Around the world, people are living longer, but often with multiple diseases and conditions that require care over many years. As health needs change, how do we continue to meet the challenges of delivering quality care that is safe and effective, while also making reforms that put the needs and preferences of people at the forefront of service organization design and delivery?

The WHO Service Delivery and Safety Department (SDS) exists to help policy- and decision-makers working at the national and subnational level, set priorities, plan and organize health services that are efficient and responsive to the needs and preferences of people and communities, throughout their life. It also supports health providers working at the front-line in delivering quality care through the development and promotion of global standards, norms and guidelines on a wide range of issues – from infection prevention and control and emergency and essential surgery to patient safety and quality improvement. SDS also supports countries integrate traditional and complementary medicine into health systems.

Integrated people-centred health services and UHC

Universal health coverage is a global priority for WHO, and the linch-pin of the health-related SDGs. For health care to be truly universal, it requires a shift from health systems designed around diseases and health institutions towards health systems designed for people. A renewed focus on service delivery through an integrated and people-centred lens is critical to achieving this, particularly for reaching the most vulnerable and marginalized populations, to ensure that no one is left behind.

The WHO Service Delivery and Safety Department is home to the WHO Framework on integrated people-centred health services. The Framework is being adapted by Member States and key stakeholders to change the way health services are funded, managed and delivered, so that everyone, everywhere, has access to the quality health services they need, when and where they need them.
Overview: SDS Technical programmes

The WHO Service Delivery and Safety Department houses several world-renowned programmes that lead innovation at the interface between science and practice.

**WHO Framework on integrated people-centred health services**
- Blood and transfusion safety

**E-health and digital health**
- Emergency and essential surgical care
- Genomics

**Hospital management and improvement**
- Infection prevention and control
- Palliative care

**Patient, family and community engagement**
- Patient safety and risk management

**Primary care**
- Quality and quality improvement
- Resilient health services

**Traditional and complementary medicine**
- Transplantation and medical products of human origin

A small sample of popular SDS technical products

- Framework on integrated people-centred health services
- Global guidelines on the prevention of surgical site infection
- Guidelines on core components of infection prevention and control programmes at the national and acute health care facility level
- Guidelines on hand hygiene in health care and implementation toolkit

- Technical series: safer primary care
- Aide-mémoire: blood safety for national blood programmes
- WHO Safe childbirth checklist
- Planning and implementing palliative care services
- Traditional medicine strategy (2014-2023)

Global campaigns

- Medication Without Harm: WHO Global Patient Safety Challenge, Launched in March 2017 to reduce severe, avoidable medication-related harm by 50% over the next 5 years
- Save Lives: Clean Your Hands, 5 May 2017 (annual)
- World Blood Donor Day, 14 June 2017 (annual)
- World Patient Safety Day, 17 September (annual)

Upcoming publications (2017/2018)

- Critical pathways and policy and practice briefs for integrated people-centred health services
- Patient safety reporting and learning guidelines
- Global report on safety and quality of health care services
- Health care without avoidable infections: the critical role of infection prevention and control
- Benchmarks for practice in acupuncture
- Report on the integration of traditional medicine into health systems
- Recovery toolkit: supporting countries to achieve health service resilience
- Surgical care system strengthening

Supporting health system stakeholders to learn through web-based platforms

The WHO Service Delivery and Safety Department hosts several web-based platforms to support collaborative learning, knowledge generation and the sharing of tools, practices and resources for service delivery improvement. These platforms engage a variety of audiences, including health providers, technical experts, researchers and policy-makers.

- IntegratedCare4People ([www.integratedcare4people.org](http://www.integratedcare4people.org))
  - Global Learning Laboratory for Quality Universal Health Coverage
  - Palliative Care
  - Community Engagement
  - Change Management

- Global Patient Safety Network
- WHO Patients for Patient Safety Network
- Global Infection Prevention and Control Network