

A close-up, slightly blurred photograph of a mechanical dial, likely from a medical instrument. The dial is white with black markings and numbers. The numbers 6, 9, 12, 15, 18, and 20 are visible. A needle is positioned at the 18 mark. The background is out of focus, showing other parts of the instrument.

# Health systems

Lecture no 02

Health  
system

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# THE WHO HEALTH SYSTEM FRAMEWORK

## SYSTEM BUILDING BLOCKS

SERVICE DELIVERY

HEALTH WORKFORCE

INFORMATION

MEDICAL PRODUCTS, VACCINES & TECHNOLOGIES

FINANCING

LEADERSHIP / GOVERNANCE

ACCESS  
COVERAGE

QUALITY  
SAFETY

## OVERALL GOALS / OUTCOMES

IMPROVED HEALTH (LEVEL AND EQUITY)

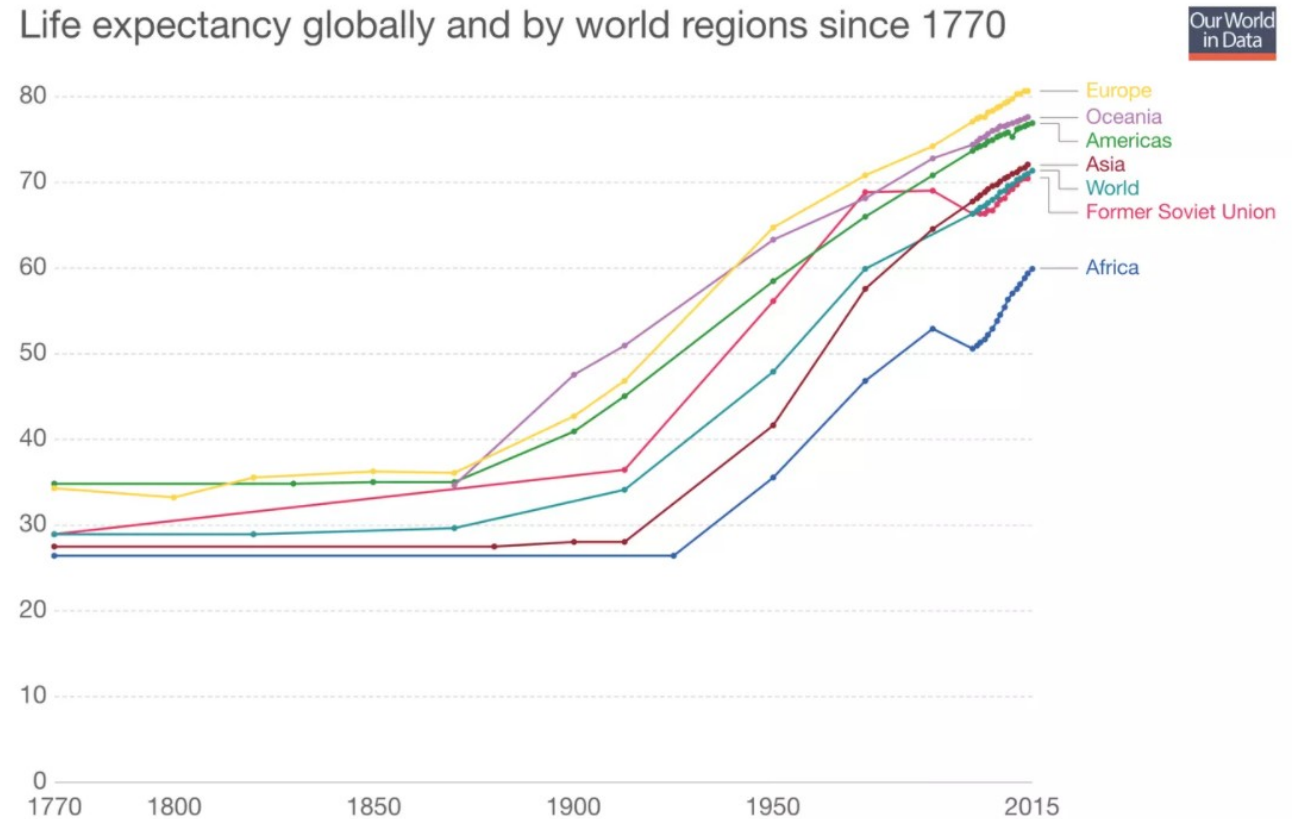
RESPONSIVENESS

SOCIAL AND FINANCIAL RISK PROTECTION

IMPROVED EFFICIENCY

# Health system as organised effort

- Relatively new concept
- Germany – late 19th century
- Other states first half of the 20th century



Source: Life expectancy – James Riley for data 1990 and earlier; WHO and World Bank for later data (by Max Roser)  
OurWorldInData.com/life-expectancy/ • CC BY-SA

Health  
system as a  
tool to  
achieve  
fundamental  
human right

# Service delivery

- Primary care
  - Essential health care/General health care
  - Based on regular in-person meetings and consultations
- Secondary care
  - Acute care – emergencies and short term hospitalisations
- Tertiary care
  - Advanced care
  - Highly specialized
- \*Community Care

- Service financing
  - public spending on interventions that are both cost-effective and have public good characteristics
  - boost financing through charging users for services

# Service delivery

Good health services are those which deliver effective, safe, good quality personal and non-personal care to those that need it, when needed, with minimum waste.

Trained staff working with the right medicines and equipment, and with adequate financing

# What do we need to watch for efficient service delivery?

## Monitor demand for services

- What are the needs of a population

## Integrate services

- Transparent route through primary, secondary and tertiary care

## Build network of providers

- Territorial coverage

## Management

- maximize output, minimize waste

## Infrastructure and logistics

- Investment decisions



# Health workforce



Available

Planning the future need  
Investment in training  
and remuneration



Competent

Training  
Integrated network of  
professions and  
specialisations



Responsive

Recruitment practices  
Training  
Support



Productive

Equipment  
Support  
Management

# INFORMATION

## **Information on health sector**

- health determinants;
- health systems performance;
- health status of population

## **Information on society**

- Population expectations
- Population values

# MEDICAL PRODUCTS, VACCINES AND TECHNOLOGI ES

- quality,
- safety,
- efficacy and cost-effectiveness,
- scientifically sound and cost-effective use

# SUSTAINABLE FINANCING AND SOCIAL PROTECTION

- Reducing need of high out-of-pocket payments
- transparency and accountability in health financing systems
- information on the health financing system and its policy use

# 6 LEADERSHIP AND GOVERNANCE

- Policy guidance
  - sector strategies and also specific technical policies;
  - Priority setting – strategic planning – operational planning
- Intelligence and oversight
  - Processing information
- Collaboration and coalition building
  - Across sectors in government and with actors outside
  - government, including civil society
- Regulation
  - Designing regulations and incentives
- System design
  - reducing duplication and fragmentation
- Accountability
  - Transparency of decision making processes