WHO Framework on integrated people-centred health services: putting people and communities at the centre of health systems

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Evolution of integrated people-centred care

Number of participants in ICIC
69th World Health Assembly
Geneva, 2016
“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)
Challenges

Globally, over **400 million** people **lack access to essential health services** that could be delivered through primary care (WHO, 2016)

In the Americas, **only 22% of primary care providers** consider that **referral systems** with other specialized care are **working properly** (WHO AMRO, 2010)

Half of all adults in the United States **have difficulty understanding and acting upon health information**, which end up in confusion and ineffective care (IOM, 2004)

In Africa, the **level of involvement of communities in decision-making** about how health services could be delivered **was rated as poor** by 45% of the population (WHO, 2012)
Vision of the Framework on IPCHS

All people have equal access to quality health services that are co-produced in a way that meets their life course needs and 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.”
Five strategies

- Engaging and empowering people and communities
- Coordinating services within and across sectors
- Creating an enabling environment
- Reorienting the model of care
- Strengthening governance and accountability
Engagement and empowerment

Engagement

Involving people and communities in the **design, planning and delivery of health services** that, for example, enable them to make choices about care and treatment options or to participate in strategic decision-making on how health resources should be spent.

Empowerment

The process of **supporting people and communities to take control of their own health needs** resulting, for example, in the uptake of healthier behaviors or the ability to self-manage illnesses.
Strategy 1. E & E

- Improving health literacy
- Sharing decision-making between people & health professionals
- Giving people access to personal health records
- Supporting self-management
- Promoting personal care
- Fostering community participation
- Boosting community awareness
- Enhancing community delivered care
- Harnessing patient and user groups
- Addressing structural factors that marginalize at-risk communities
<table>
<thead>
<tr>
<th>Country/Setting</th>
<th>Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>Improvement of patient involvement in United States</td>
</tr>
<tr>
<td>Malawi</td>
<td>Mobilizing communities to reduce maternal and neonatal deaths in Malawi</td>
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<tr>
<td>Kenya</td>
<td>Promoting HIV and TB programmes to disadvantaged communities in Kenya</td>
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<tr>
<td>Thailand</td>
<td>Improved geographic access in Thailand</td>
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<tr>
<td>Nepal</td>
<td>Engaging and empowering women for better health in Nepal</td>
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<tr>
<td>Bolivia</td>
<td>Patient networks on dementia services in Greece</td>
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<tr>
<td>Botswana</td>
<td>Reaching out to underserved communities in Botswana</td>
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<tr>
<td>England</td>
<td>Health education “Skilled for health” in England</td>
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<tr>
<td>Kenya</td>
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<tr>
<td>Namibia</td>
<td>Reducing health inequity in Namibia</td>
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<td>Mali</td>
<td>Community-owned primary care networks in Mali</td>
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<td>Ghana</td>
<td>Community engagement in Ghana</td>
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<td>Botswana</td>
<td>Self-management of COPD through tele-rehabilitation in Denmark</td>
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<td>Portugal</td>
<td>Peer-delivered HIV community services in Portugal</td>
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<tr>
<td>Greece</td>
<td>Social participation in Tupiza, Bolivia</td>
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<tr>
<td>Angola</td>
<td>Promoting HIV/AIDS literacy in Angola</td>
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Many initiatives across all settings
Benefits for individuals & families

- Better self-management of illness & control of risk factors associated with lifestyle
- Reduced misdiagnosis
- Greater patient satisfaction and independence
- Reduced unnecessary hospital visits and/or hospital readmissions
- Improved care coordination and reduced costs
- Improved health status and quality of life
Benefits for communities

• Help communities examine the underlying factors behind health problems

• Better access to care

• Care more responsive to community needs

• Greater engagement and participatory representation in decision-making about the use of health resources

• Increased legitimacy and trust

• Improved health outcomes
WHO support-listening to MS

Community Engagement at Country level
WHO support to IPCHS
CE Framework. Work in progress

### Enabling conditions

<table>
<thead>
<tr>
<th>Governance</th>
<th>Resources</th>
<th>A prepared workforce</th>
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<tbody>
<tr>
<td>Peace</td>
<td>Tools</td>
<td>Technical, management and leadership competencies and skills</td>
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<td>Democracy</td>
<td>Space/platforms that support participatory processes</td>
<td>Accountability (self-awareness, personal and team responsibility, value-based decision-making, integrity and ethical behaviour)</td>
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<td>Dialogue</td>
<td>Time</td>
<td>Empathy, compassion, receptive states</td>
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<tr>
<td>Participation</td>
<td>Communication and connection</td>
<td>Coordination (collaborative and systemic thinking and action)</td>
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### Empowerment

#### Capacity development

- **Shared assessment and analysis of the situation**
- **Context-specific approaches**

#### Interdependence & Agency

- **Implementation** (policies, clinical and technical guidelines and practice, health care and services across prevention, promotion, curative, rehabilitation and palliation)

### Outcomes

- **Changed conditions and systems**
- **Improved outcomes**

### Shared vision/mission/purpose

**Values (trust, respect, caring and teamwork)**

**Leadership**
North Korea, WHA 2016

“People-centred health services must be fuelled by compassion, rather than by money.

We urge Member States to move towards people-centred health systems run with warm hearts”