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## Key Note

### Developing a regional action framework for coordinated/ integrated Health Services Delivery (CIHSD) in the WHO European region

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Dr. Hans Kluge is a Belgian trained medical doctor with a Masters degree in Public Health. Having worked in Somalia, Liberia and Siberia (in the prison system), and been based in the WHO Country Office in Myanmar and in the WHO Office of the Special Representative of the Director-General in the Russian Federation, Dr. Kluge has a wealth of country and management experience spanning several WHO Regions and a broad background in health systems, public health and infectious diseases.

Dr. Kluge moved to the WHO Regional Office in Copenhagen in 2009 when he was recruited to the position of Unit Head, Country Policies and Systems and has since worked as the Regional Director's Special Representative to Prevent and Combat M/XDR-TB in the WHO European Region and most recently as Director, Division of Health Systems and Public Health.

## Abstract

The unique challenges of the 21<sup>st</sup> century – from changing demographics, increases in chronic diseases and multi/co-morbidities, to the persisting and/or re-emerging burden of communicable diseases, all in the context of the changing environment and global financial crisis – demand transformations in the delivery of services towards people-centered health systems that are fit for purpose in the 21<sup>st</sup> century. Motivated by this context and by the increasing expectations of the public for improvements in health care, reforms in the delivery of services have widely emerged across the WHO European Region. While marked gains have undoubtedly been secured, moving forward with this agenda at scale and pace requires a concerted effort at present to overcome persisting health system bottlenecks and to ensure a sustained investment in building technical capacity, managerial skills and a proficiency in leading change.

Guided by the European Health Policy - *Health 2020* and the global agenda on universal health coverage, the WHO Regional Office for Europe has embarked on a mid-term work plan to develop a Framework for Action towards Coordinated/Integrated Health Services Delivery (CIHSD). Looking holistically across services e.g. from public health to palliative care and across different settings of care, the Framework aims to facilitate the delivery of services according to individual and population based needs and unrestricted by the traditional boundaries between primary and secondary care or standalone approaches or models of health services delivery.

Hearing the calls of Member States for needed policy tools and instruments, the Framework is envisioned as a resource to support their efforts to strengthen how services are delivered. Synthesising existing knowledge and evidence from across the countries included in the WHO European Region, the Framework, and the participatory process defined for its development, are envisioned as a vehicle for leading and managing needed transformations towards the delivery of

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high-quality coordinated/integrated health services as pivotal to strengthening people-centred health systems.

Note: For continued updates on this work plan please visit the Health Services Delivery webpage at the WHO Regional Office for Europe <http://www.euro.who.int/en/what-we-do/health-topics/Health-systems/health-service-delivery>. For further information, please contact the coordinator of the Secretariat, Dr. Viktoria Stein, at [CIHSD@euro.who.int](mailto:CIHSD@euro.who.int).

**Keywords:**

**integrated care, health services delivery, people-centred care, health system strengthening, change management**

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**Presentation** available at: <http://www.euprimarycare.nl/istanbul/conference-programme-efpc-2013-istanbul-results>