

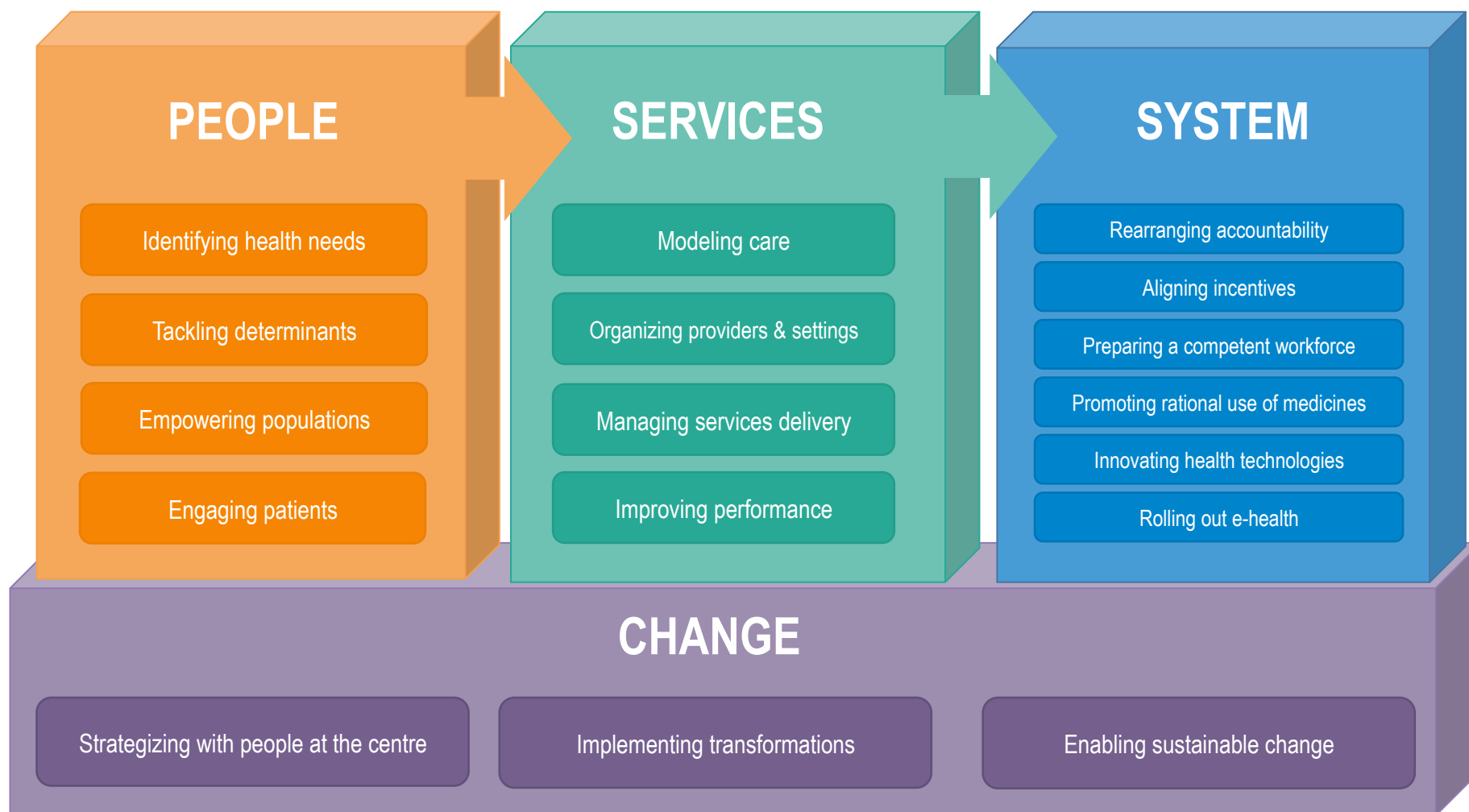
The European Framework for Action on Integrated Health Services Delivery

OVERVIEW



Final consultation of the European Framework for Action on Integrated Health Services Delivery
2-3 May, 2016, UN City, Copenhagen, Denmark

The European Framework for Action on Integrated Health Services Delivery

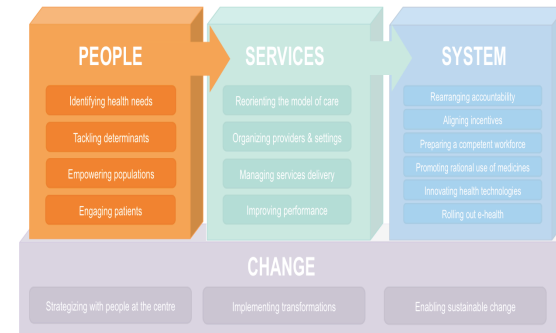


People

1

Goal: To identify health needs and work in partnership with populations and individuals, as patients, family members, carers and members of their communities, towards realizing their greatest health potential.

People domain areas for action



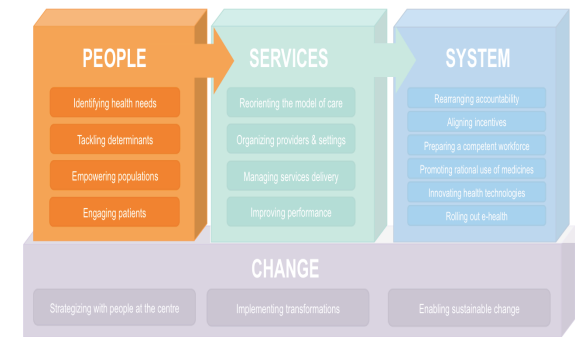
Identifying health needs

Tackling the determinants of health

Empowering populations

Engaging patients

Areas and key strategies



Identifying health needs

- ☐ Stratifying health needs and risks
- ☐ Planning actions based on evidence

Tackling the determinants of health

- ☐ Identifying the determinants of health
- ☐ Mapping supports needed beyond health services

Engaging patients

- ☐ Supporting patient self-management
- ☐ Supporting patients' shared decision-making
- ☐ Strengthening patient peer-to-peer support
- ☐ Supporting patients' families and carers

Empowering populations

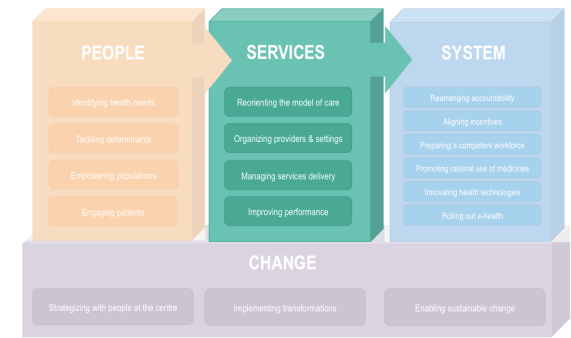
- ☐ Protecting rights & fostering shared responsibilities
- ☐ Enabling informed choice
- ☐ Enhancing health literacy
- ☐ Supporting the development of community health

Services

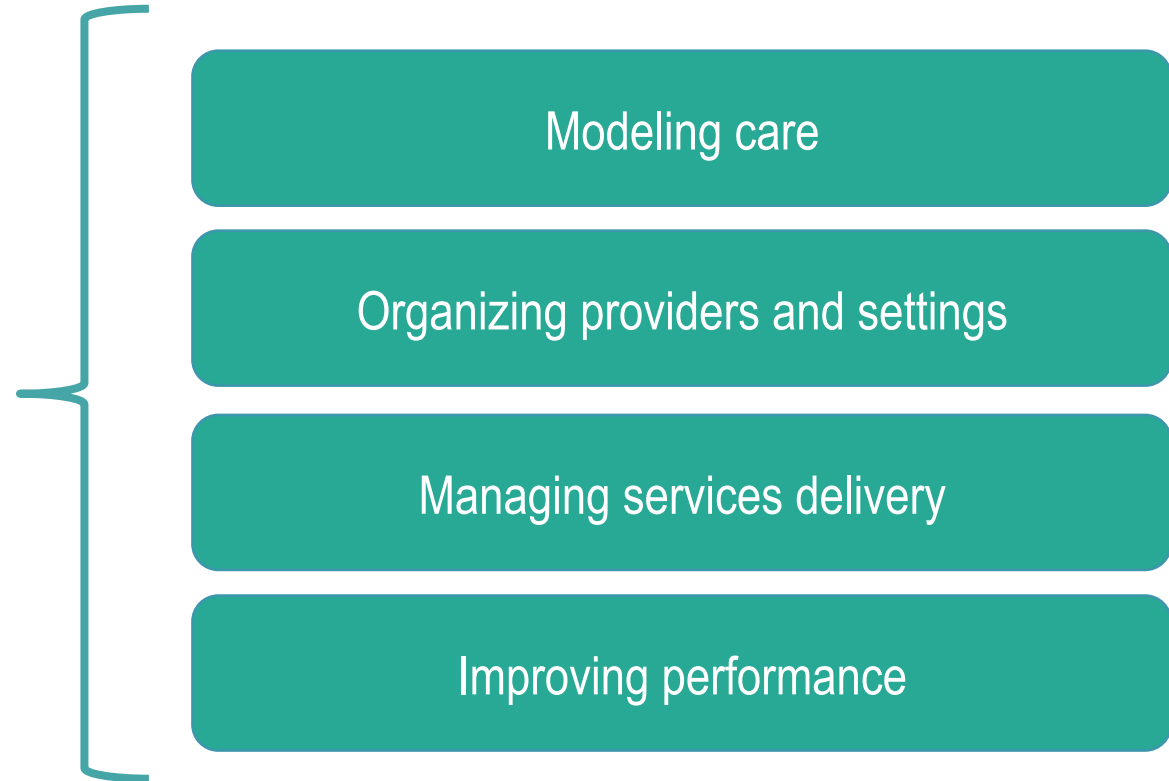
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Goal: To ensure that the processes of selecting, designing, organizing, managing and improving services optimize the performance of health services delivery in alignment with the health needs of those populations and individuals it aims to serve.

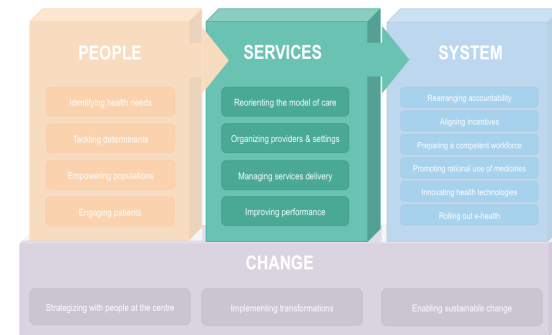
Services domain areas for action



SERVICES



Areas and key strategies



Modeling care

- ☐ Including services across a broad continuum
- ☐ Standardizing practices
- ☐ Designing service pathways

Organizing providers and settings

- ☐ Introducing new and/or re-profiling settings
- ☐ Structuring practices for a multidisciplinary approach
- ☐ Adjusting the roles & scope of practice of providers

Improving performance

- ☐ Strengthening clinical governance
- ☐ Creating a system of lifelong learning

Managing services delivery

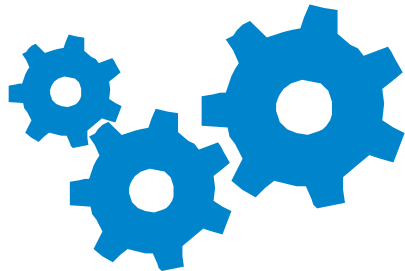
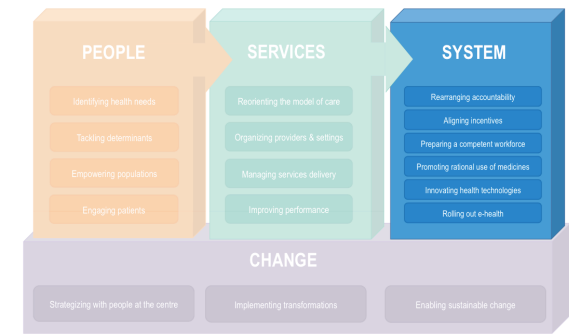
- ☐ Ensuring appropriate resources
- ☐ Linking meaningfully across actors
- ☐ Adopting a results-orientation

System

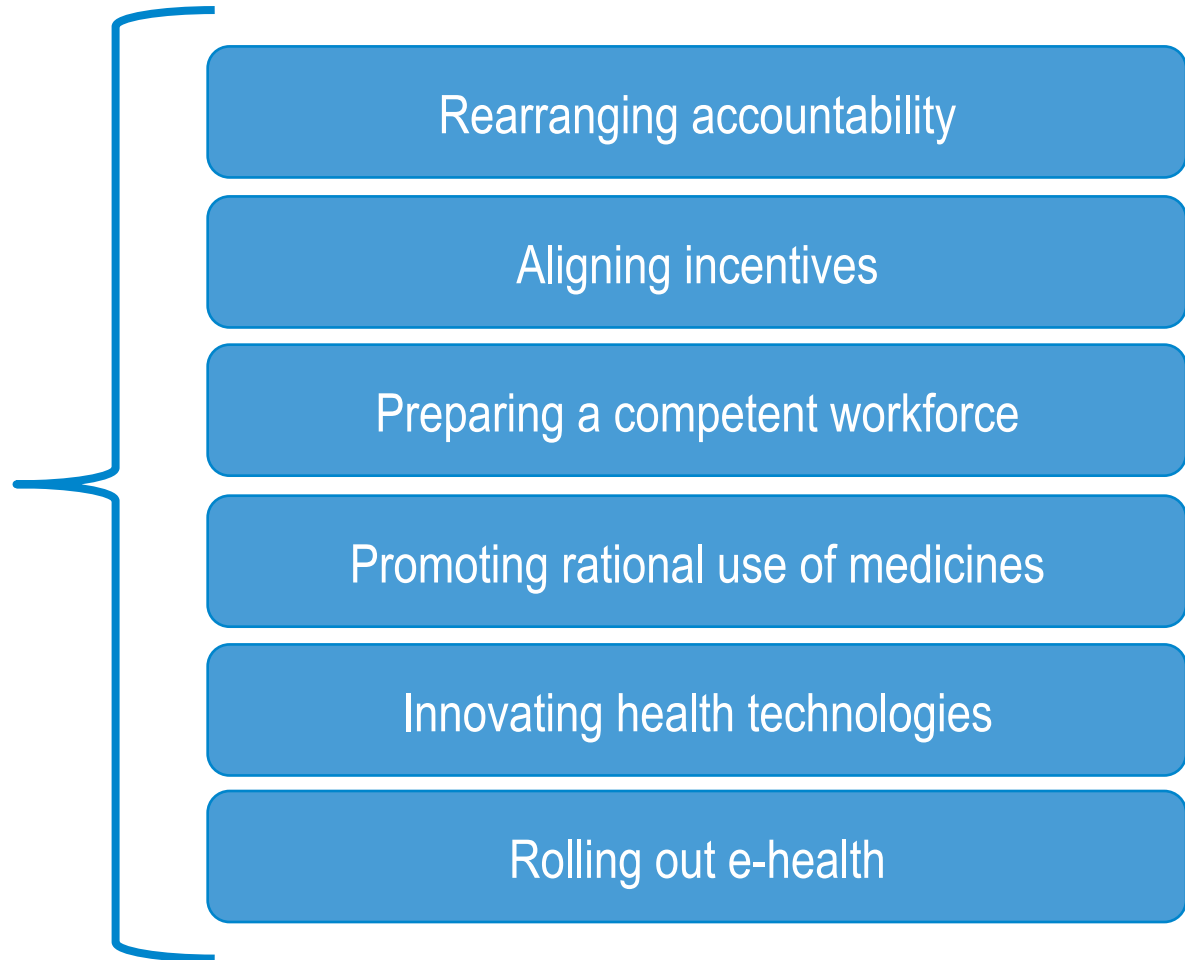
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Goal: To align the other health system functions of governing, financing and resourcing in order to establish the conditions required to allow services delivery to perform optimally and to enable sustainable system-wide change.

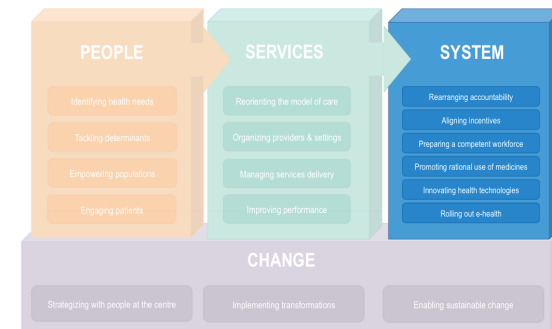
System domain areas for action



SYSTEM



Areas and key strategies



Rearranging accountability

- ☐ Assigning clear mandates
- ☐ Ensuring resources and tools
- ☐ Generating evidence on performance

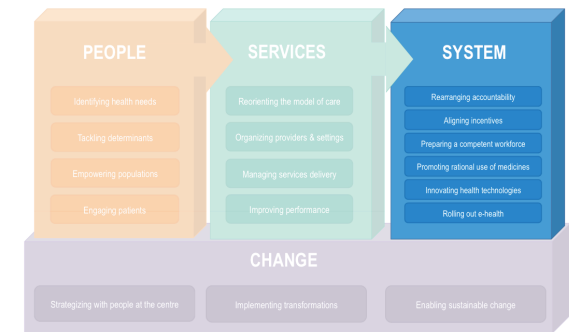
Aligning incentives

- ☐ Steering the allocation of resources for purchasers
- ☐ Linking payment schemes for providers
- ☐ Designing incentives for patients

Preparing a competent workforce

- ☐ Recruiting and orientation based on competencies
- ☐ Enabling a supportive practice environment
- ☐ Establishing continuing professional development

Areas and key strategies



Promoting rational use of medicines

- ☐ Standardizing practice to optimize provision of medicines
- ☐ Generating awareness and supports for patients

Innovating health technologies

- ☐ Assessing new devices
- ☐ Researching for optimization of medical devices

Rolling out e-health

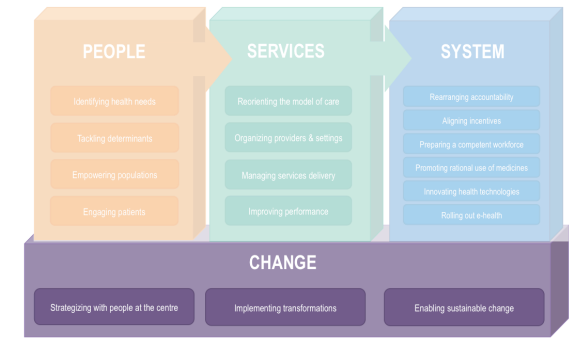
- ☐ Investing in e-health by setting standards
- ☐ Establishing laws and regulations

Change

4

Goal: To lead and manage the process of change strategically at the different stages of transforming health services delivery.

Change domain areas for action



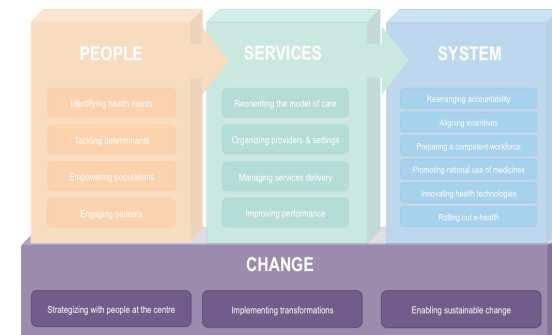
CHANGE

Strategizing change with
people at the centre

Implementing transformations

Enabling sustainable
system-wide change

Areas and key strategies



Strategizing change with people at the centre

- ☐ Creating a burning platform for change
- ☐ Convening and engaging actors
- ☐ Developing a planned approach

Implementing transformations

- ☐ Implementing pilots
- ☐ Developing a high involvement culture
- ☐ Facilitating communication

Enabling sustainable system-wide change

- ☐ Building coalitions
- ☐ Developing resilience
- ☐ Activating many levers

CONTACT INFORMATION

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For more information on the European Framework for Action on Integrated Health Services Delivery visit:
<http://www.euro.who.int/en/health-topics/Health-systems/health-service-delivery>

