



INTEGRATED CARE - WHO PERSPECTIVE

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WHO Framework on integrated people-centred health services

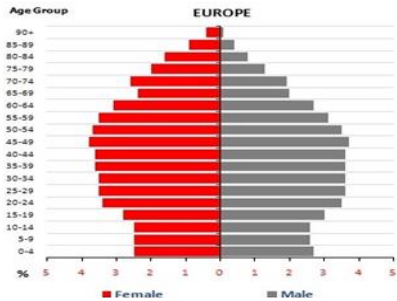
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SCIROCCO Final Conference
Wednesday, 24 October, 2018
Brussels (Belgium)

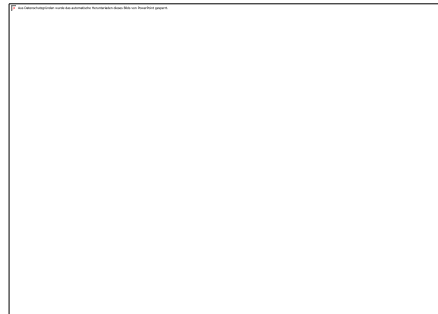


**World Health
Organization**

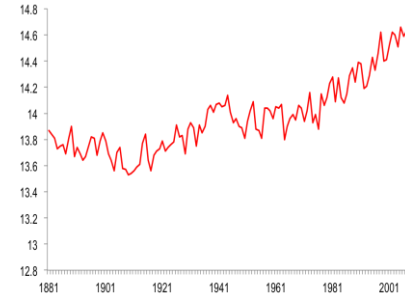
The changing global context



Ageing



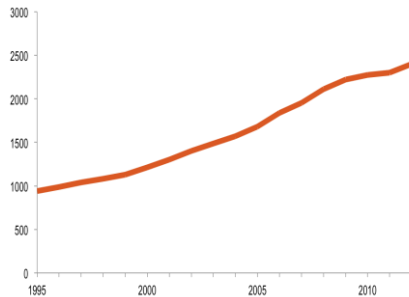
Migration



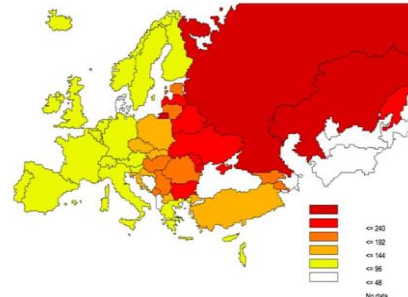
Climate change



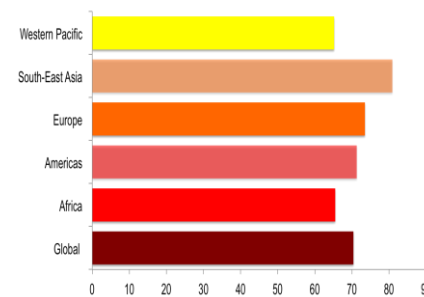
Globalization



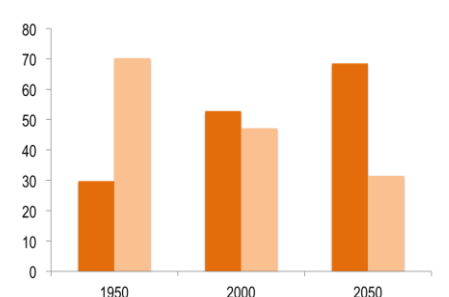
Rising costs



NCDs



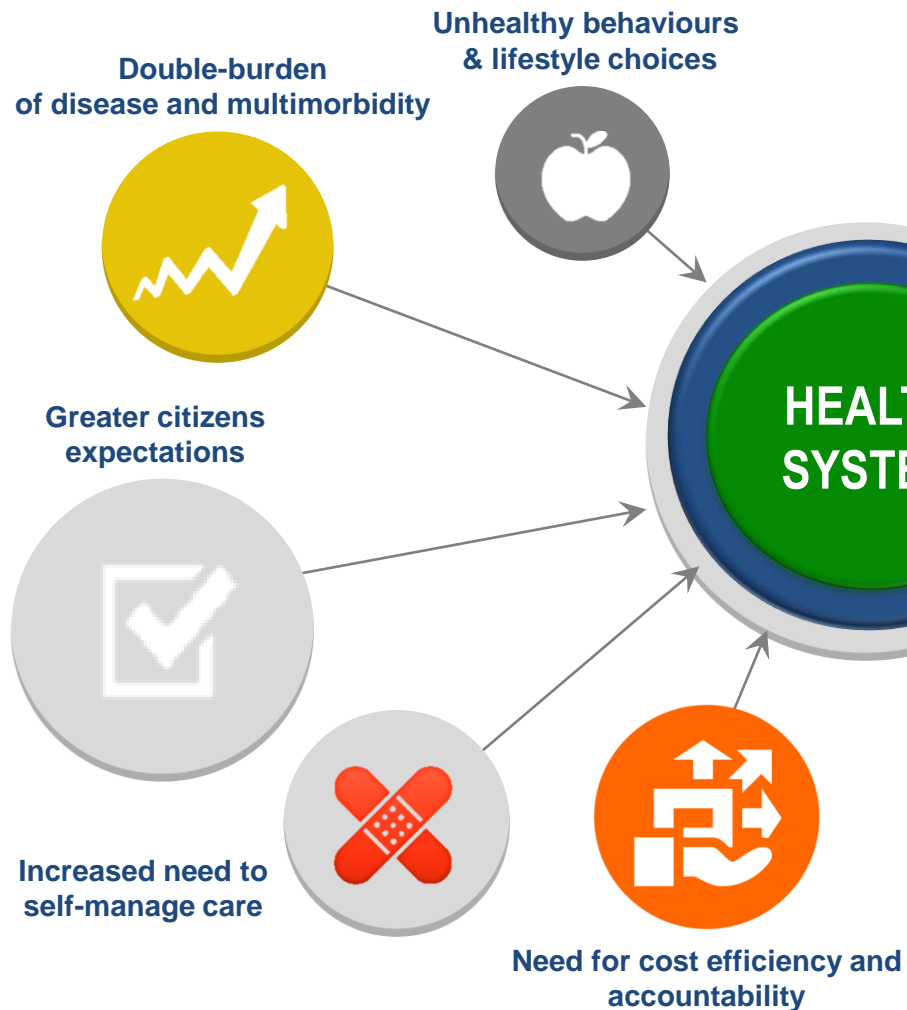
Citizen voice



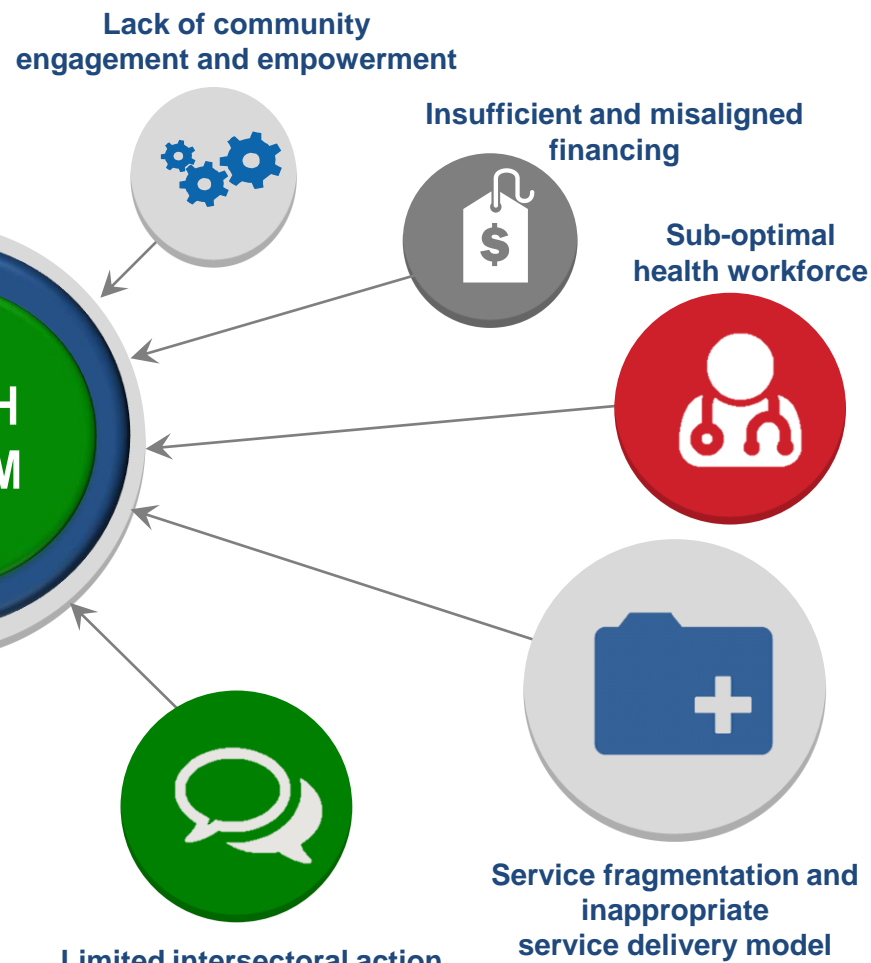
Urbanization

Health systems challenges

EMERGING DEMANDS



SYSTEM CONSTRAINTS





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

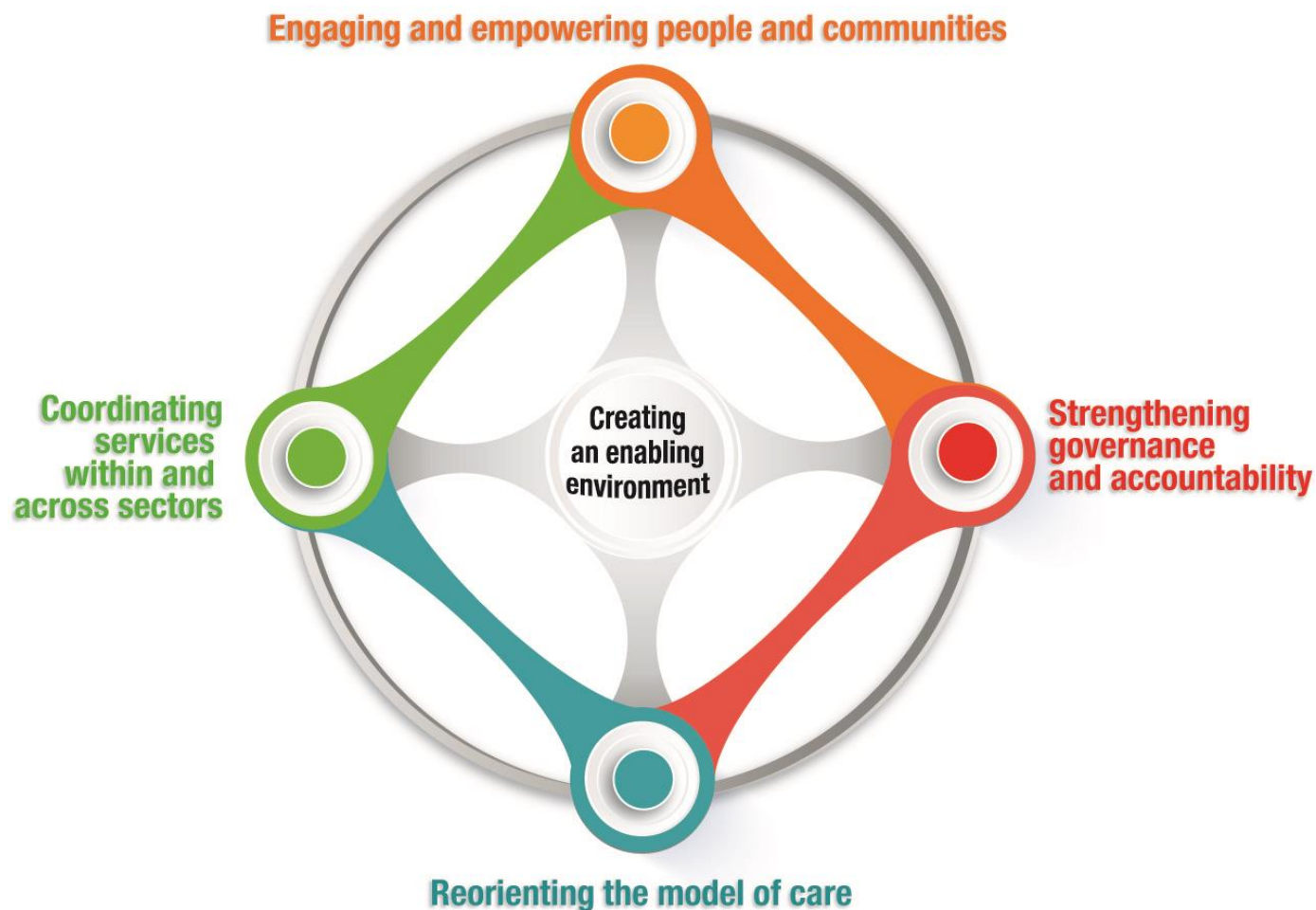


What is



people-centred care?

Framework on integrated people-centred health services: five strategies





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*)



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Support from Member States

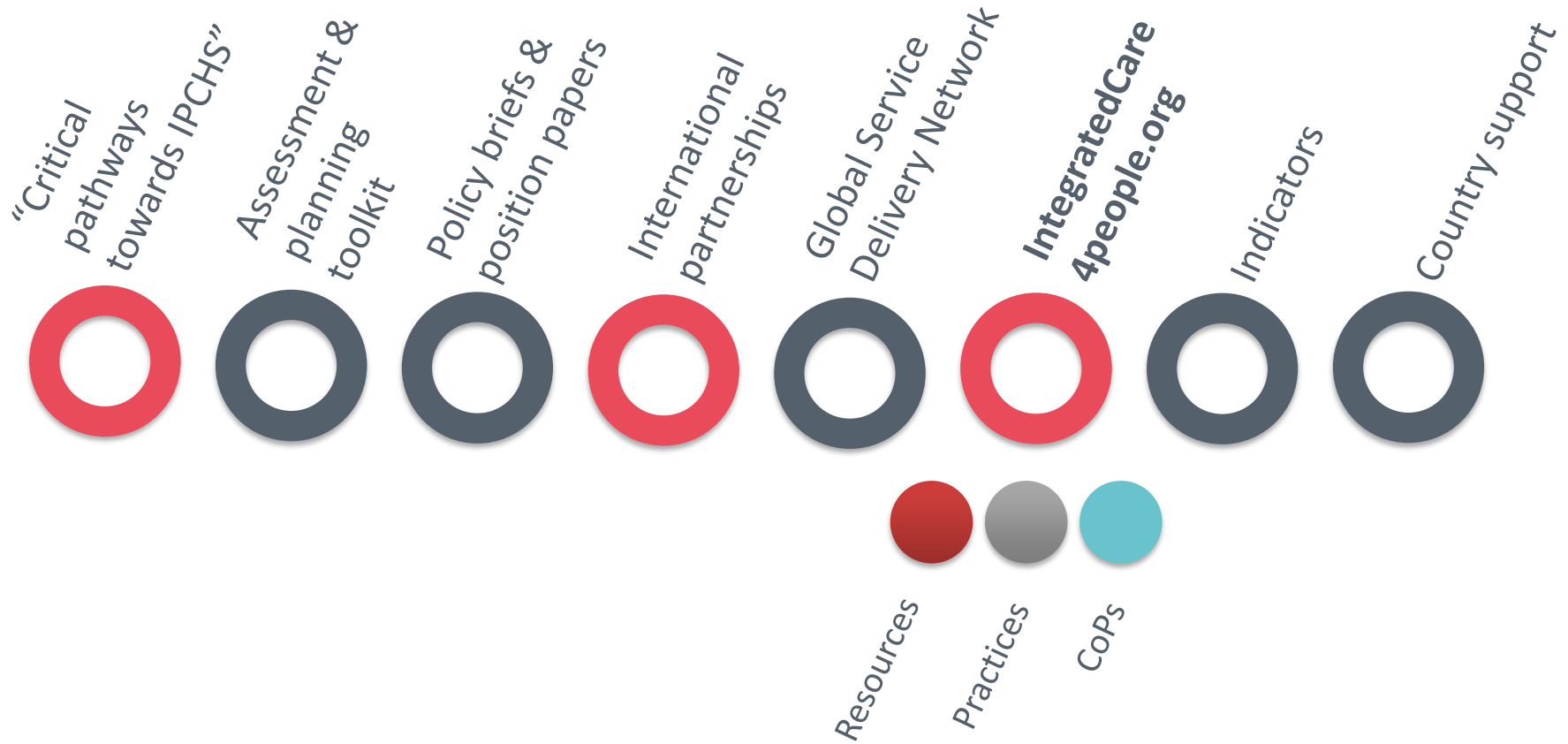
"The Framework attempts to take a **holistic approach** to health services" (*Liberia*)

"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”

- 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/>