



**World Health
Organization**

REGIONAL OFFICE FOR **Europe**

Regional Committee for Europe
66th session

EUR/RC66/R5

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Resolution

Strengthening people-centred health systems in the WHO European Region: framework for action on integrated health services delivery

The Regional Committee,

Recalling the Declaration of Alma-Ata (1978), adopted at the International Conference on Primary Health Care (Almaty, Kazakhstan, 1978);

Recalling the Ljubljana Charter on Reforming Health Care in Europe, adopted at the WHO European Conference on Health Care Reforms (Ljubljana, Slovenia, 1996);

Recalling resolution EUR/RC58/R4 endorsing the Tallinn Charter: Health Systems for Health and Wealth, adopted at the WHO European Ministerial Conference on Health Systems (Tallinn, Estonia, 2008);

Recalling resolutions EUR/RC62/R4 and EUR/RC62/R5 endorsing Health 2020: a European policy framework supporting action across government and society for health and well-being and the European Action Plan for Strengthening Public Health Capacities and Services, respectively;¹

¹ Documents EUR/RC62/9 and EUR/RC62/12 Rev.1, respectively.

Recalling the resolution adopting Transforming our world: the 2030 Agenda for Sustainable Development² (2015) and the Sustainable Development Goal (SDG) framework, including SDG3 (Ensure healthy lives and promote well-being for all at all ages) and particularly SDG target 3.8 (Achieve universal health coverage);

Noting the concurrent resolutions on the Global strategy on human resources for health: workforce 2030³ and the Framework on integrated, people-centred health services,⁴ adopted by the Sixty-ninth World Health Assembly in May 2016;

Noting resolution EUR/RC65/R5 requesting the Regional Director to develop a framework for action on coordinated/integrated health services delivery for submission to the 66th session of the Regional Committee in September 2016;

Noting the concurrent development of the Action plan for the prevention and control of noncommunicable diseases in the WHO European Region, the Strategy on women's health and well-being in the WHO European Region, the Action plan for sexual and reproductive health: towards achieving the 2030 Agenda for Sustainable Development in Europe – leaving no one behind, the Action plan for the health sector response to HIV in the WHO European Region and the Action plan for the health sector response to viral hepatitis in the WHO European Region⁵ in an effort to coordinate and complement actions at the regional level;

Acknowledging the need to transform health services delivery to a people-centred approach to improve health outcomes taking into account changes in the European Region, such as an ageing population, the double burden of communicable and noncommunicable diseases, technological advances and economic pressures;

Acknowledging the efforts to transform health services delivery and the launch of the Roadmap: strengthening people-centred health systems in the WHO European

² United Nations General Assembly resolution A/RES/70/1.

³ Resolution WHA69.19 and document A69/38.

⁴ Resolution WHA69.24 and document A69/39.

⁵ Documents EUR/RC66/11, EUR/RC66/14, EUR/RC66/13, EUR/RC66/9 and EUR/RC66/10, respectively.

Region: a framework for action towards coordinated/integrated health services delivery at the high-level meeting on Health systems for health and wealth in the context of Health 2020 (Tallinn, Estonia, 2013);

1. ENDORSES Strengthening people-centred health systems in the WHO European Region: framework for action on integrated health services delivery,⁶ which focuses on the comprehensive delivery of quality services across the life-course to tackle upstream causes of ill health and to promote well-being through intersectoral action and a public health approach;
2. URGES Member States:⁷
 - (a) to work in partnership, with communities, individuals, patients, their family members and carers, in order to empower populations to develop health-promoting behaviours and to engage individuals to actively control their own health, while collectively tackling the up-stream determinants of health to overcome existing barriers caused by gender inequalities, socioeconomic conditions, political choices and other forms of inequalities based on migration status, sexual orientation, gender identity, ethnicity, religion, age or disability;
 - (b) to reorient the design of services along a continuum of care and life-course approach prioritizing the integration of primary health care, community-based services and hospitals by facilitating the transition of patients, organizing providers in multidisciplinary teams, coordinating providers along pathways of care, adjusting the scope of practice of providers, implementing output-based management, distributing leadership to front-line managers and establishing continuous performance improvement mechanisms for better quality of care; optimizing the performance of health services delivery in alignment with the health needs and determinants of health of those populations and individuals it aims to serve;

⁶ Document EUR/RC66/15.

⁷ And, where applicable, regional economic integration organizations.

- (c) to create health system conditions to allow services delivery to perform optimally in terms of quality, effectiveness and efficiency and the overall improvement of health outcomes, enabling a sustainable system-wide change by rearranging the accountability mechanism, aligning incentives, preparing a competent workforce, promoting the responsible use of medicines, innovating health technologies and rolling out e-health;
 - (d) to strategically lead and manage the change process at the different stages of transforming health services delivery by setting a clear direction, developing and engaging partners, and piloting, rolling out and sustaining innovations that conform to the health needs of the population;
3. CALLS ON international, intergovernmental and nongovernmental organizations, including patient and family associations and professional associations, to support the implementation of the European framework for action on integrated health services;
4. REQUESTS the Regional Director:
- (a) to continue to provide leadership in the field of integrated health services delivery in collaboration with partners;
 - (b) to further develop the integration of primary health care with public health, hospitals, and social care;
 - (c) to support Member States in their efforts to transform their health services delivery in line with the vision, strategic approach, goals and priority areas for action set out in the European framework for action on integrated health services, including the continued development of tools and resources that supports implementation;
 - (d) to monitor the implementation of the European framework for action on integrated health services delivery and report on progress to the Regional Committee every five years, commencing with its 70th session in 2020.