indicators obtained from the same source, collected by different statistical reporting forms and received from administrative sources are implemented.
	8.3 Agree an action plan	If there is a discrepancy between the information received from different sources on the same indicator, the identification of possible causes is carried out, based on which the appropriate final adjustment works are carried out.