Framework on integrated people-centred health services: an overview

**Vision**

“All people have equal access to quality health services that are co-produced in a way that meets their life course needs and respects social preferences, 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.”

### Strategic Approaches

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<td>1.1 Engaging and empowering individuals and families</td>
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<td>3.1 Defining service priorities based on life-course needs, respecting social preferences</td>
<td>4.1 Coordinating care for individuals</td>
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<td>5.6 Improving funding and reforming payment systems</td>
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### Potential policy options and interventions

- Health education
- Shared clinical decision making
- Self-management
- Community delivered care
- Community health workers
- Civil society, user and patient groups
- Social participation in health
- Training for informal carers
- Peer support
- Care for the carers
- Equity goals into health sector objectives
- Outreach programmes and services
- Contracting out
- Expansion of primary care
- Community participation in policy formulation and evaluation
- National health plans promoting integrated people-centred health services
- Donor harmonization and alignment with national health plans
- Decentralization
- Clinical governance
- Health rights and entitlement
- Provider report cards
- Patient satisfaction surveys
- Patient reported outcomes
- Performance evaluation
- Performance based financing and contracting
- Population registration with accountable care providers
- Local health needs assessment
- Comprehensive package of services
- Strategic purchasing
- Gender and cultural sensitivity
- Health technology assessment
- Population risk stratification
- Surveillance, research and control of risks and threats to public health
- Public health regulation and enforcement
- Primary care with family and community-based approach
- Multidisciplinary teams
- Home and nursing care
- Repurposing secondary and tertiary hospitals for acute complex care only
- Outpatient surgery and day hospital
- Shared electronic medical record
- eHealth
- Care pathways
- Referral and counter-referral systems
- Case management
- Care transition
- Team-based care
- Regional/district-based health service delivery networks
- Integration of vertical programmes into national health system
- Incentives for care coordination
- Health in all policies
- Intersectoral partnerships
- Merging of health sector and social services
- Integration of traditional medicine into health services
- Coordinating preparedness and response to health crises
- Transformational and distributed leadership
- Change management strategies
- Information systems
- Systems research and knowledge management
- Quality assurance
- Culture of safety
- Continuous quality improvement
- Workforce training
- Multi-disciplinary teams
- Improvement of working conditions and compensation
- Provider support groups
- Alignment of regulatory framework
- Sufficient health system financing
- Mixed payment models based on capitation
- Bundled payments

### Implementation principles

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<tr>
<th>Country-led</th>
<th>Equity-focused</th>
<th>Participatory</th>
<th>Evidence-based</th>
<th>Results-oriented</th>
<th>Ethics-based</th>
<th>Sustainable</th>
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<td>Systems strengthening</td>
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