Faculty/Presenter Disclosure

• Faculty: Dr. Deborah Kopansky-Giles

• Relationships with commercial interests:
  – None, not applicable

• This presenter has received NO Commercial support

• Potential for conflict(s) of interest:
  – Not Applicable
Who is in the audience?

- Practitioners?
- Administrative / Academic?
- Clinical Teachers?
- Students?
- Researchers?
- Government/Policy Makers?
- Patients?
- Community Leaders?

- Familiar with Integrated care concepts?
- Familiar with people-centred care concepts?
- Previous experience with integrated care?
Introduction

• Urgent change needed in health systems to meet challenges of:
  • Populations increasing and living longer
  • Multiple complex health problems that require multiple approaches and have enormous cost
  • An increasing need for preventative strategies
  • Managing new and emerging health emergency crises that cross borders and geographies
Why Integrated Health Care?

• Improves access to health care
• Improves patient satisfaction with care
• Improves health literacy and self-care
• Improves health and clinical outcomes
• Improves job satisfaction for health workers
• Improves efficiency of services and reduces overall health care costs
What is Integrated Health Care?

Health services which are managed and delivered in a way that ensures people receive the full continuum of health care at the different levels and sites of care within the health system, according to their needs.
Health Care Deja vu

1. Receptionist: So, what seems to be the trouble today?
2. Patient: So, what seems to be the trouble today?
3. Doctor: So, what seems to be the trouble today?
4. Doctor: Oh for Pete's sake! Don't these people ever talk to one another?!
What is People-Centred Health Care?

Care that continuously adopts the perspectives of individuals, families and communities and sees them as participants as well as beneficiaries of trusted health systems that respond to their needs.

Requires that people have the education and support they need to make decisions and participate in their own care.

Care is organized around the health needs and expectations of people rather than diseases.
Let me know if you want to know why I am here.
IPCHC Vision:

All people have access to health services that:

- Respond to their preferences
- Are coordinated around their needs
- Are safe, effective, timely and efficient
- Are of sufficient quality
- Are an integrated continuum of care
IPCHC

Provides people a continuum of care:

- Health promotion
- Disease prevention
- Diagnosis and treatment
- Disease management
- Rehabilitation
- Palliative (end of life) care

According to their needs throughout their life course.
IPCHC

Builds on:

- Universal health coverage
- Primary care movements
- NCD management
- Social determinants of health
- Global/national emergency disaster relief

*Enhancing and supporting resilience in health systems.*
Re-thinking Health Systems and Service Delivery

Fig 1. Conceptual framework for people-centred and integrated health services

WHO Global strategy on people-centred and integrated health services – Interim (draft) report – July 2015
Framework on integrated, people-centred health services

Report by the Secretariat

1. Despite significant advances in people’s health and life expectancy in recent years, relative improvements have been unequal among and within countries. Globally, more than 400 million people lack access to essential health care. Where it is accessible, care is too often fragmented or of poor quality, and consequently the responsiveness of the health system and satisfaction with health services remain low in many countries. For example, fragile and poorly integrated health systems were crucial contributors to the Ebola virus disease outbreaks in West Africa, and continued lack of connection between health systems and strengthening capacities within the International Health Regulations (2005) leaves other countries vulnerable.
IPCHC

5 Interdependent Strategies:

1. Empowering and engaging people
   • Providing opportunities, skills and resources
2. Strengthening governance and accountability
3. Reorienting the model of care
   • Prioritizing primary and community care
4. Coordinating services around peoples’ needs at all care levels
5. Creating an enabling environment to bring all stakeholders and patients/community together
   • A health workforce competent in IHC, legislative reforms and incentives

Determined by specific country context.
WHO Framework on IPE and Collaborative Practice

Local Context

Health & Education Systems

- Continuing professional development
- Collaborative practice-ready
- Interprofessional Education
- Health Workforce

Present & future health workforce

Fragmented health system

Local health needs

Improved health outcomes

Strengthened health system

Optimal health services

WHO Framework on IPE and Collaborative Practice

www/who.int/hrh/resources/framework_action/en/
How can they work together if they don’t learn together?
Re-thinking Health Professional Training
A Fundamental Paradigm Shift

IPCHC calls for a shift in the way health services are:
- Funded
- Managed
- Delivered

This shift will require:
- Sustained political commitment
- Transformational leadership
- Change management approaches
- Mobilization and engagement of health professionals
- Engaging, educating and empowering communities and people
Sustaining the change and learning from it

WHO recognizes that these health reforms are new directions and will need tailoring to individual country contexts

• Countries will need to:
  • generate their own evidence by using outcome measures and health system indicators
  • set specific targets and measurable objectives
  • strengthen information systems (EHRs)
  • adopt an active learning approach (PDSA)
  • undertake implementation research on the reform strategies

WHO will provide support to assist in these health reforms
Further IPCHC development - describing competencies (skills, attitudes and capabilities) needed to implement IPCHC

Competencies:
- System level
- Government levels
- Regulatory level
- Professional association level
- Health professional competencies
- Patient competencies
- People/community competencies
Next Steps for WHO IPCHC Initiative

• Framework presented for resolution at WHA meetings – May ’16
• Pending approval, launch of new web platform: Integratedcare4people.org housing a Practices Database
• At launch, World Spine Care will be featured as an example of a promising practice on the WHO Practices Database
• After launch, other organizations will be invited to apply to WHO to have their models included in this practices database.

• Look for World Spine Care with Botswana flagship program featured on the WHO web platform after May 31, 2016
Take Home Points

• IPCHC is a new health systems paradigm that will help to address challenges with population growth and longevity, chronic disease burden and health systems sustainability

• Engagement of patients and communities, health care professionals, funders and policy makers will be required for this transformation appropriate to country context

• Collaboration, leadership, change management, innovation, reform evaluation and empowerment of people are key elements to implementation success

• World Spine Care supports a collaborative and people centred approach to spine care delivery
Thank you!

Dkgiles@cmcc.ca