

**REPUBLIC OF NICARAGUA
MINISTRY OF HEALTH**

Subject: HUMAN RESOURCES

Nicaragua agrees that effective capacity building in the countries will require that the PAHO staff assigned be duly trained and have expertise in their areas of performance, bearing in mind the reform processes of the Ministries of Health in our countries. Moreover, it is important to define the competencies that the PAHO/WHO Representative Offices should have and to develop strict standards for hiring consultants and evaluating their performance, enabling us to assess the impact of the technical assistance provided to the personnel responsible for coordinating the work of the Ministry of Health.

PAHO/WHO technical staff should play a critical role in this new context, since to develop human talent, the performance of managers and human resources will undergo a renewal through performance-based management with a decentralized vision.

Finally, the main outcome that we should promote is cultural change--a change in attitude toward assistance involved in the technical work of the different activities undertaken by the Ministry of Health to promote effective performance of the public health functions.

It is recommended that legitimacy, participation, and transparency in resource management be emphasized to foster participation, so that the hiring and evaluation systems of the Member States, which were created by presidential resolutions as part of state oversight, are taken into account.

Given the progress of the Ministries of Health, PAHO/WHO technical staff should become partners in development, providing assistance in far-reaching technical cooperation processes such as the sectoral approach in health.

Topic: THE CHALLENGE OF HEALTH SYSTEMS AND UNIVERSAL ACCESS TO HEALTH SERVICES

In general, the proposed topic is accepted. During this time of reform in the Ministry of Health of Nicaragua, we have paused to reexamine with a critical, retrospective eye and look to the future the importance of the primary care strategy and the performance of the public health functions, enshrining them in the General Health Law as the foundation for the Comprehensive Health Care Model. This model is taking shape with the development of the strategy to expand coverage through the delivery of institutional services and the services of NGOs and private facilities. This new model will bring health services to the most vulnerable in our society and design basic packages of care that stress health promotion and disease prevention, with the goal of changing attitudes among the population and restoring the important link in this strategy, which is community participation.

The quality of the services is an area that should be comprehensively improved, going beyond simple evaluation to produce a change in the culture of health care delivery marked by quality and compassion that will lead us to the humanization of care.

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