WHO Framework on integrated people-centred health services

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The changing global context

- Ageing
- Innovation
- Climate change
- Globalization
- Rising costs
- NCDs
- Citizen voice
- Urbanization

Source: WHO Global Health Observatory Data Repository, 2015
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 empowerment and engagement
- Insufficient and misaligned financing
- Sub-optimal health workforce
- Service fragmentation and inappropriate service delivery model
- Limited intersectoral action
- Health systems challenges
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 health services

Health services that are managed and delivered so that people receive a continuum of health promotion, disease prevention, diagnosis, treatment, disease-management, rehabilitation and palliative care services, coordinated across the different levels and sites of care within and beyond the health sector, and according to their needs throughout the life course.

• An approach to care that consciously adopts individuals’, carers’, families’ and communities’ perspectives as participants in, and beneficiaries of, trusted health systems that are organized around the comprehensive needs of people rather than individual diseases.

• People-centred care is broader than patient and person-centred care, encompassing not only clinical encounters, but also including attention to the health of people in their communities and their crucial role in shaping health policy and health services.
Defining integrated people-centred health services

Integrated people-centred services delivery

- Evidence-informed
- Led by whole-systems thinking
- Coordinated
- Continuous
- Endowed with rights and responsibilities
- Preventive
- Shared accountability
- Ethical
- Holistic
- Empowering
- Goal oriented
- Respectful
- Collaborative
- Co-produced
- Comprehensive
- Sustainable
- Equitable

Source: Adapted from National Voices (2013)
A conceptual model for integrated people-centred health services
Framework on integrated people-centred health services: five strategies

- Engaging and empowering people and communities
- Coordinating services within and across sectors
- Creating an enabling environment
- Strengthening governance and accountability
- Reorienting the model of care
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)
Support the IPCHS Framework

“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
“Treat each patient as if it were your own family…Spend more time with them and their families. Help patients learn about their diseases. Encourage them to become their own advocates. Most importantly, don’t treat a patient like a number in a factory of patients. Treat them as an individual, like it was your own mother/father/sister/brother. Show compassion, caring and empathy.”

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For more information on health services delivery visit http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/