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
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 & accountability
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
4.4 Coordinating preparedness and response to health crises
4.5 Coordinating vertical programmes into national health system
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    Systems strengthening    Results-oriented    Ethics-based    Sustainable