



PAN AMERICAN HEALTH ORGANIZATION
WORLD HEALTH ORGANIZATION



49th DIRECTING COUNCIL
61st SESSION OF THE REGIONAL COMMITTEE

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CD49.R22 (Eng.)
ORIGINAL: SPANISH

RESOLUTION

CD49.R22

**INTEGRATED HEALTH SERVICES DELIVERY NETWORKS
BASED ON PRIMARY HEALTH CARE**

THE 49th DIRECTING COUNCIL,

Having reviewed the report of the Director *Integrated Health Services Delivery Networks Based on Primary Health Care* (Document CD49/16) which summarizes the problem of health services fragmentation and proposes the creation of integrated health services delivery networks to address it;

Concerned about the high degree of health services fragmentation and its adverse impact on the general performance of health systems, manifested in difficulty accessing the services, the delivery of services low in technical quality, irrational and inefficient use of the available resources, an unnecessary increase in production costs and low levels of user satisfaction with the services received;

Aware of the need for strengthening health systems based on primary health care (PHC) as an essential strategy for meeting national and international health targets, among them those stipulated in the Millennium Development Goals;

Recognizing that integrated health services delivery networks are one of the principal operational expressions of the PHC approach in health service delivery, helping to make several of its essential elements a reality, namely universal coverage and access; the first contact; comprehensive care; appropriate health care; optimal organization and management; and intersectoral action, etc.;

Aware that integrated health services delivery networks increase access to the system, reduce inappropriate care and the fragmentation of care, prevent the duplication of infrastructure and services, lower production costs, and better meet the needs and expectations of individuals, families, and communities;

Recognizing the commitments made in Article III of the Declaration of Montevideo on the renewal of primary health care, paragraph 49 of the Health Agenda for the Americas 2008-2017; and paragraph 6 of the Iquique Consensus of the XVII Ibero-American Summit of Ministers of Health, which underscore the need to develop more comprehensive models of care that include health services networks,

RESOLVES:

1. To urge Member States to:
 - (a) take note of the problem of health services fragmentation in the health system and, when applicable, in the subsystems that comprise it;
 - (b) facilitate dialogue with all relevant stakeholders, particularly health service providers and home and community caregivers about the problem of service fragmentation and the strategies to address it;
 - (c) prepare a national plan of action promoting the creation of integrated health services delivery networks with a family and community health approach as the preferred modality for health services delivery in the country;
 - (d) promote human resources education and management compatible with the creation of integrated health services delivery networks;
 - (e) implement and periodically evaluate the national plan of action for the creation of integrated health service networks.
2. To request the Director to:
 - (a) support the countries of the Region in the preparation of their national plans of action for the creation of integrated health services delivery networks;
 - (b) promote the creation of integrated health services delivery networks along common borders, including, when applicable, plans for cooperation and/or compensation for services between countries (or “shared services” in the case of the Caribbean);

- (c) develop conceptual and analytical frameworks, tools, methodologies, and guidelines that facilitate the creation of integrated health services delivery networks;
- (d) develop a guidance document for the implementation of the Integrated Health Service Delivery Networks in conjunction with the interested parties;
- (e) support human resources training and health management compatible with the creation of integrated health services delivery networks, including unpaid individuals who provide health care in the home and community;
- (f) mobilize resources to support the creation of integrated health services delivery networks in the Region, which includes the documentation of good practices and the sharing of information on successful experiences among countries;
- (g) develop an audit and evaluation framework, which includes performance indicators and monitoring mechanisms, for evaluating the action plans and the progress of the implementation of the Integrated Health Service Delivery Networks;
- (h) promote dialogue with the international cooperation/donor community to raise awareness about the problem of health services fragmentation and seek its support for the creation of integrated health services delivery networks in the Region.

(Ninth plenary, 2 October 2009)