

PAHO



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Better Care
for NCDs

Accelerating Actions in Primary Health Care

Better Care for NCDs Initiative

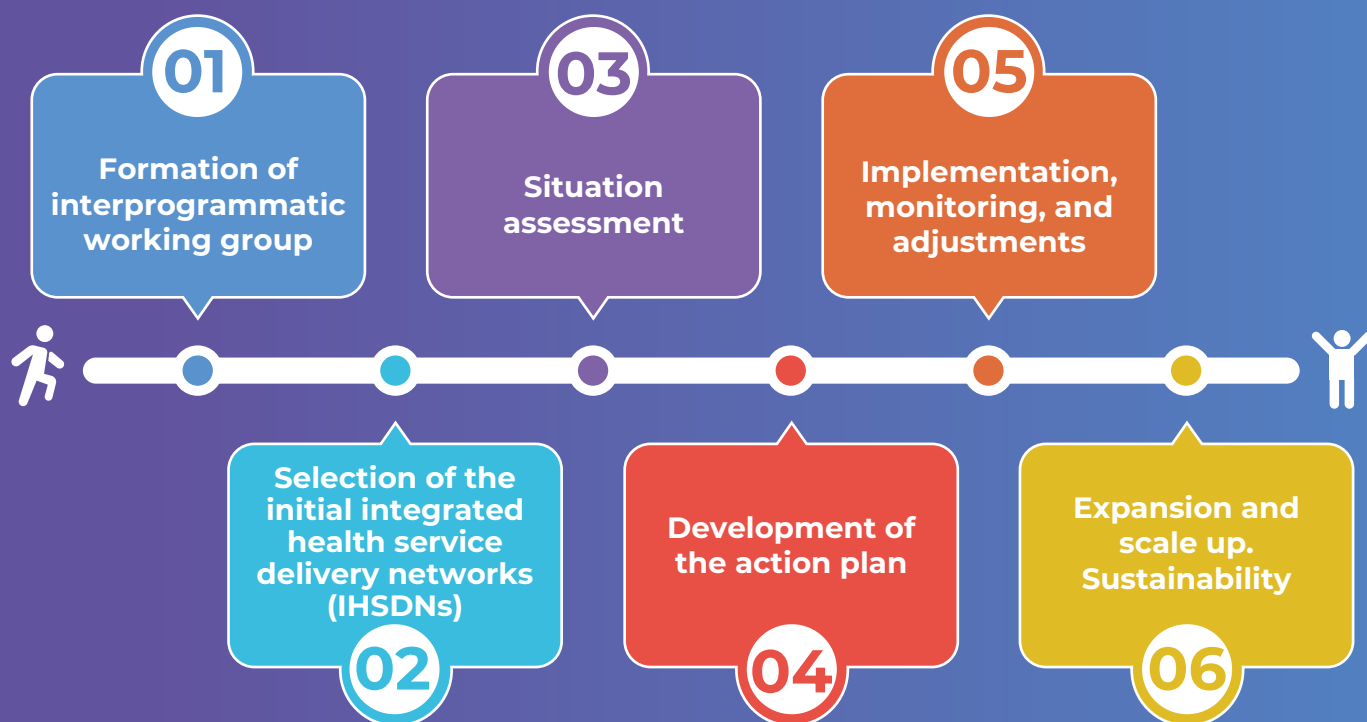
Steps for the development and implementation of operational plans in countries



This document is intended for national and local managers to support the development and implementation of the Better Care for NCDs Initiative.

It provides a practical overview of the **stages of the process**, from organization of the work and selection of the networks to monitoring, scaling up, and ensuring the sustainability of primary health care (PHC) interventions.

This brochure complements the Implementation Guide for the Better Care for NCDs Initiative.



Step 1: Formation of an interprogrammatic working group (IPWG)

Composed of:

- Health authorities and officials from the ministries of health responsible for NCDs, health and PHC services, information systems, pharmacy, procurement, and supplies.
- Representatives from government ministries and health services focused on NCDs.
- PAHO Country Advisor.
- HEARTS coordinator or working group.

- Academic institutions.
- Health center coordinators.
- Professional associations focused on NCDs.
- Strategic partners as potential funders.
- Pharmacy and supply and medication procurement managers.
- Academic institutions.
- Professional and scientific associations focused on NCDs.

Its functions will include: Selection of the initial IHSDNs; **establishment of clinical protocols or pathways** for the diagnosis and treatment of NCDs and related risk factors; initial assessment, including identification of capabilities and gaps in the services provided by the selected networks; selection of priorities; and development and execution of the implementation plan, and its monitoring.

Step 2: Selection of the Integrated Health Service Delivery Networks (IHSDNs)

Consider the following aspects:

- Geographic distribution and maturity of the IHSDN.
- Target population with a focus on equity.
- Approximate number of beneficiaries.
- Number of PHC centers (at least 10 is recommended to start with).
- Existing information and data collection systems.
- Network referral hospitals, laboratories, and diagnostic services.
- PHC centers that are implementing the HEARTS initiative.
- Motivated local network leaders or managers.

Step 3: Assessment of the current status of the IHSDNs and identification of gaps

- Use the rapid capacity assessment and gap identification tool for NCD care (Annex 1 of the Initiative's Implementation Guide, included in the integrated toolkit for the evaluation and strengthening of PHC).
- Conduct a workshop on analysis and strategic planning with the relevant stakeholders (IPWG members and Health center coordinators from the selected IHSDNs).

Step 4: Development of an action plan to reduce the identified gaps

- Prioritize the identified gaps and problems (prioritization matrix in Implementation Guide Annex 2).
- Define objectives based on the prioritized problems and group them by the Initiative's strategic area.
- For each activity objective, define the timeline, stakeholders, indicators and related baseline and target, and budget.
- Use the tools provided in Implementation Guide annexes 2, 3, 4, and 5.

Approval of the plan by the health authorities.

Note: References to annexes refer to the annexes included in the document "Implementation Guide for the Better Care for NCDs Initiative."

Step 5: Implementation of the plan. Monitoring and adjustments

- Regular meetings of the IPWG.
- Implement strategies for community outreach and the reduction of inequities related to social determinants. (Annex 8).
- Make use of new technologies (telehealth and electronic health records).
- Draw on the PAHO resources available for the various strategic areas (Annex 8).
- Include a program for the allocation and distribution of human resources with a focus on PHC, as well as a plan to improve the capacities of health care teams and decision-makers (Annexes 6, 7, and 8).
- Define and adapt lists of medications and medical technologies. (Annex 5).
- PAHO Strategic Fund (Annexes 5 and 9).
- Conduct ongoing monitoring and supervision (Annexes 3 and 4).

Step 6: Expansion and scale up. Sustainability

- Adopt a phased approach based on lessons learned and cost estimates.
- Promote and strengthen technical and management capacity to ensure sustainability.
- Integrate the selected model into the existing health care system to institutionalize the approach.
- Develop a strategic and operational plan to expand the project nationwide.

Access the Implementation Guide for the Better Care for NCDs Initiative, including all related resources, to follow these steps **here**.

