

IntegratedCare4People

WHO's web platform for knowledge exchange and collaborative learning on service delivery reforms towards UHC

- Are you involved in a service delivery improvement initiative? Innovating or experimenting with patient or community-focused interventions to improve: *access, quality, responsiveness and participation, efficiency and resilience*?
- Why not share your technical and operational insights, learn from other good practices, and access case studies, tools and other resources on service delivery reforms?
- Did you know that WHO is leading a global movement on integrated people-centred health services and wants to recognize your leadership and increase the visibility of your work?

In May 2016, WHO received the official mandate to work with its Member States and key stakeholders to support the implementation of the **WHO Framework on integrated people-centred health services**. The Framework promotes cross-cutting collaboration and integration across sectors, organizations, health care settings, providers and users.

The WHO Framework recommends **five strategies** to make health services integrated and people-centred that require local adaptation.

1. **Engage and empower people and communities** to take an active role in their health and health services.
2. **Strengthen governance and accountability** to build legitimacy, transparency and trust, and to achieve results.
3. **Reorient the model of care** to ensure that care is provided at the right time, in the right place, and in the right way, while striving to keep people healthy and free of illness.
4. **Strengthen the coordination of care** across providers, organizations, care settings and beyond the health sector to include social services and others.
5. **Create an enabling environment** to facilitate transformational change through enhanced leadership and management, information systems, financial incentives and reorientation of the healthcare workforce.

**Visit the website for a full list of potential policy options and interventions you can take action on.*

The **IntegratedCare4People web platform** was established to stimulate the generation, translation, dissemination and exchange of knowledge on successful models of service delivery and best practices to facilitate the adaptation of the WHO Framework at the regional and country-level.

Join WHO's IntegratedCare4People web platform today to contribute and gain access to



Practices



Resources



Communities

www.integratedcare4people.org