

Supplementary file 1

Summary of the WHO-IPCHS framework ¹

Strategy 1: Empowering and engaging people and communities

“Empowering and engaging people is about providing the opportunity, skills and resources that people need to be articulate and empowered users of health services and advocates for a reformed health system. This strategy seeks to unlock community and individual resources for action at all levels. It aims to empower individuals to make effective decisions about their own health and to enable communities to become actively engaged in co-producing healthy environments, and to provide informal carers with the necessary education to optimize their performance and support in order to continue in their role. Empowering and engaging people is also about reaching the underserved and marginalized groups of the population in order to guarantee universal access to and benefit from quality services that are co-produced according to their specific needs.” (p. 5, WHO framework on integrated, people-centred health services, 2016)

Strategy 2: Strengthening governance and accountability

“Strengthening governance requires a participatory approach to policy formulation, decision-making and performance evaluation at all levels of the health system, from policy-making to the clinical intervention level. Good governance is transparent, inclusive, reduces vulnerability to corruption and makes the best use of available resources and information to ensure the best possible results. Good governance is reinforced by a robust system for mutual accountability among policy-makers, managers, providers and users and by incentives aligned with a people-centred approach. Establishing a strong policy framework and a compelling narrative for reform will be important to building a shared vision, as well as setting out how that vision will be achieved.” (p. 6, WHO framework on integrated, people-centred health services, 2016)

Strategy 3: Reorienting the model of care

“Reorienting the model of care means ensuring that efficient and effective health care services are designed, purchased and provided through innovative models of care that prioritize primary and community care services and the co-production of health. This encompasses the shift from inpatient to outpatient and ambulatory care and from curative to preventive care. It requires investment in holistic and comprehensive care, including health promotion and ill-health prevention strategies that support people’s health and well-being. It also respects gender and cultural preferences in the design and operation of health services.” (p. 7, WHO framework on integrated, people-centred health services, 2016)

Strategy 4: Coordinating services within and across sectors

“Services should be coordinated around the needs and demands of people. This result requires integration of health care providers within and across health care settings, development of referral systems and networks among levels of care, and the creation of linkages between health and other sectors. It encompasses intersectoral action at the community level in order to address the social determinants of health and optimize use of scarce resources, including, at times, through partnerships with the private sector. Coordination does not necessarily require the merging of the different structures, services or workflows, but rather focuses on improving the delivery of care through the alignment and harmonizing of the processes and information among the different services.” (p. 8, WHO framework on integrated, people-centred health services, 2016)

Strategy 5: Creating an enabling environment

“In order for the four previous strategies to become an operational reality, it is necessary to create an enabling environment that brings together all stakeholders to undertake transformational change. This complex task will involve a diverse set of processes to bring about the necessary changes in leadership and management, information systems, methods to improve quality, reorientation of the workforce, legislative frameworks, financial arrangements, and incentives.” (p. 9, WHO framework on integrated, people-centred health services, 2016)

¹ World Health Organization. Framework on integrated, people-centred health services. 2016. Available at: http://apps.who.int/gb/ebwha/pdf_files/WHA69/A69_39-en.pdf?ua=1&ua=1 (Accessed April 30th, 2020).