Developing a Regional Action Framework for Coordinated/Integrated Health Services Delivery (CIHSD) in the WHO European Region

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Today’s presentation in brief

Background
- Vision of primary health care overtime
- The new European health policy: Health 2020

Transforming health services delivery
- Coordinated/integrated health services delivery defined
- An operational approach to transforming the delivery of services

Experiences & Challenges
- Initiatives of MS to date towards more CIHSD
- Challenges at present to PHC-led efforts

Response
- A Framework for Action towards the CIHSD – phases and ongoing activities
Background: PHC – a call throughout the ages

1978

2008

2012

2013 - on

A Framework for Action towards Coordinated/Integrated Health Services Delivery (CIHSD)
Background: The new European health policy – Health 2020

- People enabled and supported in achieving their full health potential and well-being
- Reducing inequalities
- Better governance for health
- Investing in health throughout the life course
- Tackling health challenges
- Strengthening health systems
- Creating supportive environment
- Adding value through partnerships
People-centred coordinated/integrated health services (CIHSD) delivery defined

- The management and delivery of health services such that people receive a continuum of services through the different levels and sites of care within the health system, and according to their needs.

**Services**
- Health Protection
- Health Promotion
- Disease Prevention
- Diagnosis
- Treatment
- Long-term care
- Rehabilitation
- Palliative care

**Settings**
- Public health
- Primary care
- Secondary care
- Specialist care
- Community, home & social care
- Pharmacies
The coordination/integration of health services delivery: from the people/patient’s perspective

“When they change my physician that means that something is going wrong. The first thing I thought was that I wasn’t doing so well anymore”

“I have a disease that is called COPD (...) no one told me, I found out over time by myself, reading the package inserts of the drugs they prescribe me.”

“We feel like there are people who really care about us here”  
[Patient receiving integrated HIV/injection drug services, Ukraine]

Towards people-centred health systems: an operational approach to health systems strengthening

Source: Adapted from WHO Regional Office for Europe, 2013
Experiences: Initiatives towards CIHSD across the WHO European Region

Integrated teams from PHC and social services to coordinate care for the elderly
Torbay Care Trust, since 2005, United Kingdom

Building an integrated network of support for people with cardiovascular disease
Germany, Northern German Heart Network, since 2006

Integrated treatment for HIV, tuberculosis and drug dependence
Ukraine, integrated care programmes introduced mid-2000s

Putting public policy into action to promote continuity of care
Spain, Strategy for tackling the challenge of chronicity in the Basque Country 2010

Using innovative technology towards the integration of care
Croatia, Healthcare Networking Information System 2013

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Strengthening the PHC setting to lead CIHSD

- Strengthening human resource capacity (proficiency in managing & leading change)
- Addressing measurement, data and ICT limitations
- Needed tools to engage patients/carers/communities
- Needed tools for quality improvement (guidelines, aligned incentives etc)
A FRAMEWORK FOR ACTION TOWARDS CIHSD IN THE WHO EUROPEAN REGION

**AIM:** To support the coordination/integration of health services delivery towards more people-centred health systems such that improvements in health level and equity may be fully realized.
Core components of the Framework & partners in its development

- Concept note – common approach to CIHSD
- Field evidence
- Guide for leading & managing change

PARTNERS

MS Focal Points
External Advisory Team
Internal Review Team
WHO Secretariat
Patients
Providers
Int’l orgs & NGOs

World Health Organization
Division of Health Systems and Public Health
September 9th, 2013
Supporting Member States towards high quality people-centred CIHSD: outcomes of work plan

- Consolidated experiences & evidence - base of tools/instruments for CIHSD
- Common approach to CIHSD & clearly defined key concepts
- Developing in-country capacity to lead and manage change towards more CIHSD
- Network of partners for the continued exchange of knowledge & experiences

Network of partners for the continued exchange of knowledge & experiences
Key milestones in developing the Framework

- **Planning roadmap & kick off**: Oct 17th – 18th, 2013, Tallinn, Estonia
- **Present to mid-2014**: Concept note & country case studies
- **2014 – early 2015**: Consolidation of evidence; guide to change management
- **Throughout (e.g. April 3rd, Brussels, BEL)**: Consultation & MS capacity building
- **Framework presented at RC 66 for endorsement**: Sept 2016
Future directions – efforts in the short-term & opportunities for engagement

Scoping of practices via open call for CIHSD efforts
- Descriptive synopsis of coordination/integration of efforts across the Region

In-depth country case studies
- Further study of selected efforts for in-depth case studies

Capacity building efforts/consultations
- Early 2014, informing on case study methodology
THANK YOU

To reach the Secretariat directly to send comments or questions please contact CIHSD@euro.who.int