

57th DIRECTING COUNCIL

71st SESSION OF THE REGIONAL COMMITTEE OF WHO FOR THE AMERICAS

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RESOLUTION

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STRATEGY AND PLAN OF ACTION TO IMPROVE QUALITY OF CARE IN HEALTH SERVICE DELIVERY 2020-2025

THE 57th DIRECTING COUNCIL,

Having reviewed the *Strategy and Plan of Action to Improve Quality of Care in Health Service Delivery 2020-2025* (Document CD57/12);

Taking into account that the Constitution of the World Health Organization establishes as one of its basic principles that “the enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, political belief, or economic or social condition”;

Aware that the United Nations General Assembly adopted the 2030 Agenda for Sustainable Development, whose Goal 3 proposes to “ensure healthy lives and promote well-being for all at all ages”;

Considering that implementation of the Strategy for Universal Access to Health and Universal Health Coverage approved by the 53rd Directing Council of the Pan American Health Organization (PAHO) in 2014 calls for advances in universal access to quality, progressively expanding comprehensive health services that are consistent with health needs, system capacities, and national context, while identifying the unmet and differentiated needs of the population, as well as the specific needs of groups in conditions of vulnerability;

Recognizing that, despite the achieved progress, challenges remain, especially regarding the formulation and implementation of comprehensive and sustained strategies aimed at ensuring quality;

Considering that each country has the capacity to define its action plan, taking into account its social, economic, political, legal, historical, and cultural context, as well as current and future health challenges,

RESOLVES:

1. To approve and implement the *Strategy and Plan of Action to Improve Quality of Care in Health Service Delivery 2020-2025* (Document CD57/12).
2. To urge the Member States, taking into account their contexts, needs, vulnerabilities, and priorities, to:
 - a) implement national action plans, taking as a frame of reference the objectives contained in the Strategy and Plan of Action, and establish monitoring mechanisms using the proposed indicators;
 - b) establish formal mechanisms for participation and dialogue in the preparation and implementation of national policies and strategies on quality, and for transparency and accountability in health services;
 - c) identify and implement continuous quality processes in health services, guided by individuals' safety and rights, promoting the empowerment of people and communities through training, participation, and access to information;
 - d) establish formal mechanisms to strengthen leadership in the development of national policies and strategies for quality, including collaboration and coordination among senior authorities to promote synergies in regulation, strategic planning, and decision-making, based on situation analyses;
 - e) promote, within service networks, the development of interprofessional teams responsible for monitoring and evaluating quality, with information systems that facilitate their work;
 - f) develop continuing education strategies for human resources for health, incorporating new information and communications technologies, telehealth, online education, and learning networks, in order to boost response capacity and quality of performance, with special emphasis on strengthening the response capacity of the first level of care and developing integrated health services networks;
 - g) increase the efficiency and public financing necessary to provide adequate resources for the quality of comprehensive health services, with special attention to people and communities in conditions of vulnerability.

3. To request the Director to:
 - a) promote intersectoral dialogue that facilitates the implementation of the Strategy and Plan of Action, and advocate for increased investment in health to secure sufficient resources;
 - b) continue to implement actions and tools to support implementation of the Strategy and Plan of Action;
 - c) prioritize technical cooperation that helps countries develop participatory processes to define national targets and goals, as well as action plans, to improve the quality of care in comprehensive health services for people, families, and communities in the Member States;
 - d) promote innovation in technical cooperation, updating the Pan American Sanitary Bureau's mechanisms to facilitate coordinated interprogrammatic action to improve quality;
 - e) promote research, sharing of experiences, and cooperation among countries in interventions to improve the quality of care in health service delivery;
 - f) report periodically to the PAHO Governing Bodies on the progress made and the challenges faced in the implementation of the Strategy and Plan of Action and present a midterm review and a final report.

(Seventh meeting, 3 October 2019)