

Framework on Integrated, People-centred Health Services

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Services Organization and Clinical Interventions

Service Delivery and Safety

World Health Organization

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3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all

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One in eight people worldwide live in extreme poverty in 2012, with poverty remaining widespread in sub-Saharan Africa, where more than 40 % of people lived on less than US\$ 1.90 a day (UN, 2016)

Thirty four (34) countries are facing fragile situations, which means 17% of Member States (World Bank, 2016)

Nearly 800 million people worldwide still lack access to adequate food (UN, 2016)

In 2013, there were still 757 million adults unable to read and write, of whom two-thirds were women (UN, 2016)

Globally, over 400 million people lack access to essential health services that could be delivered through primary care (WHO, 2016)

Worldwide, only about 14% of people who need palliative care receive it. Seventy-eight percent of people who need palliative care live in low- and middle-income countries (WHO, 2015)

Of 421 million annual global hospitalizations, 42,7 million result in adverse events, which represents 23 million DALYs, 66% of which occur in low and middle-income countries (BMJ, 2013)

From 20% to 40% of all health spending is currently wasted through inefficiency (WHO, 2010)

Strengthening a global commitment to people centred integrated health services delivery



People-centred
and integrated
health services
in the NUKA
health system,
Alaska, USA

Case
management in
Torbay, UK

Shared
accountability
contract for
population
health
outcomes,
Kinzigal,
Germany

Promoting
service
coordination in
Lithuania

Integrated care
in South Karelia,
Finland

Balanced
scorecard to
promote
accountability,
Afghanistan

Promoting
HIV/AIDS literacy
in Angola

Integrated health
care networks in
Brazil

What are the experiences to date?

Integrating
traditional and
complementary
medicine in Asia

Integrated health
care networks in
Chile

Social
participation in
Tupiza, Bolivia

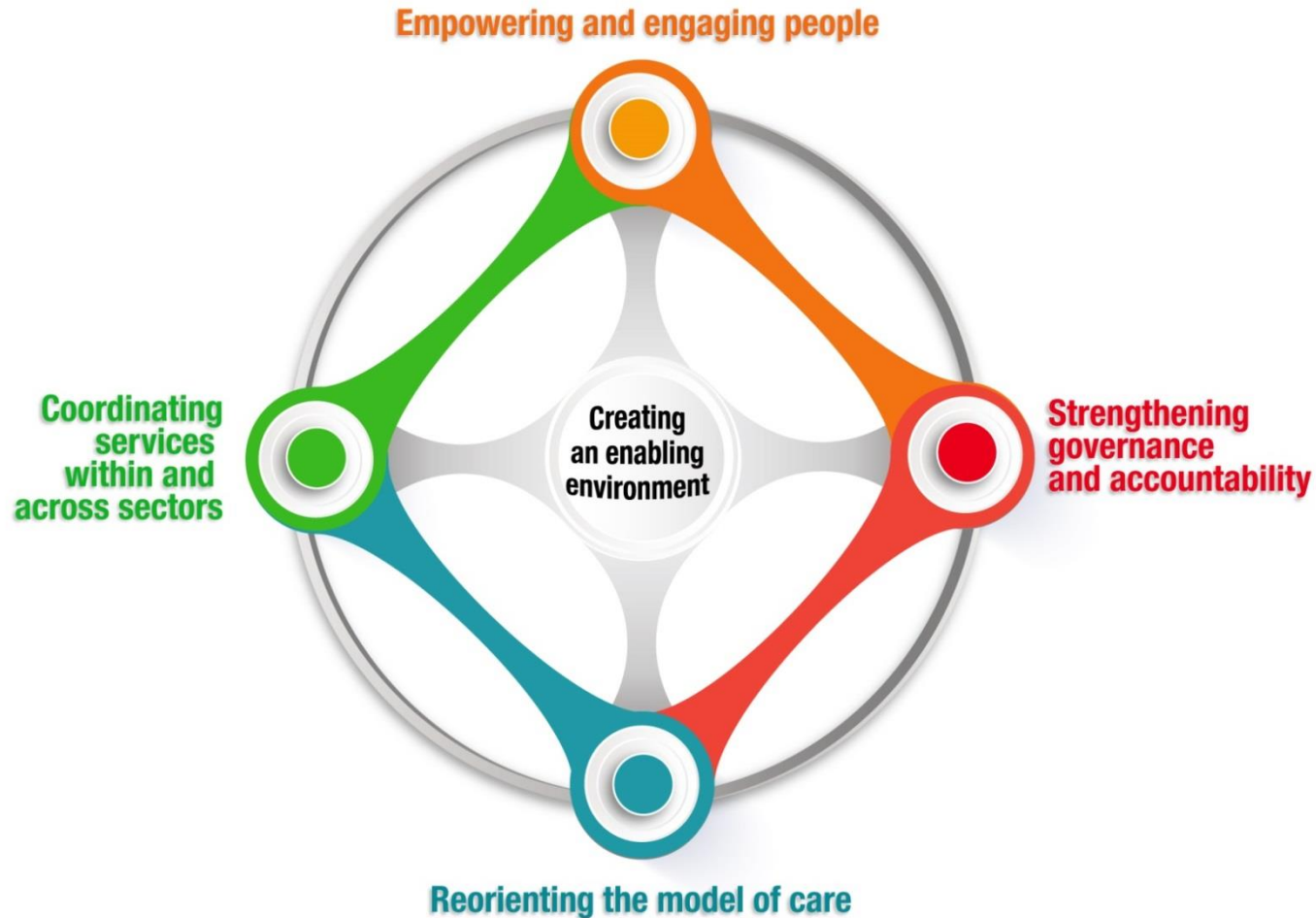
Integrating
HIV/AIDS and
TB in Mali

Mobilizing
communities to
reduce maternal
and neonatal
deaths in Malawi

Family medicine
in Thailand as
part of UHC

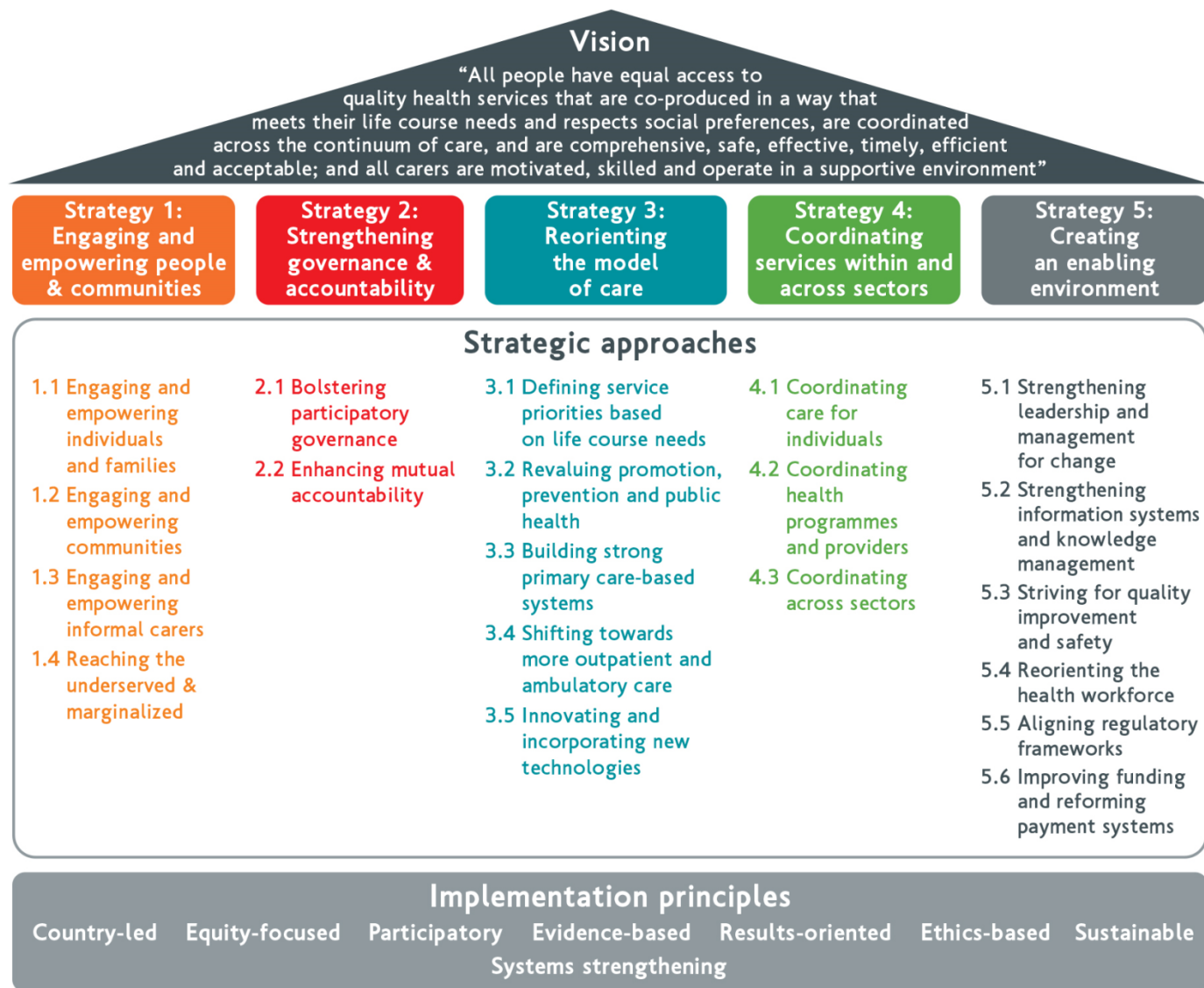
Community-
owned primary
care networks in
Mali

Integrated People-centred Health Services

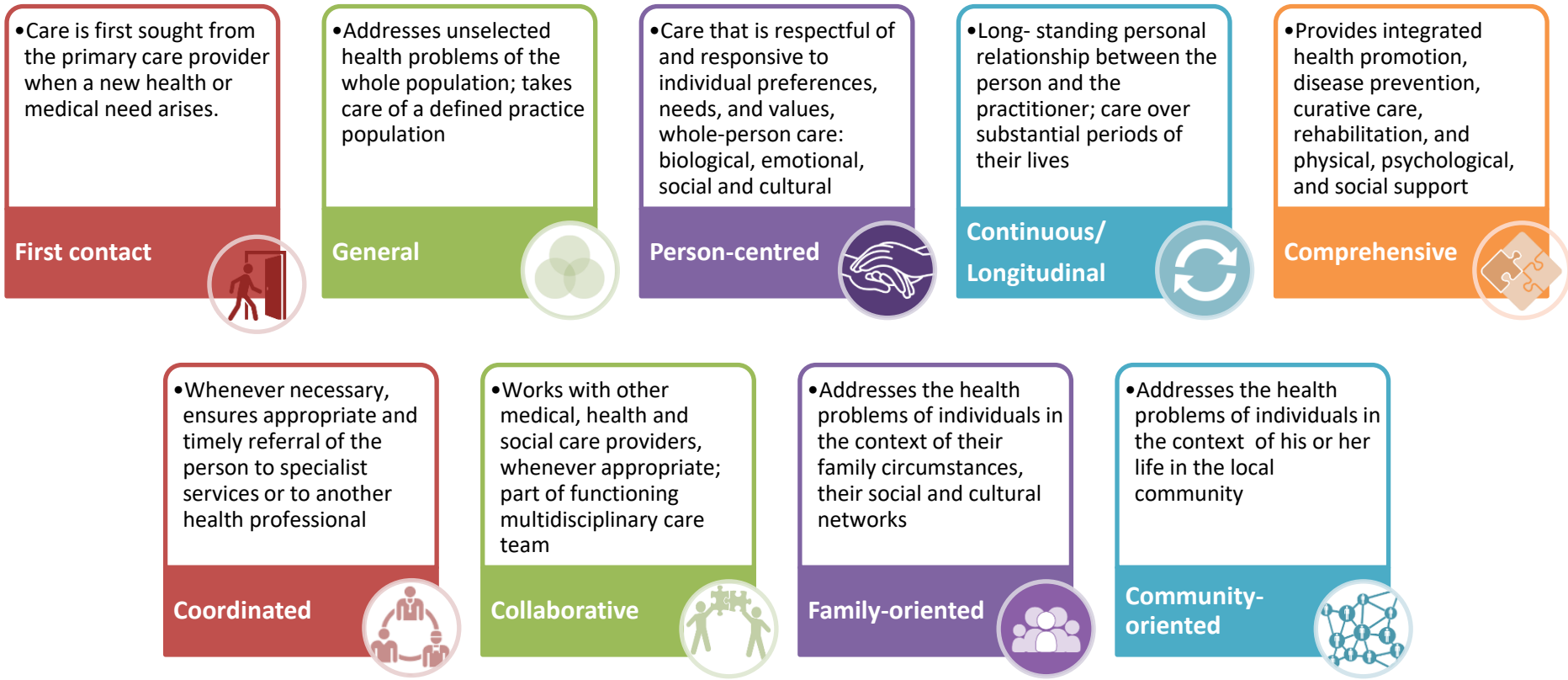


<http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/>

Integrated People-centred Health Services



PHC is the foundation of integrated, people-centred health services



Hospital have a key role to play

Is organized around users' needs



- Engages and empowers patients/users to take an active role in their health
- Informs patients/users about their rights and gives them a voice
- Is organized around people's needs instead of "organ-silos"
- Smooths process of care and admin/logistics

Responds to the health needs of community



- Redefines to different care delivery models (i.e. more ambulatory)
- Partners for vertical / horizontal integration
- Engages in health promotion activities
- Demonstrates social accountability
- Engages its community in strategic decisions

Is a driver for local development

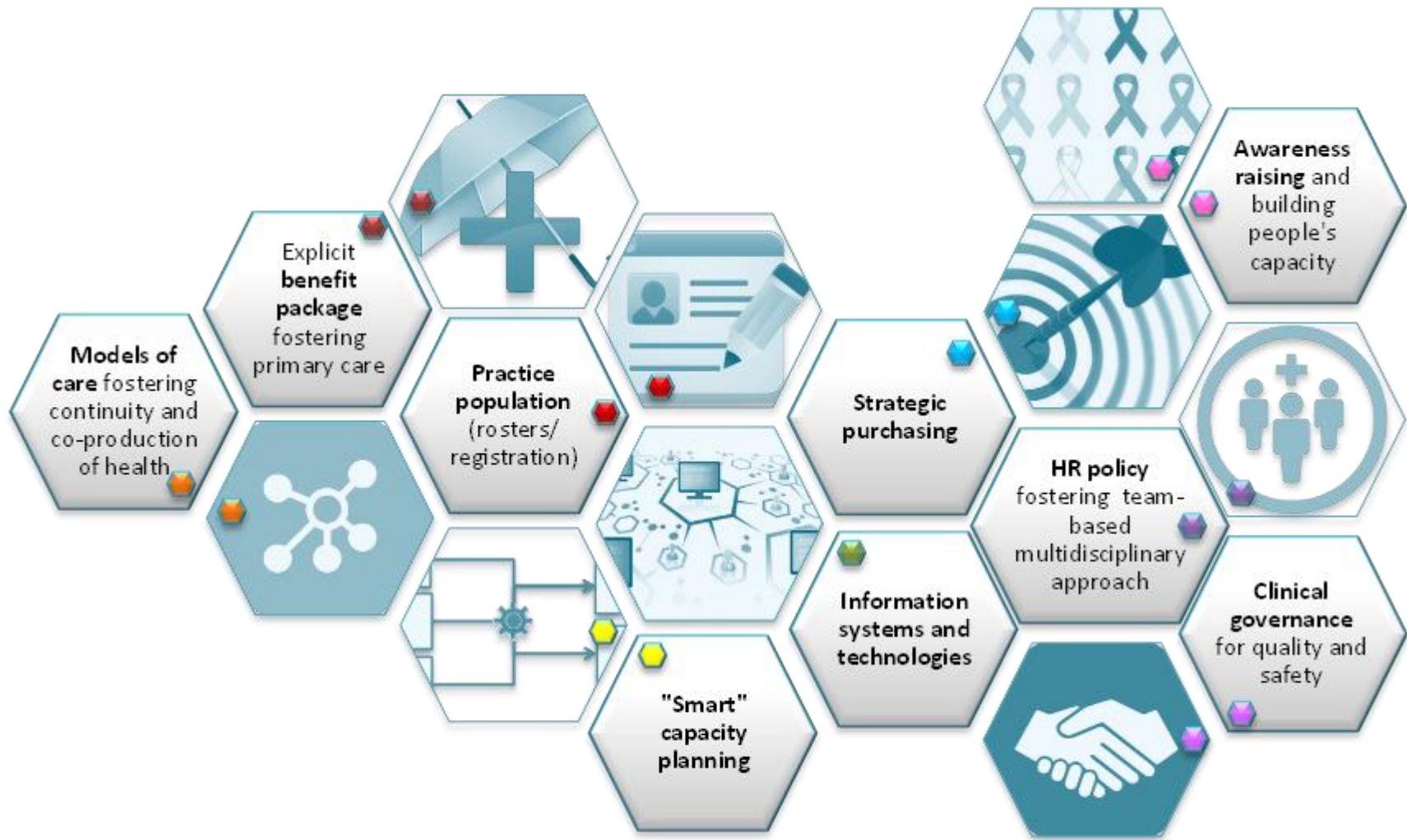


- Leaves no one behind
- Embraces social responsibility principles
- Is an economic driver for local development
- Recognizes its symbolic symbol to reassure population
- Leads by example for sustainable development ("green" hospital)

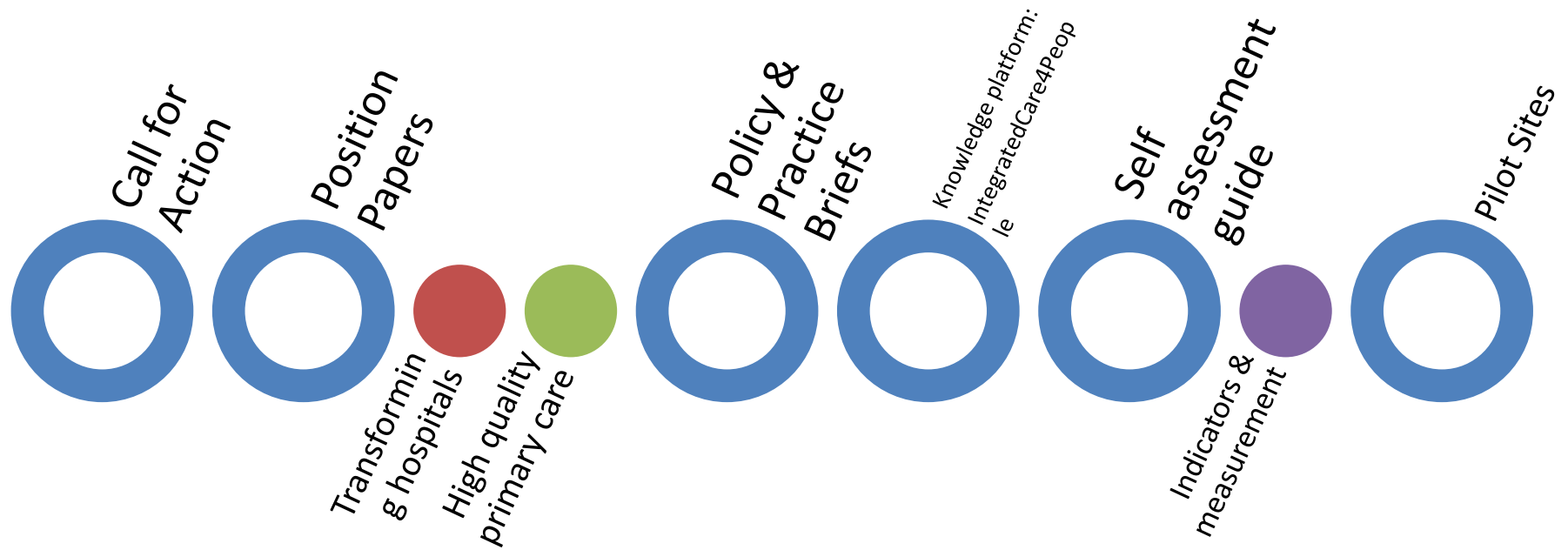
Critical success factors and key steps

- Focus on key priorities and prefer a staged approach
 - Prepare for change
 - Assess and understand causation
- Strategy for change: Balance bottom up and top down approach
 - Sub-national (local) level matters: Foster a culture of experimentation and pilot demonstration projects
 - Act on key policy levers
- Track progress and share knowledge

Nine policy levers



Supporting Implementation of IPCHS



Indicators and Measurement




- Guide to IPCHS performance assessment process at subnational level
 - Includes suggested indicators & existing WHO tools
 - Phased approach
- 20-30 indicators
 - Snapshot of subnational performance
 - Rapid identification of successes & problem areas
- 5 indicators
 - Track global progress

www.integratedcare4people.org

Escuela Andaluza de Salud Pública
CONSEJERÍA DE SALUD

WHO Collaborating Centre for Integrated
Health Services based on Primary Care



LOGIN

SIGN UP

HOME

RESOURCES

PRACTICES

COMMUNITIES



COME AND JOIN

Our global community



WHO / TOR / Fernando G. Revilla

RESOURCES

Support information such as articles, reports, management models, studies and legislation related to PCIS.



WHO / Theodore Brown

PRACTICES

Virtual space devoted to stimulate, spread and share innovative management experiences and initiatives across the Regions.



WHO / Agnieszka Bialasiewicz

COMMUNITIES

Virtual communities of practice and work collaboratively combining efforts.



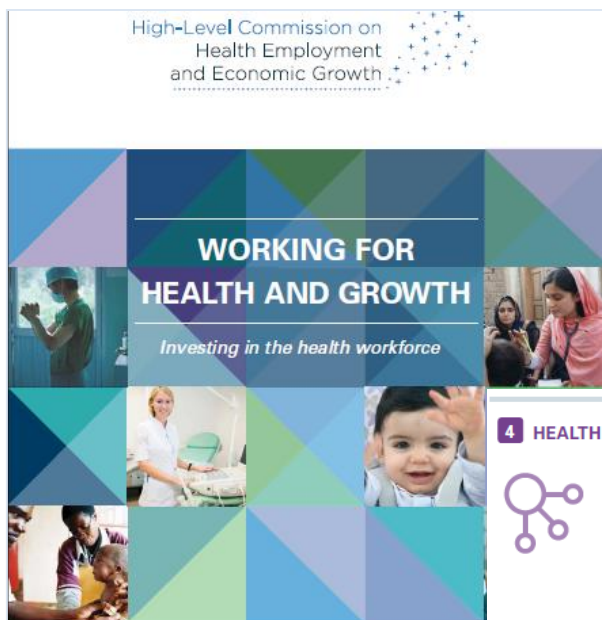
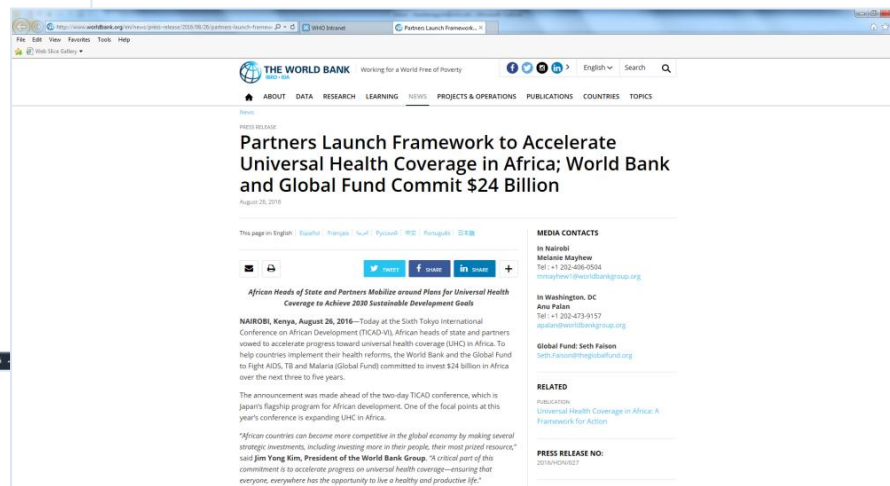
ABOUT

CONTACT

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IPCHS: Most recent achievements



2 / SERVICES

People-Centered Services, Quality and Multisectoral Action

- » Establish people-centered health services to improve quality of services and patient safety
- » Prioritize investments in community and primary health care services within the framework of viable local governance systems
- » Partner with civil society and non-state providers to expand access to key services and interventions
- » Invest in pre-service education, particularly in underserved areas
- » Engage in multisectoral action to address determinants of health

4 HEALTH SERVICE DELIVERY AND ORGANIZATION

Reform service models concentrated on hospital care and focus instead on prevention and on the efficient provision of high-quality, affordable, integrated, community-based, people-centred primary and ambulatory care, paying special attention to underserved areas.

Health systems organized around clinical specialities and hospitals will need to shift towards prevention and primary care. There is no prescription for a perfect mix of public and private health-care provision. Governments should adopt policies that cover the performance of the whole sector. Social business models are emerging as a private-sector, socially oriented solution to serve the unserved. Public policies and regulatory bodies must protect the interests of the public and ensure that professional interests do not dominate.

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For more information on health services delivery visit

<http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/>

Contact information