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Всемирная организация здравоохранения
Европейское региональное бюро

Quality of care: as a key indicator for assessing the implementation of innovative models in health care

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Health Services Delivery Programme
Division Of Health Systems and Public Health

Mandatory social health insurance as a tool to improve access and quality of care
15 June 2017
Astana, Kazakhstan

Comorbidity & polypharmacy

Environmental risks

Alzheimer & dementia

Obesity

Health needs in 2030?

Aged populations

Enlarged vulnerable groups: carers & migrants

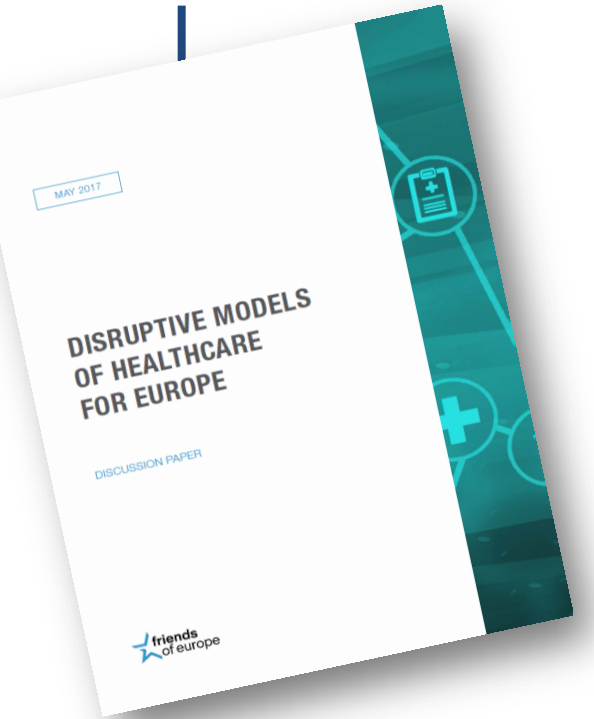
Injuries & addictions

Acute stroke & heart disease

HEALTH INSURANCE CLAIM FORM
A. POLICYHOLDER -Insured Details
NO
VOTE
YES
NO
TAKING ACTION FOR YOUR HEALTH
ZIKA VIRUS DECLARED "INT'L HEALTH EMERGENCY"
YELLOW FEVER MOSQUITO KNOWN TO CARRY ZIKA VIRUS
Public Private Partnerships
Genetic mapping
Citizen activist
Green energy
Skilled managers
Artificial intelligence
...and the context?
Big data
Local ownership
Wearables
Activated patients
Sharing economies
Health emergencies

Innovations in healthcare

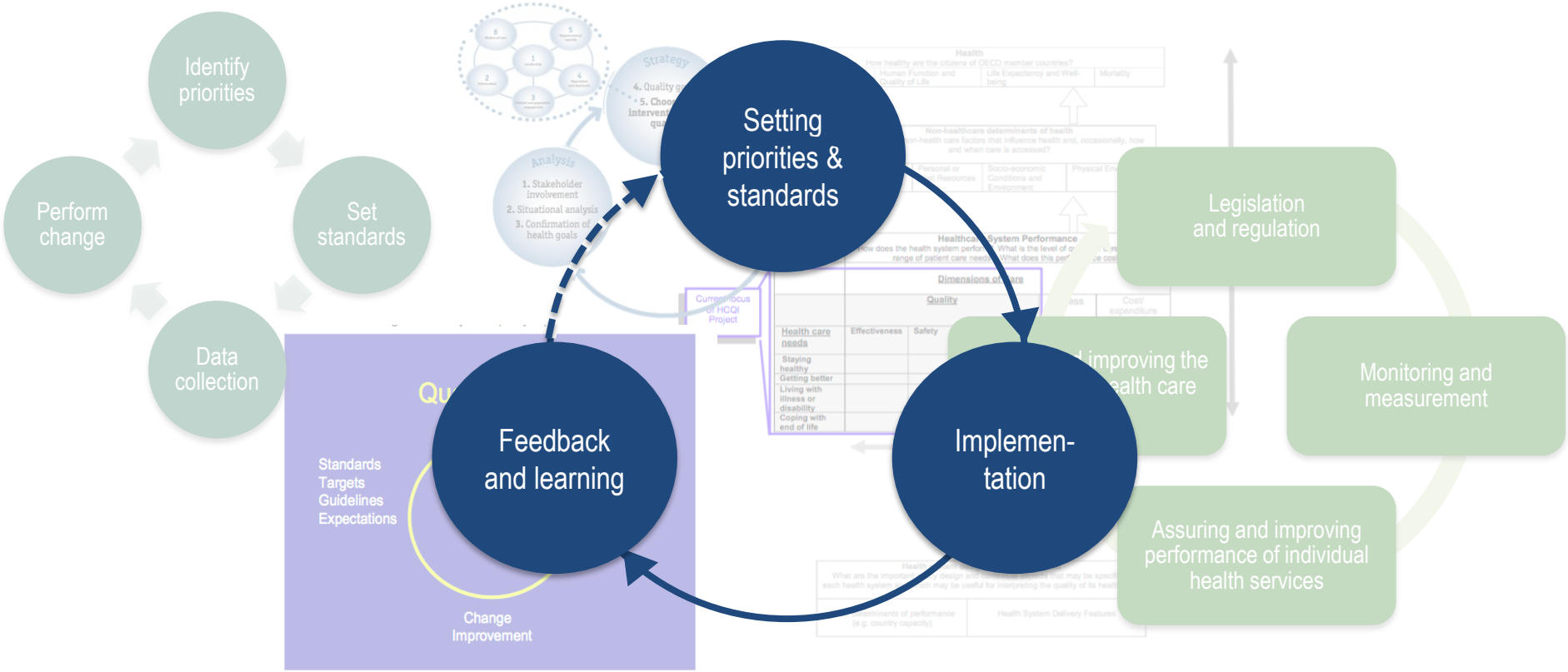
2017



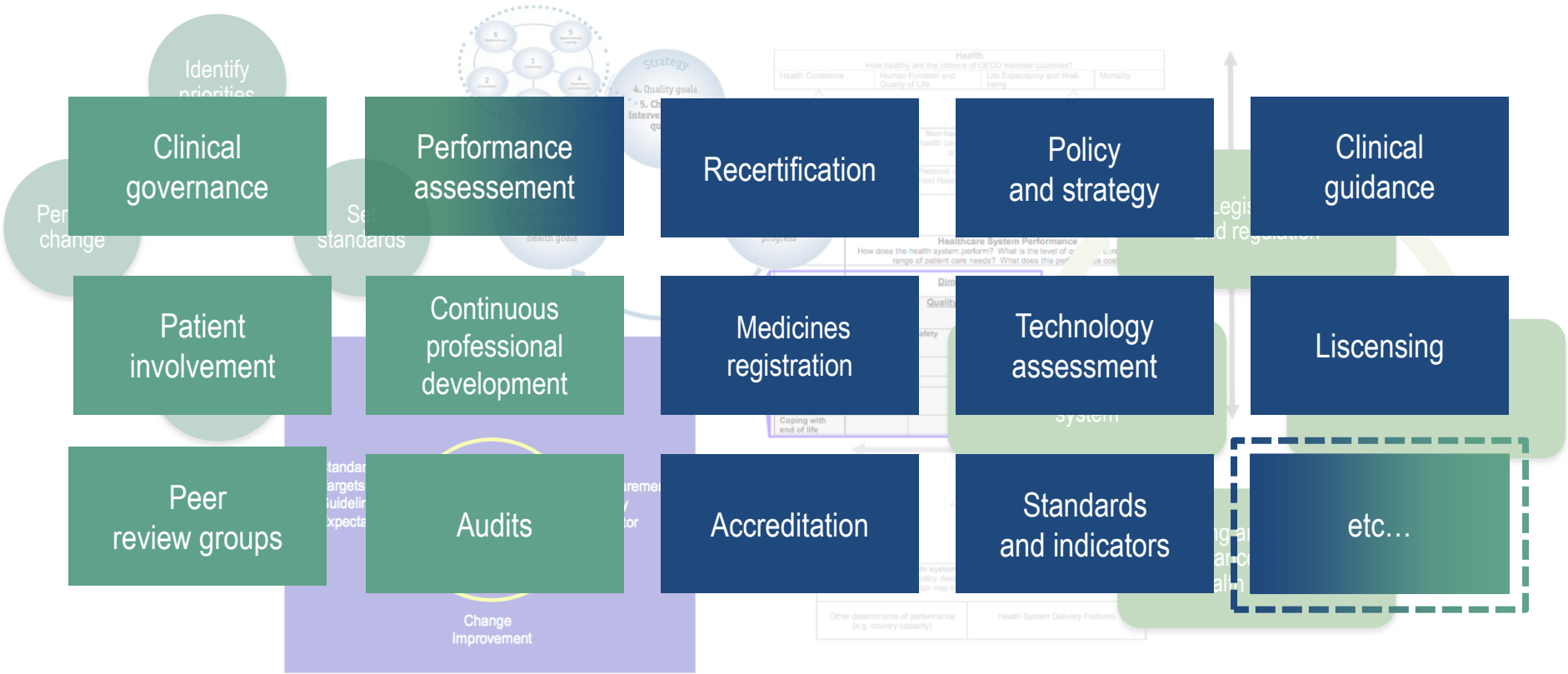
- ✓ Technological- or process - intense
- ✓ Incremental vs disruptive
- ✓ Pace and predictability
- ✓ Model of care: GP as coacher
- ✓ Governance: purchaser [HIF]; shared risks; regulation

Quality of care over time

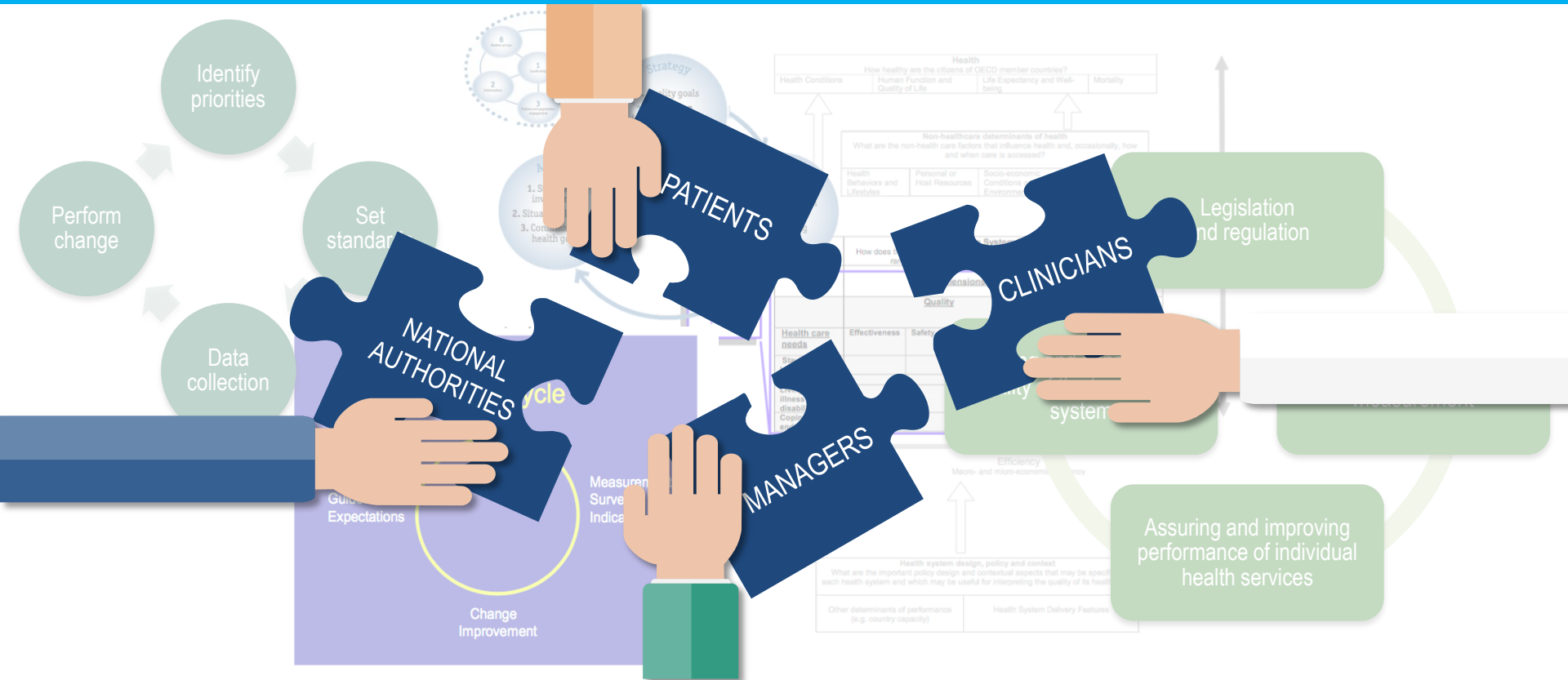
1. Quality of care as a process



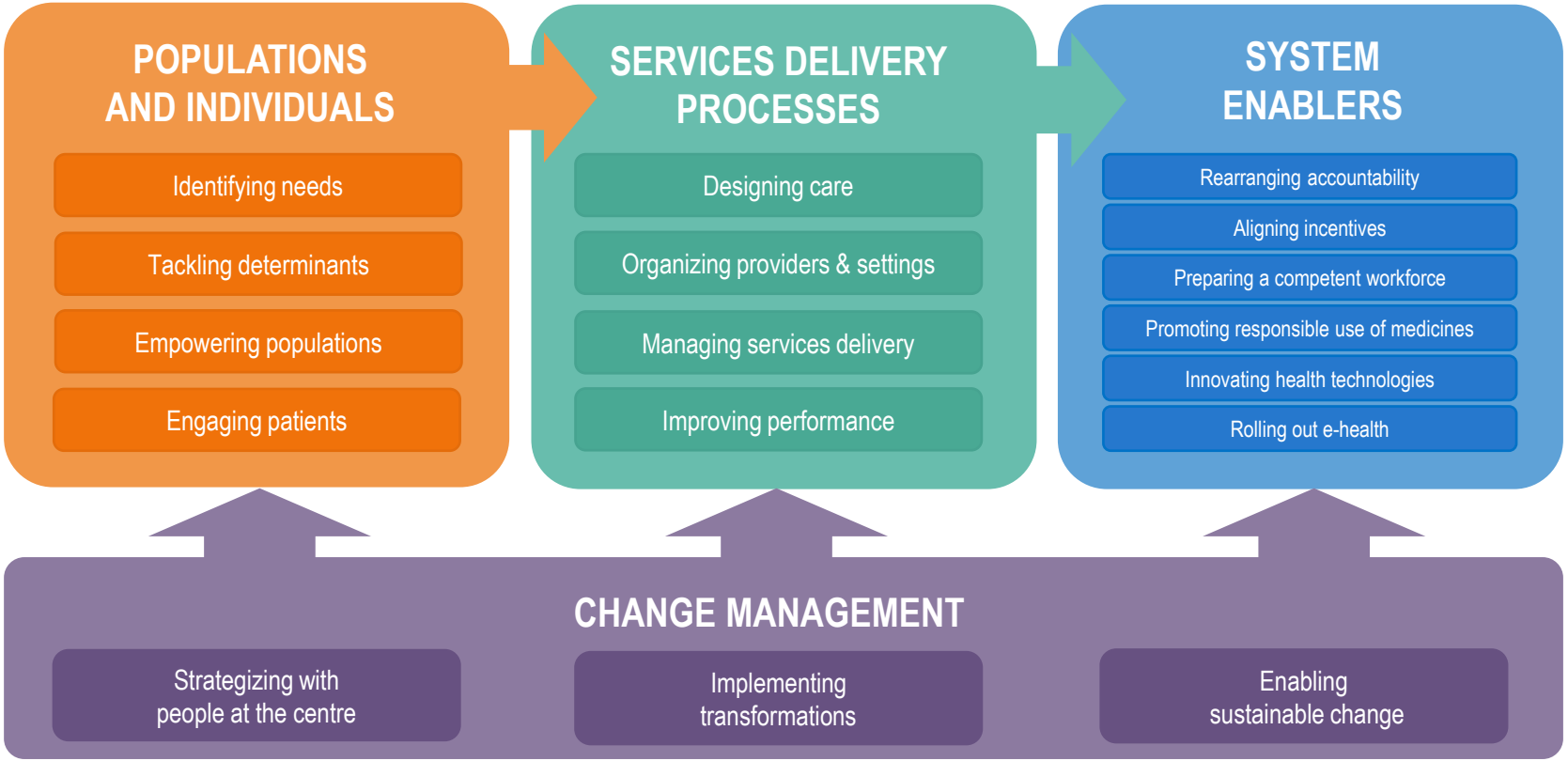
2. Common quality of care mechanisms



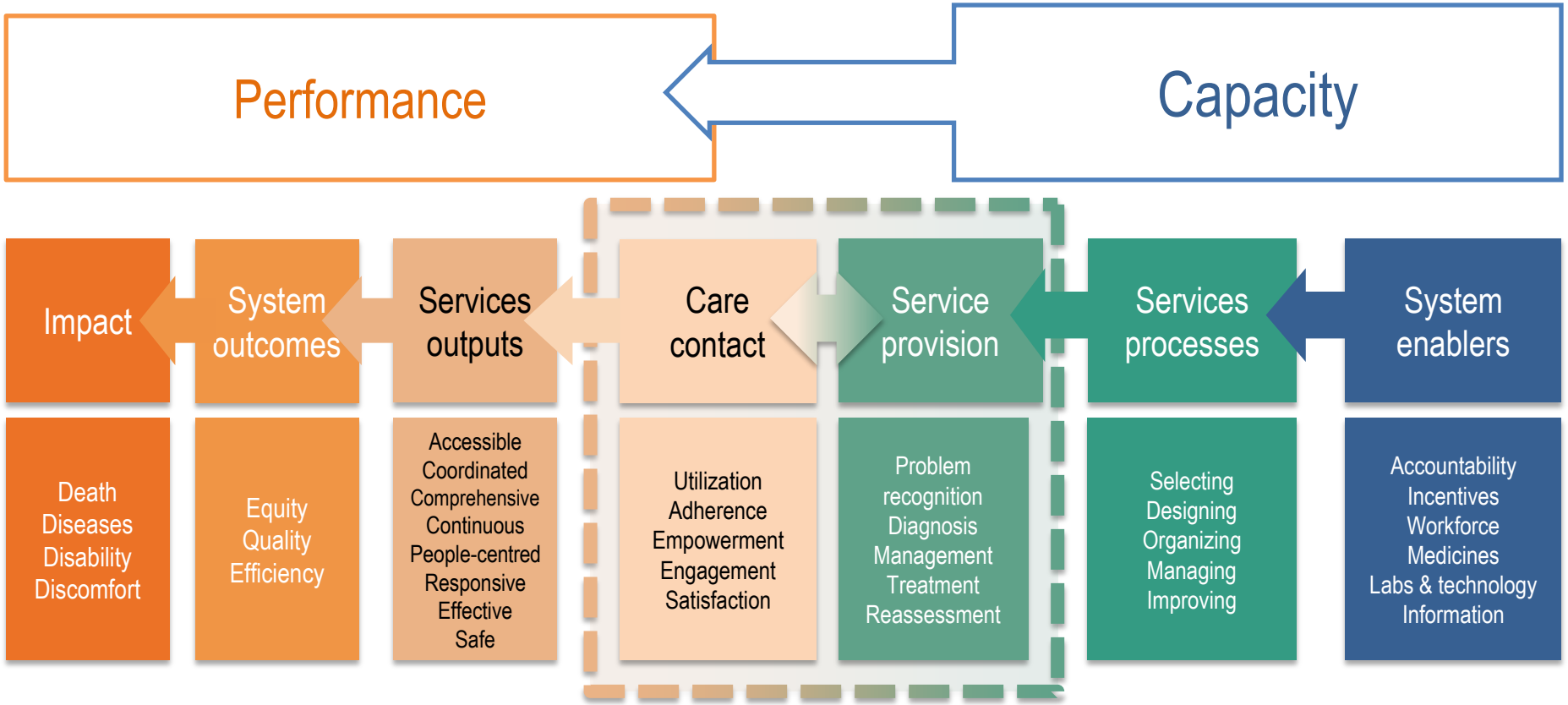
3. Quality of care demands different roles



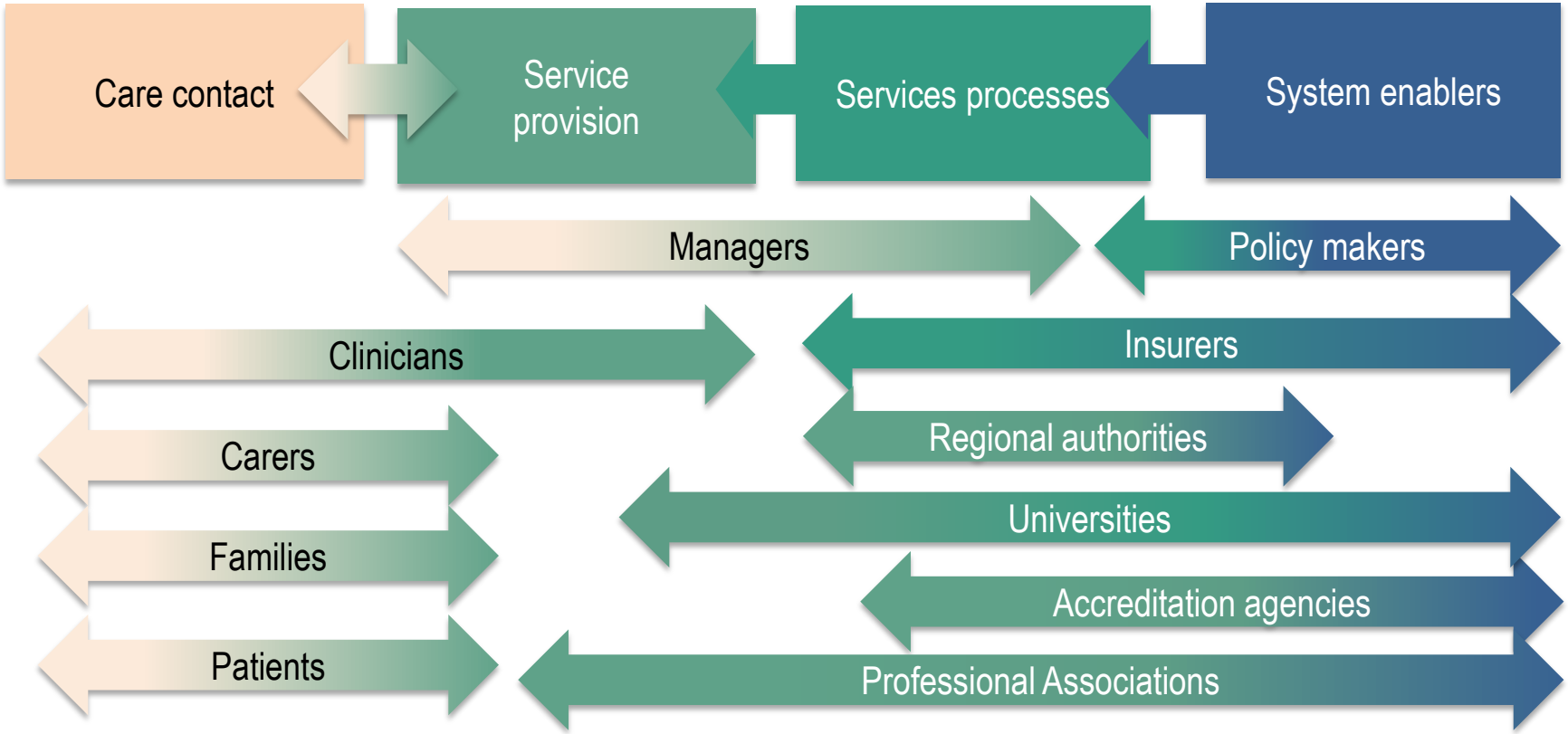
Governing for quality: a framework for integrated care



Performance perspective to quality of care



Accountability for quality of care



CONTACT INFORMATION

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European Framework for Action on
Integrated Health Services Delivery

For more information on health services delivery at the WHO European Regional Office for Europe, visit:
http://www.euro.who.int/en/health-topics/Health-systems/health-service-delivery

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