



**Final consultation of the European Framework for Action on
Integrated Health Services Delivery
Copenhagen, Denmark
02-04 May 2016**

**April 2016
Original: English**

PROVISIONAL SESSION ANNOTATED OUTLINE

Session two: Services domain 11:00-12:30 (1.5 hours), 3 May 2016

About this annotated outline. This outline has been prepared to provide an overview of key topics to be explored through the session's various presentations, interventions and discussions. It aims to guide the session's chair and speakers on the intended scope, timing and sequencing of interventions and provide participants an overview of the session. An annotation of each of the day's session is available.

Rationale

This session looks in-depth to the domain on 'services' of the European framework for action on integrated health services delivery (FFA IHSD). The services domain sets out areas for action with the goal to ensure that the processes of selecting, designing, organizing, managing and improving services to optimize the performance of health services delivery are in alignment with the health needs of the population and individuals health systems aim to serve. Taking an integrated approach to services delivery is founded on the same principles as put forth in a primary health care approach for the delivery of comprehensive, coordinated, effective and patient-centred care. While the services delivery function is closely woven into and heavily determined by the other health system functions, a number of unique processes can be acted upon to strengthen the performance of health services delivery. This session aims to explore these different entry points and key areas for action to transform services delivery, these being put forward as: reorienting the model of care across the care continuum; organizing providers and settings of care; managing services delivery; and improving performance.

Session programme

| Timing | Sequence |
|--------------------|---|
| 11:00-12:30 | Session two: services domain |
| <i>5 mins</i> | 1. Expert presentation: making the case for transforming health services delivery: evidence on improved performance and health outcomes |
| <i>40 mins</i> | 2. Pertinent topics: key considerations in transforming health services delivery |
| <i>10 mins</i> | 3. Illustrative country cases: Denmark and Italy |
| <i>10 mins</i> | 4. Presentation of FFA IHSD: services domain |
| <i>25 mins</i> | 5. Interventions by Member States |
| 12:30-13:30 | Lunch |

| Session overview | |
|-------------------|--|
| Session chair | Martin Dolezal , Director of Concepts and Strategies Department, Ministry of Health, Czech Republic |
| Session moderator | Juan Tello , Programme Manager, WHO Regional Office for Europe |

| 1. Expert presentation | |
|------------------------|---|
| Timing | 11:00-11:05 [5 mins] (x3 slides) |
| Title | Making the case for transforming health services delivery: evidence on performance and health outcomes |
| Objective | To make the case for services delivery transformations by exploring health services delivery performance and its linkages to improved outcomes, answering with reference to available evidence: how does services delivery contribute to improved performance? To improved health outcomes? |
| Speaker | María Luisa Vázquez , Health Policy Research Unit Head, Consortium for Health Care and Social Services of Catalonia |

| 2. Pertinent topics | |
|---------------------|--|
| Timing | 11:05-11:45 [40 mins] (x3 slides per topic) |
| Title | Key considerations in transforming health services delivery |
| Objective | To probe further reflection on key issues related to transforming health services delivery in order for health services delivery to respond to health needs with the corresponding model of care and delivery system. Through a series of brief interventions, speakers will be invited to address the following key topics. |
| Speakers & topics | <p>Key topics for reflections</p> <ul style="list-style-type: none"> • Avoidable hospital admissions for quality of care. What do measures and trends of avoidable hospital admissions reflect on the status of quality of care and overall health services delivery performance? Niek Klazinga, Head of the Health Care Quality Programme, OECD • Primary health care reforms. How has the role of primary care changed overtime? How does an integrated approach to services delivery rely on the strength of primary health care? Salman Rawaf, Director, WHO Collaborating Centre on Public Health and Training, Imperial College London • Hospitals and integrated care. What is the role of hospitals in realizing integrated health services delivery? What are the key challenges to be overcome in order to realize this? Anna Riera, International Hospital Federation • Role of the health workforce in transforming services. What are the key challenges and opportunities facing the workforce in order to undertake transformations (e.g. changing professional cultures, performance standards, etc)? Anna Staval, Vice President WONCA, Europe |

3. Illustrative country cases: Denmark and Italy

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|-------------------------------------|---|
| Timing | 11:45-11:55 [10 mins] |
| Objective | To describe from first-hand experience, successes and challenges in working to transform health services delivery. Speakers are invited to note key lessons learned from their experiences in practice that may enhance actions to optimize services by tackling the selection of services, design of care, organization of providers, management of services delivery and processes for performance improvement. |
| Country cases & speakers | <ul style="list-style-type: none">• Denmark. Danish hospital construction reform. Nanna Skovgaard, Ministry of Health, Denmark• Veneto Region, Italy. Identifying high-risk chronic patients for targeted primary care interventions in Veneto, Italy Maria Chiara Corti, Area Santia e Sociale, Regione Veneto |

4. Presentation of FFA IHSD: services domain

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|------------------|---|
| Timing | 11:55-12:05 [10 mins] |
| Objective | To present a summary of the 'services' domain as defined in the FFA IHSD, framing the above topics in the context of areas and key strategies identified. |
| Speaker | Juan Tello , Programme Manager, WHO Regional Office for Europe |

5. Comments by Member States

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| Timing | 12:05-12:30 [25 mins] |
| Objective | To invite comments from Member States on the specificities of the services domain. |

Note: Forms for written feedback by other participants will be available, with opportunities for discussion pending time available