



International AIDS Society [iasociety.org](http://iasociety.org)

# HEALTH SYSTEMS TRANSFORMATIONS:

**Providing integrated services to support people with non-communicable diseases in the Caribbean**



# PAHO





# Health Systems Transformation

# PAHO



Pan American  
Health  
Organization



World Health  
Organization  
REGIONAL OFFICE FOR THE Americas



 **IAS**

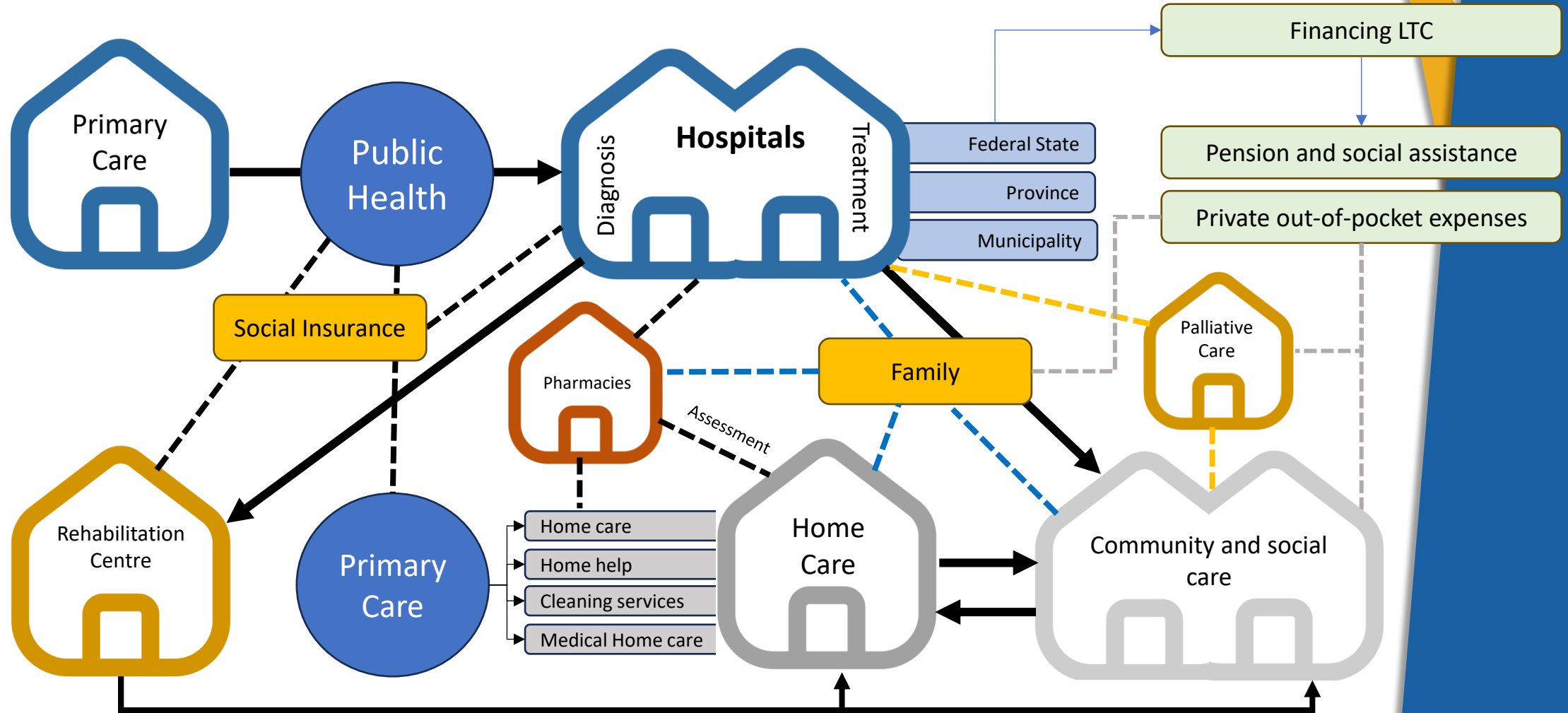
**Dr. Reynaldo Holder**  
**International PAHO Consultant**  
**Health Systems & Services**

# Milestones in the transformation of health systems

- Up to the 1920s: Sanitary Campaigns
- 1920-1940: Social Security systems (Bismarck model)
- 1950-1970s” “Welfare State systems” (Beveridge model)
- 1970-80s: Primary Health Care (Health for All – Alma Ata)
- 1990s: Cost-containment and efficiency driven (International Financial Institutions)
- 2000 to date: Renewal of PHC & Transforming Health Systems for Universal Health
  - World Health Report 2000 – The definition of Health Systems and their core functions
  - People centered care
  - Integrated Healthcare delivery
  - Social Protection in Health
  - Universal Access to Health and Universal Health Coverage (Universal Health)



# The complexity of modern long-term care delivery

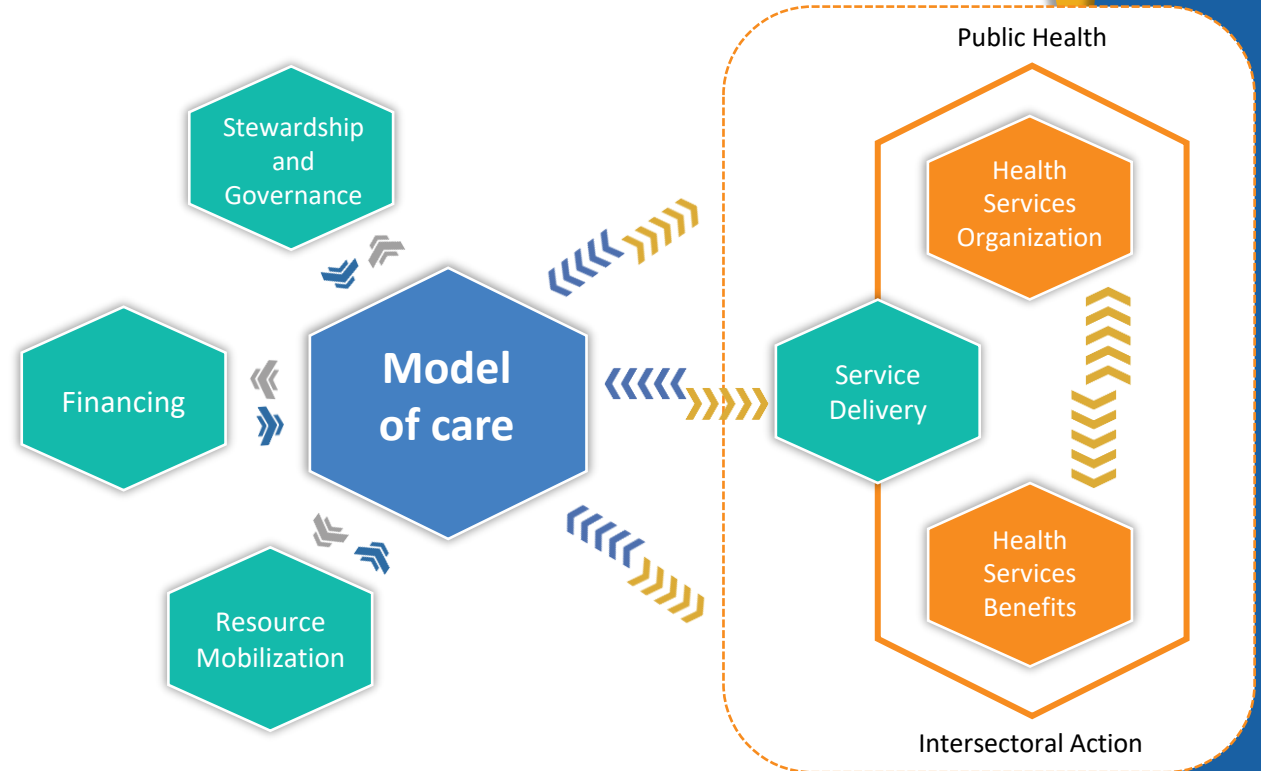


Adapted from: Pathways for long-term care provision in Austria, Interlinks, European Centre 2009

# Centrality of the Model of Care

## Health System's Functions and The Model of Care

The *Model of Care* defines the parameters for each of the essential health systems functions (governance, financing, resources and service provision).



Data source: PAHO/WHO, 2015

# Health Systems Today:

	Bio-medical Systems	IPCHS Integrated People-Centred Health Services
Values	Health as a commodity or act of compassion	Health as a Human Right
Focus	Diseases and Patients	Healthy People, Families and Communities
Governance	Doctor - Patient	Multiple stakeholders involved Leadership of NHA
Financing	Fee-For-Service Profit oriented	Universal Health Coverage and Social Protection in Health
Service Delivery	Acute, Episodic, Curative care	Comprehensive, Integrated, Health and Social Services
Resources	Physicians, Nurses and other professions akin to curative care. Technology as a business tool.	Wide range of professions and competencies. Appropriate and equitable use of technology.

## Models in Conflict

# The Bio-medical Model of Care

Centered on acute, episodic, curative care, with lack of continuity

Supply driven and organized by “levels of care”, and “priority programs” that fragment service delivery

Predominance of hospital and specialist care with intensive use of technology

Provision of care through fragmented processes

Poor quality, patient safety

Ineffective referral systems

Generating exclusion and great dissatisfaction

**Model of Care**

Interventions

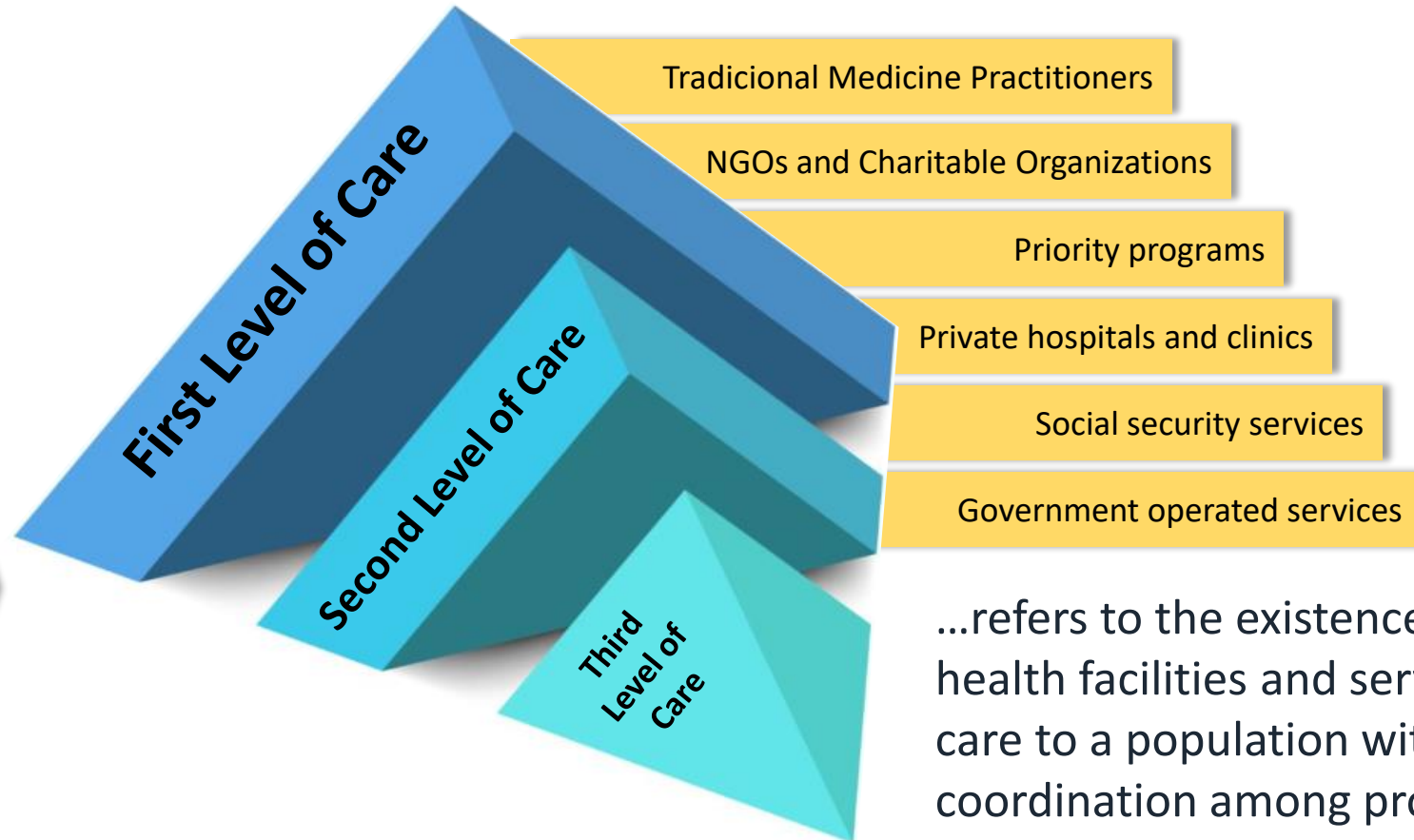
Diagnosis

Etiology



# Health Systems Fragmentation

## Fragmentation of Services



...refers to the existence of multiple health facilities and services providing care to a population with no coordination among providers.

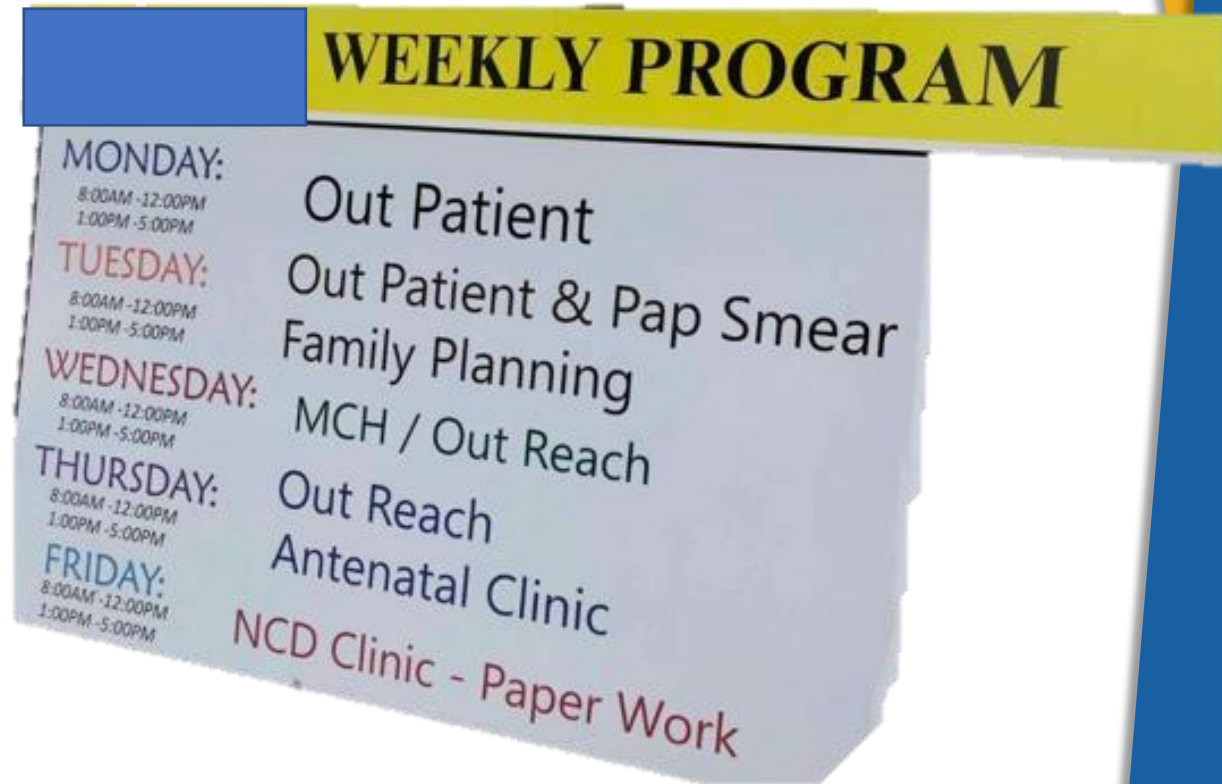


# Health Systems Fragmentation

## Fragmentation of Care

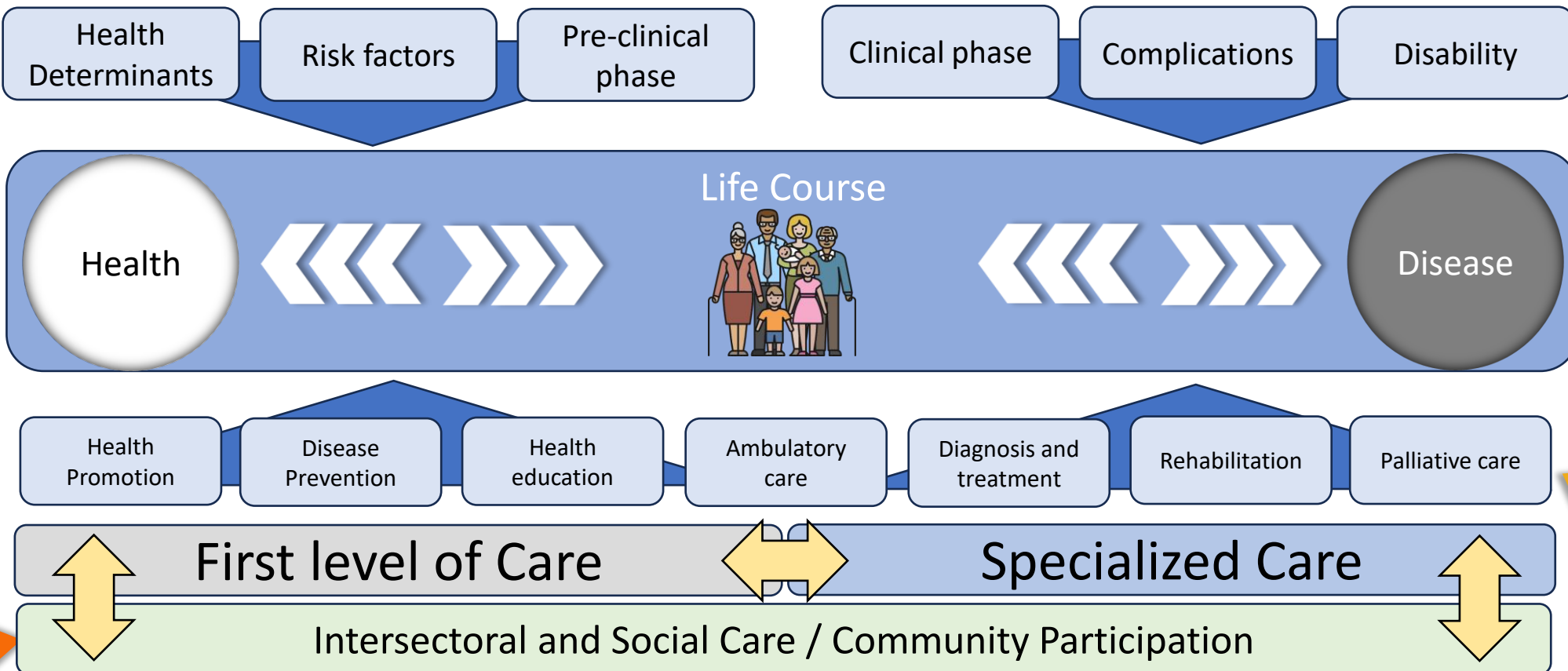
### Defined as:

- The delivery of non-comprehensive services
- The lack of continuity of care
- Delivery by different specialist and providers without coordination
- Existence of more than one medical/health record
- Individualized care that is vertical and does not take into account the multiple and diverse needs of individuals.



# People-Centered Model of care

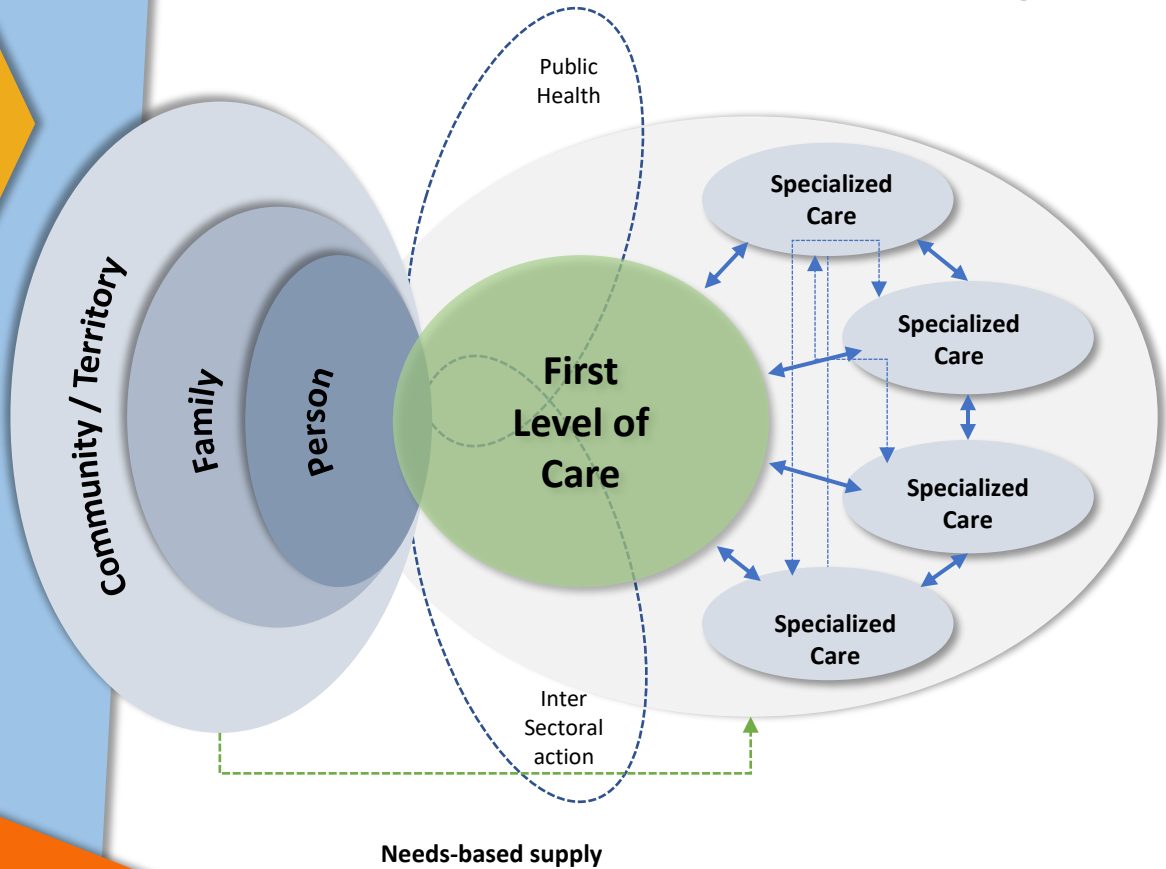
## Integrated People-Centred Health Services



Based on an initial idea by Huguet & Roy. Modified by R. Holder and E. Gallo, 2019

# Personal, Family and Community Centered Care

## Key principles of People Centered Care



- Promotion of health and well-being.
- Focus on care as a whole.
- Care for all people.
- User / patient participation.
- Social participation
- Comprehensive and Continuous.
- Sensitivity to diversity, social and cultural context
- Quality communication and relationships between the system and users
- Sensitive care adapted to specific needs
- Rights and Responsibilities

Integrated Health Services Delivery Networks

# Health Systems Transformations: Integrated care thru Integrated Services

## Integration

The combination of processes, methods and tools that facilitate the delivery of comprehensive and coordinate care throughout the life course.

## Integrated Services

Organizational structures and resources involved in facilitating integration processes in health service delivery.

## Integrated Care

Results when the culmination of these processes directly benefits communities, families and service users.

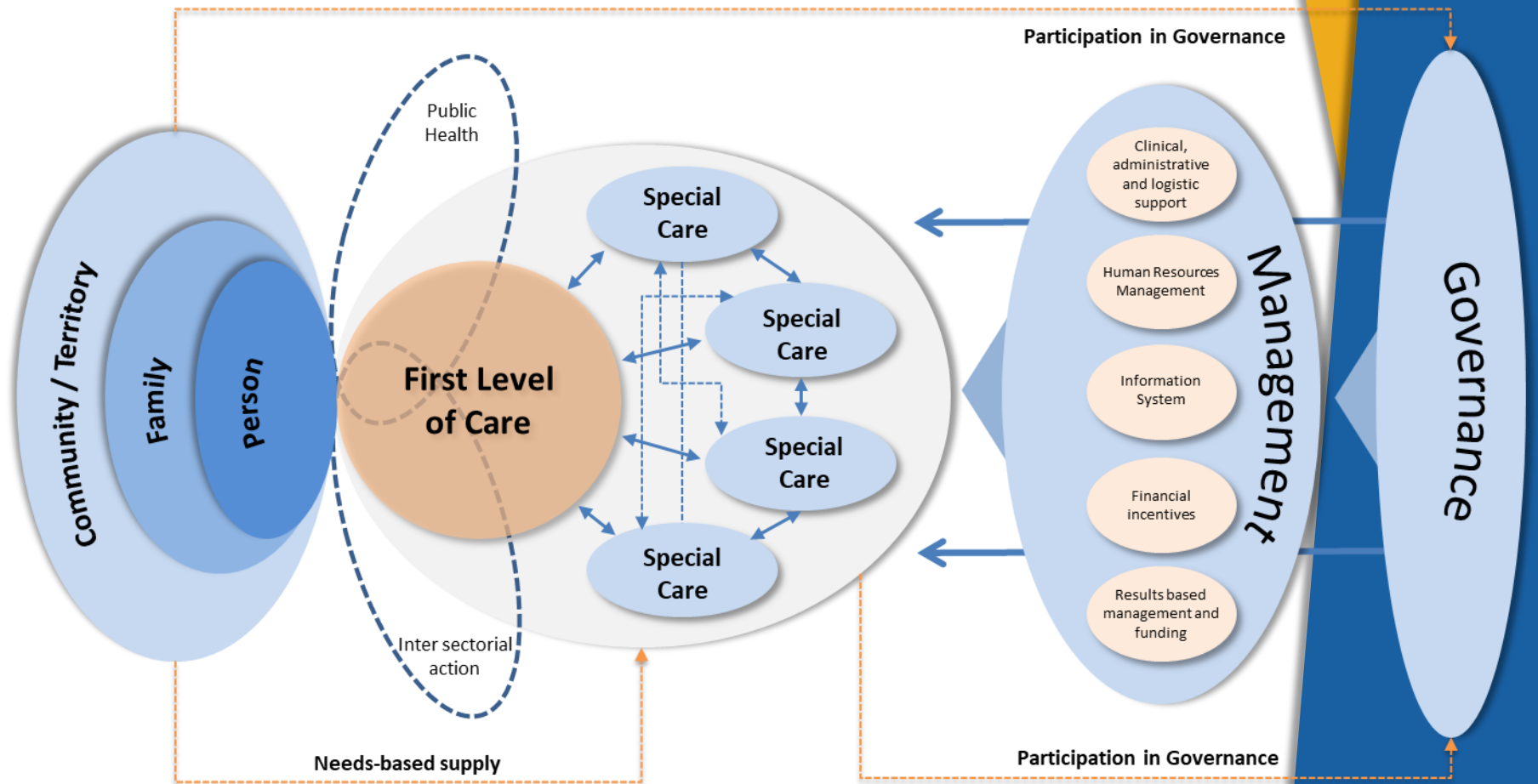
## Integrated Health Service Delivery Networks

“A network of organizations that provide, or makes arrangements to provide equitable, comprehensive, integrated, and continuous health services to a defined population and is willing to be held accountable for its clinical and economic outcomes and the health status of the population served.” PAHO 2011



# Integrated Health Services

Integrated services requires coordination between all parts of the system to ensure the satisfaction of health needs and their care over time, as well as across the different levels of health services without interruption (*Integrated Care*).



# Health Services

## People at the Center

### Integrated health services:

“The organization and management of health services so that people:

- get the care they need,
- when they need it,
- in ways that are user-friendly,
- achieve the desired results and
- provide value for money.”

WHO, 2017



# Integrated Care

The concept of **integration** refers [also] to the degree to which functions and activities are coordinated across service units. (PAHO 2009)

- Integrated care requires coordination between all parts of the system to ensure the satisfaction of health needs and care over time, as well as across the different levels and places of care without interruption. (PAHO 2006)

- Achieving integrated care requires that those involved in service planning and delivery centre the user/ person/patient perspective as the organizing principle of service care. (Adapted from Shaw et Al, 2011)



# Integrated Health Services

A strategic focus on Strengthening the First Level of Care



## Preferred First Point of Access to the health services:

- For health and disease needs
- Includes Emergency Care

## FLC Health Teams acting as Point of Coordination of health care delivery throughout the continuum of services:

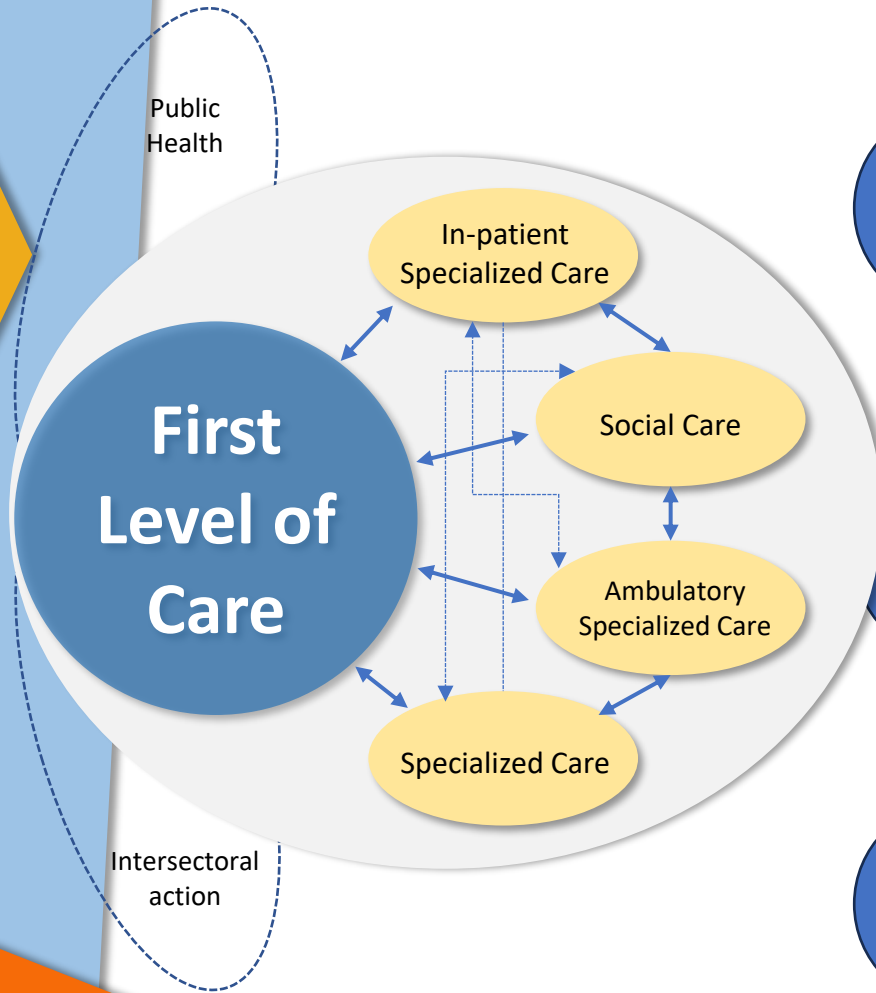
- Ambulatory Care
- Access to Specialized Care
- Continuity of Care (including Post-hospitalization and Social Care)

## These Teams require:

- In-depth knowledge of the population and the territorial context
- Multidisciplinary team approaches.
- Introduction of innovative practices and appropriate technologies



# Strategic focus on Strengthening the First Level of Care



Network  
Coordination

Corresponds to the degree to which a series of discrete health care events are experienced by people as coherent and connected to each other in time and are congruent with their health needs and preferences.

Coordination of Care

The combination of efforts and means to achieve coordinated care. It includes the structured relationships between different specialties or organizational levels that act in concert in the care process.

Coordination  
Mechanisms

Institutionalized systems used to organize and ensure coordination of care

# Strategic focus on Strengthening the First Level of Care

The first level of care must provide comprehensive care capable of meeting most of the population's health needs and demands over time and throughout their life course.

## Multi-disciplinary First Level of Care

First point of contact with health services.

Multidisciplinary teams.

Comprehensive, integrated and continuous care.

Coordination and continuity of services.

Integration of priority programs.



**Priority Programs** focus on better health outcomes; most of them even set specific outcome targets for their condition of interest.



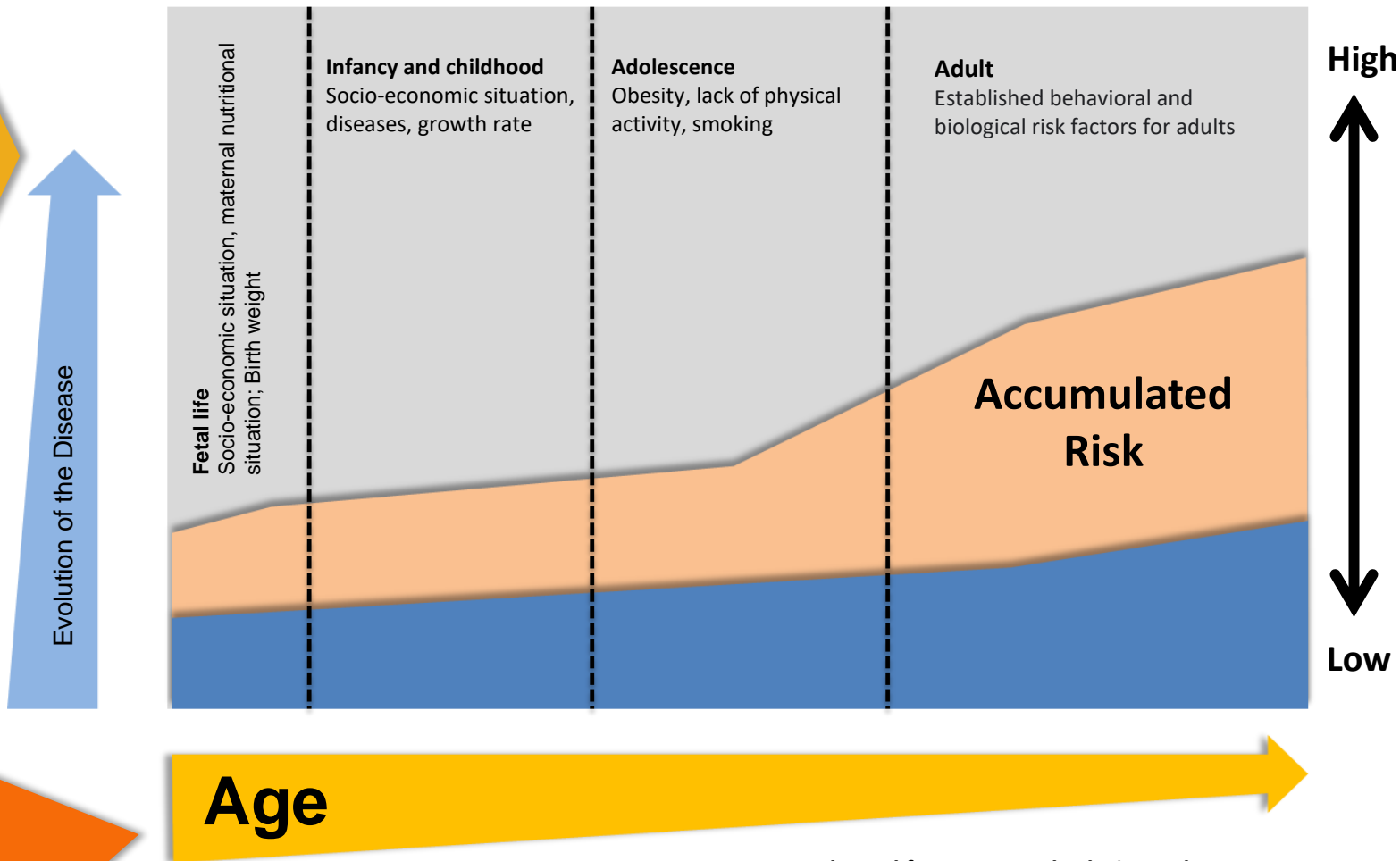
## Integration of Priority Programs at the FLC

Care is based on the needs of the person, not on goals of vertical programs.

Care is provided to each individual based on their age and their specific health promotion, prevention, and risk management needs.

The care of individuals is carried out in the context of family care and interventions on social determinants of the community.

# Care with a Life Course Approach

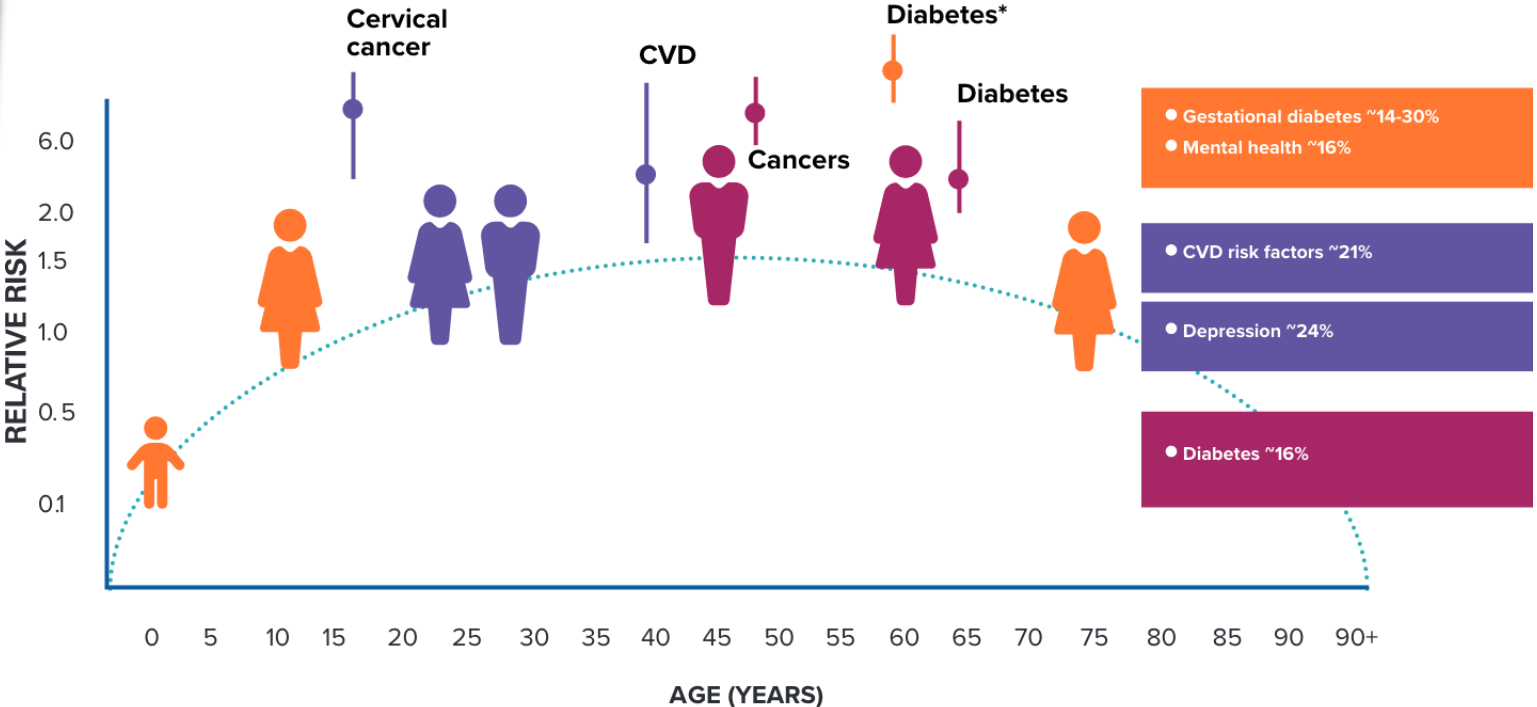


Possibility of suffering a chronic disease associated with life course and risk factors

- Risk factors and social determinants of health can generate cumulative effects of risk in individuals.
- Unlike the adult lifestyles approach, the life course approach emphasizes cumulative effects throughout life to understand health-disease problems.

Adapted from WHO. Aboderin et al, 2002.

# Care with a Life Course Approach



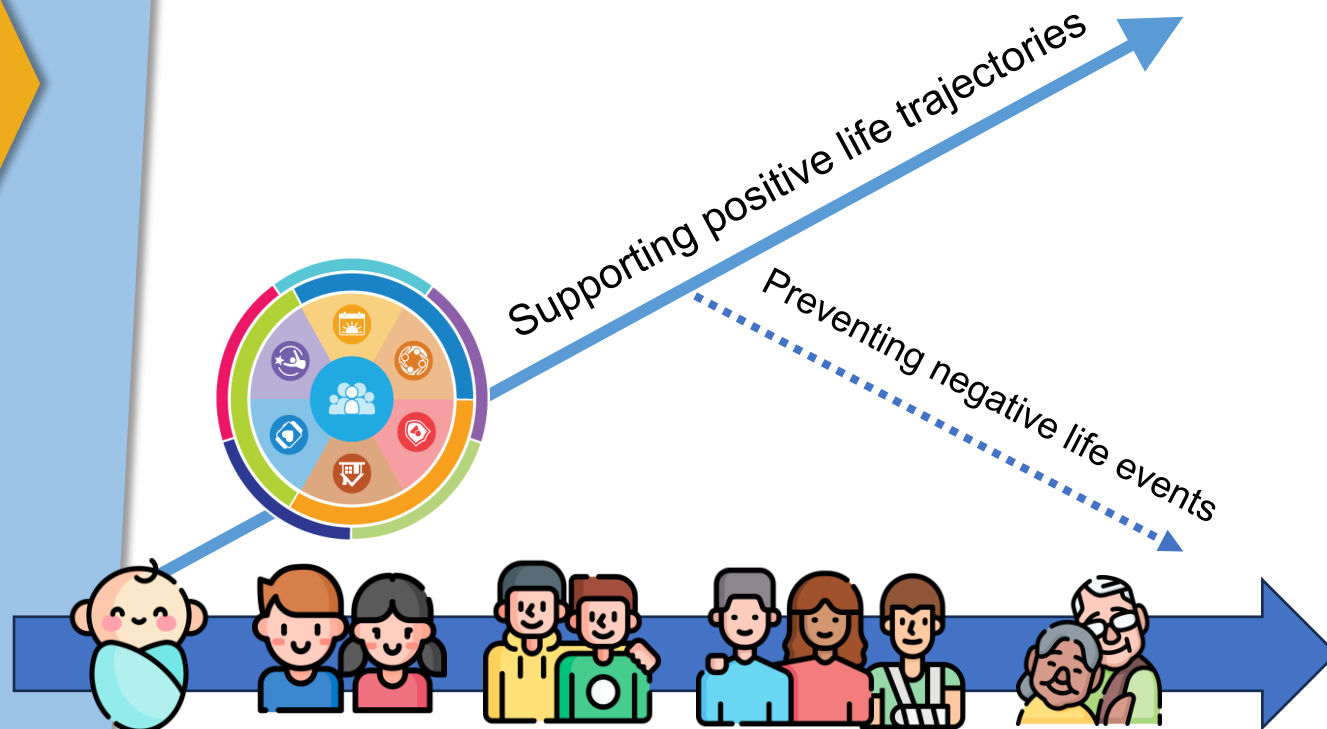
- Gestational diabetes ~14-30%
- Mental health ~16%
- CVD risk factors ~21%
- Depression ~24%
- Diabetes ~16%

**Figure 1: NCD prevalence and risk at different stages of life provide windows of opportunity to help address the NCD epidemic**

<https://ncdalliance.org/integrating-noncommunicable-disease-prevention-and-care-into-global-health-initiatives-and-universal-health-coverage>



# Life Course Approach



Adapted from: <https://iod.unh.edu/charting-lifecourse-nh/framework-principles>

## Implications

- Ensure the availability of services and support during critical or sensitive periods throughout life.
- Taking charge today of the protective and risk factors that will influence the health of tomorrow
- Focusing on health equity from the perspective of the population and the passage of time: going beyond the monitoring of gaps, identifying and addressing the root causes in the population.
- Take into account the temporal (longitudinal) aspect of risk and protective factors in the analysis of health and disease.
- Strong emphasis on a healthy start: the antenatal, natal, neonatal and early childhood periods.

# CONCLUSIONS:

**Providing integrated services to support people with non-communicable diseases in the Caribbean**

- System-wide transformation: People-centred model of care
- Integrated Health Services (organization) to deliver Integrated Care
- Organization and Care must be based on an life course approach.



**THANK YOU**