

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”

Strategy 1:
Engaging and empowering people & communities

Strategy 2:
Strengthening governance & accountability

Strategy 3:
Reorienting the model of care

Strategy 4:
Coordinating services within and across sectors

Strategy 5:
Creating an enabling environment

Strategic Approaches

- 1.1 Engaging and empowering individuals and families
- 1.2 Engaging and empowering communities
- 1.3 Engaging and empowering informal carers
- 1.4 Reaching the underserved & marginalized

- 2.1 Bolstering participatory governance
- 2.2 Enhancing mutual accountability

- 3.1 Defining service priorities based on life-course needs, respecting social preferences
- 3.2 Revaluing promotion, prevention and public health
- 3.3 Building strong primary care-based systems
- 3.4 Shifting towards more outpatient and ambulatory care
- 3.5 Innovating and incorporating new technologies

- 4.1 Coordinating care for individuals
- 4.2 Coordinating health programmes and providers
- 4.3 Coordinating across sectors

- 5.1 Strengthening leadership and management for change
- 5.2 Strengthening information systems and knowledge
- 5.3 Striving for quality improvement and safety
- 5.4 Reorienting the health workforce
- 5.5 Aligning regulatory frameworks
- 5.6 Improving funding and reforming payment systems

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

Country-led Equity -focused Participatory Evidence-based Results-oriented Ethics-based Sustainable

Systems strengthening