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Globalization Toward Quality & Patient Safety
A Future Perspective
الجودة من منظور عالمي - تطلعات مستقبلية

Designing and Implementing PHC-oriented Models of Care in EMR:
Regional initiative for transforming vision into action

Dr Hassan Salah, Former Regional Advisor and
Team Lead: Access to Health Services
UHC/ Health Systems, WHO EMRO

2023

- 5-10% of healthcare budget

- <10% of PC facilities use quality indicators

- 70% of prescriptions include antibiotics

- EHSPs** are mostly implicit

- Private sector is the main health provider
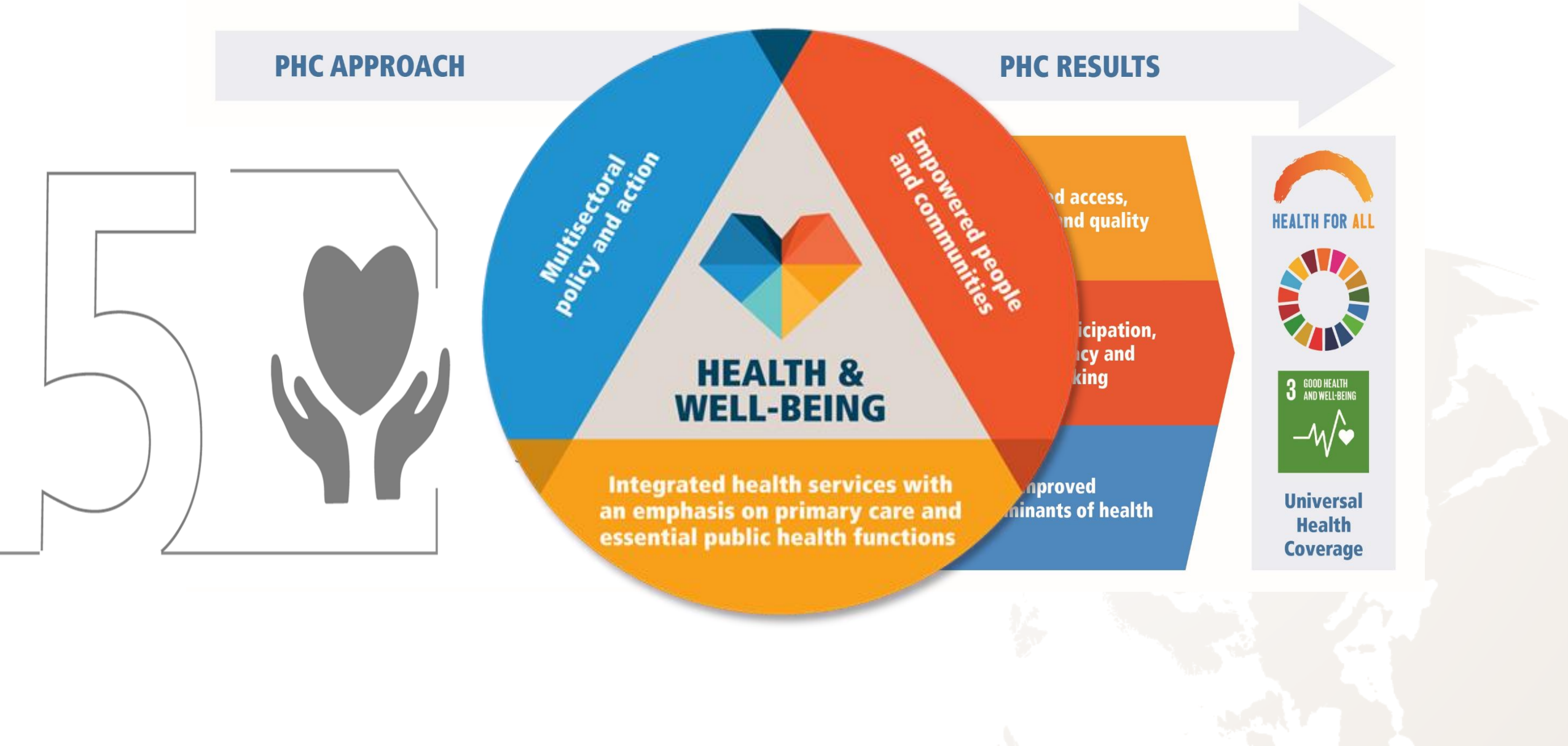
** Essential Health Services Package

available in PHC *

*DG report: EB152/5 152nd session, 9 January 2023, Reorienting health systems to PHC as a resilient foundation for UHC and preparations for a high-level meeting of the UN GA on UHC (P4)

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Building Resilient Health Systems to Advance UHC and Promote Health Security in the Eastern Mediterranean

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7 Regional Priorities

HEDRM
Public Health Institutions
Access to Medical Products
PHC-oriented Models of Care
Integration & Coordination
Financial Protection
Health Workforce

PHC Operational Framework

PHC-oriented **'Models of Care'**

A model of care is a description of the way health services are selected, designed, organized, delivered, managed and supported by different service delivery platforms
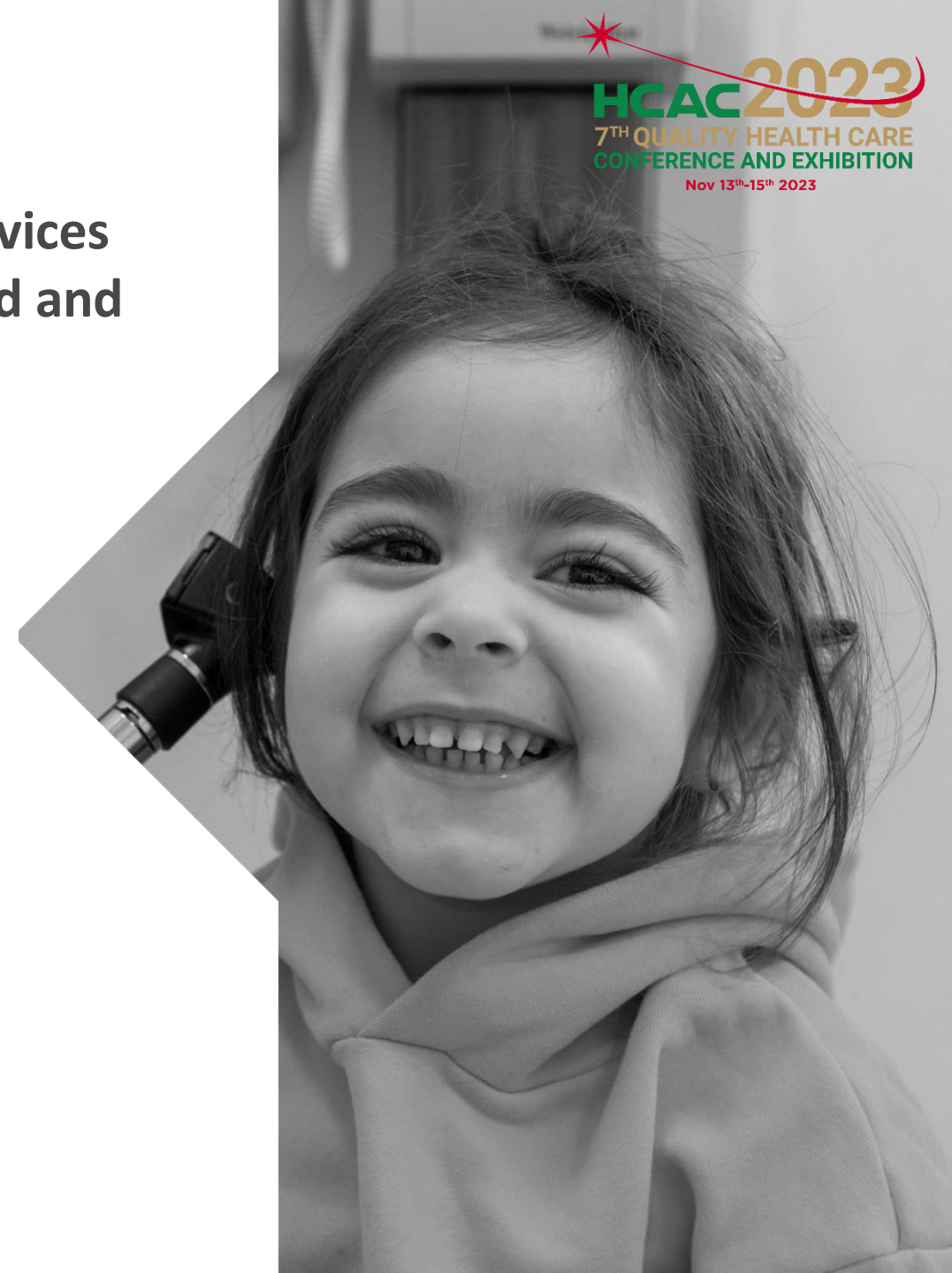
Selection and organization of services

Management of services

Management of population health

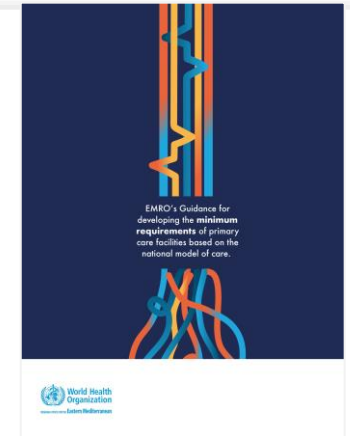# Key Publications | 2022-23

Global scoping review of models of care

Review of literature on existing & implemented models of care

Scoping Review of Models of Care at Macro and Meso Levels

Brief Report

Clinical Services and Systems
Department of Integrated Health Services
World Health Organization

June 2022 (B)

Developing Primary Health Care-Oriented Models of Care: Guidance for the Eastern Mediterranean Region

World Health Organization
22 November 2022

Guidance on the development of PHC-oriented MoC

EMRO's Guidance for developing the **minimum requirements** of primary care facilities based on the national model of care.

World Health Organization
Regional Office for Eastern Mediterranean

Strategic paper on models of care

Key six elements of a model of care

STRATEGIC PAPER ON MODELS OF CARE FOR THE WHO EASTERN MEDITERANEAN REGION: EXPERT CONSULTATION

DRAFT, 26 June 2022
NOT FOR CIRCUALTION

World Health Organization
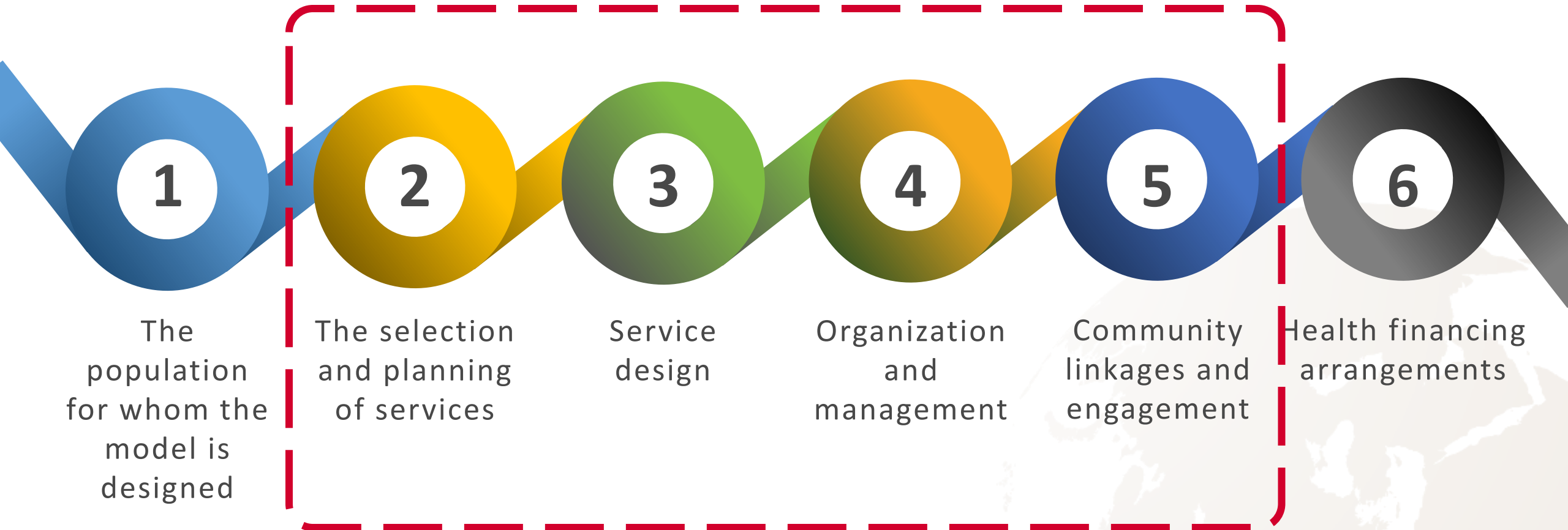Regional Office for Eastern Mediterranean

Developing a Package of Priority Services for Universal Health Coverage

Key Considerations

World Health Organization – EMRO

Key considerations in developing UHC package of services

Guidance for development:

Minimum requirements of PC facilities

Design PHC-Oriented Models | Key elements

1. The population for whom the model is designed
2. The selection and planning of services
3. Service design
4. Organization and management
5. Community linkages and engagement
6. Health financing arrangements

How to operationalize **PHC-Model of Care?**

PHC-MoC promotes **high-quality, people-centred primary care and essential public health functions** as the core of integrated health services throughout the course of life
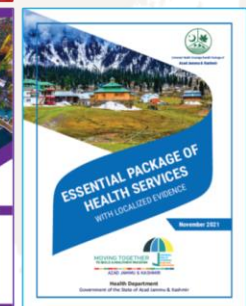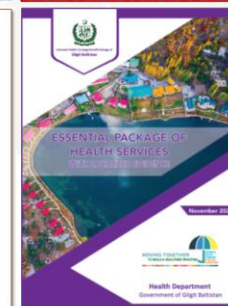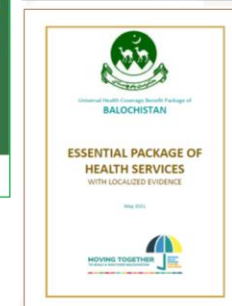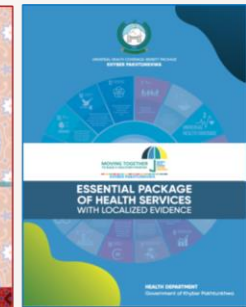
Define a context-specific

Essential Health Service Package
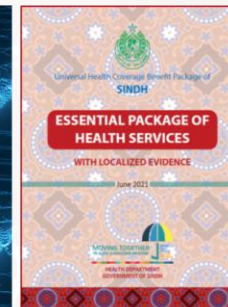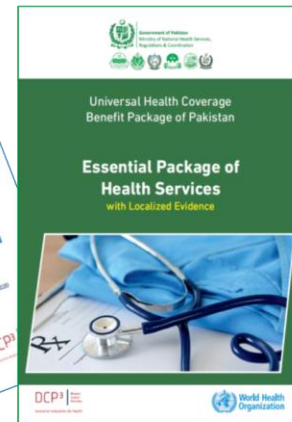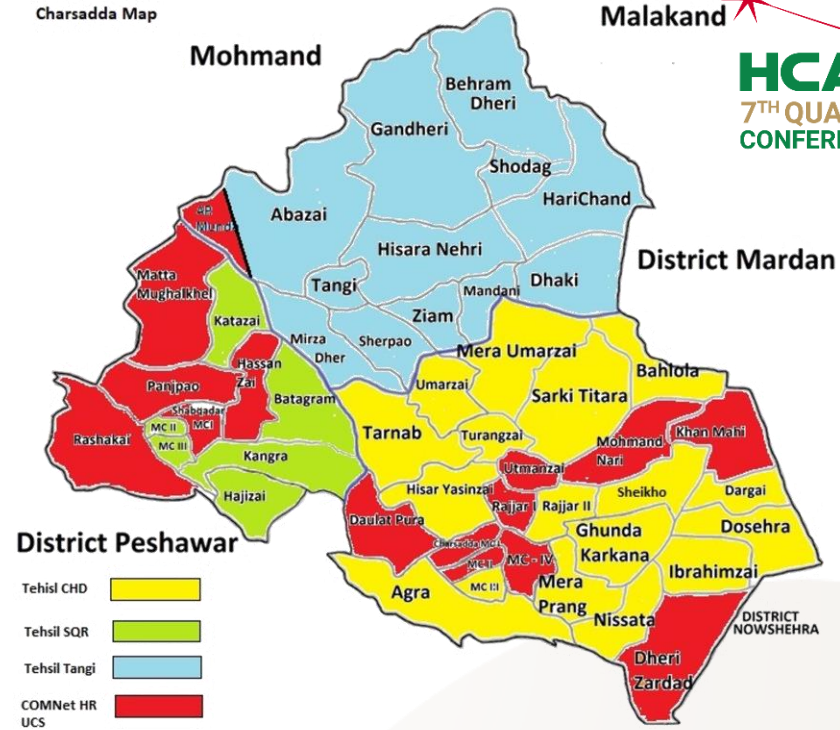
Adapt the service delivery arrangement to ensure effective delivery of **UHC-PBP/EHSP.**

A. Capacity Building of HRH

- ○ MoU with 9 universities for Family Medicine Diploma
- ○ Scholarship to GPs at the pilot sites for FM Diploma
- ○ Training on disease management
- ○ Implement Patient Safety & Quality of Care

Agreed and signed on behalf of
University of Health Sciences
(Lahore, Pakistan)

Professor Dr Javed Akram
Vice Chancellor

Agreed and signed on behalf of
Health Services Academy (Islamabad, Pakistan)

Prof Dr Shahzad Ali khan
Vice Chancellor

Agreed and signed on behalf of
The University of Lahore (Lahore, Pakistan)

Dr Shahid Mehmood Malik
Vice Chancellor

Agreed and signed on behalf of
Khyber Medical University
(Peshawar, Pakistan)

Prof Dr Zia Ul Haq
Vice Chancellor

Agreed and signed on behalf of
King Edwards Medical University
(Lahore, Pakistan)

for Prof Khalid Masood Gondal
Vice Chancellor

Agreed and signed on behalf of
Rawalpindi Medical University
(Rawalpindi, Pakistan)

Dr M Umer
Vice Chancellor

Agreed and signed on behalf of
Jinnah Sindh Medical University
(Karachi, Pakistan)

Professor Amjad Siraj Memon
Vice Chancellor

Agreed and signed on behalf of
Aga Khan University (Karachi, Pakistan)

Professor Dr Adil Haider
DEAN Medical College

Agreed and signed on behalf of
Liaqat National Hospital and Medical
College (Karachi, Pakistan)

Professor Salman Faridi
Medical Director

Agreed and signed on behalf of the
World Health Organization, Country Office Pakistan

Dr Palitha Mahipala

WHO Representative in Pakistan

Date: 1 July 2021

World Health Organization
Country Office Pakistan

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Adapt the service delivery arrangement to ensure effective delivery of **UHC-PBP/EHSP.**

B. Minor renovation, provision of essential supplies and equipment

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Adapt the service delivery arrangement to ensure effective delivery of **UHC-PBP/EHSP.**

C. Establishment of family medical records and telemedicine

Integrate health programs' **specificities**

Inclusive health approach and integrated service delivery

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Establish strong linkages between **community health and facility-based services**

Lady health workers to strengthening community engagement

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PHC-Moc achievements (in progress)

- Promote high-quality as core of integrated health services

- Demonstrate PHC 3 components of Astana Declaration

- Establish health information & digital technologies for health

- Development and endorsement of UHC benefit packages

- Implement FP/multi-disciplinary team-based service delivery

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Main challenges facing the PHC-MoC IMPLEMENTATION

Insufficient political support

Inadequate PHC fund

Limited technical capacity

Establishing PHC-MoC is a

PRIORITY

for resilient health systems to advance UHC and promote health security in the region

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