INTEGRATED CARE - WHO PERSPECTIVE

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WHO Framework on integrated people-centric health services

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The changing global context

Ageing

Migration

Climate change

Globalization

Rising costs

NCDs

Citizen voice

Urbanization
Health systems challenges

**EMERGING DEMANDS**
- Double-burden of disease and multimorbidity
- Unhealthy behaviours & lifestyle choices
- Greater citizens expectations
- Increased need to self-manage care
- Need for cost efficiency and accountability

**SYSTEM CONSTRAINTS**
- Lack of community engagement and empowerment
- Insufficient and misaligned financing
- Sub-optimal health workforce
- Service fragmentation and inappropriate service delivery model
- Limited intersectoral action
Vision of the Framework on integrated people-centred health services

“All people have equal access to quality health services that are co-produced in a way that meets their life course needs, are coordinated across the continuum of care and are comprehensive, safe, effective, timely, efficient and acceptable; and all carers are motivated, skilled and operate in a supportive environment”
Defining integrated people-centred health services

Integrated people-centred services delivery

- Coordinated
- Evidence-informed
- Led by whole-systems thinking
- Shared accountability
- Ethical
- Holistic
- Empowering
- Goal oriented
- Respectful
- Collaborative
- Co-produced
- Comprehensive
- Sustainable
- Equitable
- Continuous
- Preventive
- Endowed with rights and responsibilities
- Led by whole-systems thinking
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What is people-centred care?
Framework on integrated people-centred health services: five strategies

Engaging and empowering people and communities

Creating an enabling environment

Coordinating services within and across sectors

Reorienting the model of care

Strengthening governance and accountability
69th World Health Assembly

Geneva 2016
Supporting a people-centred approach

“Empowerment of individuals and communities in their dealings with health services **is imperative** for better clinical outcomes and universal access to quality services (Austria)”

“Health care systems should empower citizens, facilitate continuity and coordination of care and address inequitable access” (Canada)

“The **new campaign for people-centred health services** mark a return to the **principles of primary health care** centred on the family and the community” (Senegal)

“Putting **patients first** and providing **increasing integration** is one way to ease the increasing strain on health services, and should be a priority for all stakeholders” (*Estonia on behalf of the Nordic and Baltic Countries*)

World Health Organization
Support from Member States

“The Framework attempts to take a **holistic approach** to health services” *(Liberia)*

“The Framework is **essential for meeting new challenges**” *(Guinea)*

“The Framework sets out **suitable strategies for establishing a health service system able to cope** in the long term with issues such as ageing and rising health care costs according to the context in each country” *(Japan)*

“The Framework is comprehensive, well-researched and well-written and provides a **good reference for health system reform**” *(Philippines)*
Supporting implementation of IPCHS

- "Critical pathways towards IPCHS"
- Assessment & planning toolkit
- Policy briefs & position papers
- International partnerships
- Global Service Delivery Network
- IntegratedCare4people.org
- Indicators
- Country support

Resources, Practices, CoPs
“Critical pathways towards IPCHS”

- It aims to provide an understanding of the **core capabilities of health care systems** that will be necessary to develop over time to enable countries to implement the Framework successfully.

- A twofold objective:
  - It provides policy makers a **self-assessment exercise** of the maturity of their national health systems and their current capabilities in each of the 4 core strategies.
  - It proposes **a set of 10 policy levers to drive forward the system-wide changes** necessary to support the implementation of the 4 core strategies. These policy levers, which affect the financing, organization, payment and/or regulation of health care, are fundamental to initiating or sustaining IPCHS reforms.
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For more information on health services delivery visit http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/