

30th PAN AMERICAN SANITARY CONFERENCE

74th SESSION OF THE REGIONAL COMMITTEE OF WHO FOR THE AMERICAS

Washington, D.C., USA, 26-30 September 2022

CSP30.R4
Original: English

RESOLUTION

CSP30.R4

POLICY ON INTEGRATED CARE FOR IMPROVED HEALTH OUTCOMES

THE 30th PAN AMERICAN SANITARY CONFERENCE,

Having reviewed the *Policy on Integrated Care for Improved Health Outcomes* (Document CSP30/10);

Recognizing that inequities in health persist and have been exacerbated by the COVID-19 pandemic, and that reducing inequities has become increasingly challenging in light of major demographic and epidemiological changes experienced in the Region of the Americas, where noncommunicable diseases (notably cardiovascular diseases, cancer, diabetes, and chronic respiratory diseases) and mental health conditions now account for the greatest burden of disease;

Considering that fragmentation in all its forms is a pervasive problem in health systems and affects the organization, management, and provision of care in almost all Member States of the Pan American Health Organization (PAHO), and that fragmentation of care greatly affects equitable access, health outcomes, and people's experiences of care and satisfaction with health systems;

Affirming that, in response to these challenges, the Region urgently needs to radically change current approaches to the delivery of care by designing and implementing strategies for integrated care that are clearly linked to building resiliency in health systems and achieving universal health,

RESOLVES:

1. To approve the *Policy on Integrated Care for Improved Health Outcomes* (Document CSP30/10).
-

2 To urge all Member States, considering their contexts, needs, vulnerabilities, and priorities, to:

- a) promote implementation of the policy options set forth in the *Policy on Integrated Care for Improved Health Outcomes*;
- b) strengthen the capacity of national health authorities to lead and manage system-wide transformations for integrated care, with priority to intersectoral collaboration and partnerships to foster change, implementation of regulatory frameworks, and development of competencies for managing change and leadership (training new leaders, creating and guiding coalitions, building capacity to collaborate, providing support for change, and designing change management plans, among others);
- c) improve and strengthen the organization and management of service provision to advance toward integrated health services delivery networks, establishing the policies and legal frameworks designed for governance, network configurations, provider and care integration mechanisms and protocols, appropriate resource allocation and incentives, and research, monitoring, and evaluation;
- d) strengthen capacities at the first level of care to provide people-centered, inclusive, and responsive care across the life course, taking into consideration cultural and gender issues and improving the management of care for people with complex health needs;
- e) establish integrated care throughout the health services continuum through the implementation of policies aimed at empowering people for self-care and active participation in making decisions about their own health, with due attention to gender and ethnic considerations, as well as policies to promote clinical integration and multidisciplinary collaboration among health care providers, including the implementation of clinical guidelines that address the care of individuals with multiple chronic conditions;
- f) build capacities and enabling environments, with an intercultural approach, to empower and engage people and communities to improve their health through modalities such as health education programs, counseling to promote health-related behaviors, support for informed decision making about care and treatment options, and promotion of self-management;
- g) implement mechanisms for comprehensive monitoring, evaluation, and documentation of policy implementation, and foster constant analysis and evaluation of organizational actions and practices for continuous improvement and adoption of lessons learned.

3. To request the Director to:
 - a) provide technical cooperation to Member States to strengthen capacities that contribute to the implementation of the *Policy on Integrated Care for Improved Health Outcomes* and the achievement of its objectives within the framework of integrated health services delivery networks and the *Strategy for Universal Access to Health and Universal Health Coverage*;
 - b) report periodically to the Governing Bodies of PAHO on the progress made and challenges faced in implementation of the policy through progress reports every five years.

(Fourth meeting, 27 September 2022)