Availability of Effective Primary Health Care Services

The subdomain Availability of Effective PHC Services includes the presence of competent, motivated health workers at a health facility or in a community when patients seek care. Effective PHC also requires that providers and their patients build participatory relationships and a foundation of trust and respect. Health worker motivation is critical as it is associated with technical and experiential quality as well as effectiveness. Finally, effective PHC also requires safe practices routinely followed in the delivery of care.

What can your country achieve by focusing on availability of effective primary health care services?

Improvements in availability of effective PHC services can lead to improvements in the following areas:
What is Availability of Effective PHC Services?

**Availability of effective PHC services** means that once patients access a primary health care facility or care provider, a provider is present, competent, and motivated to provide safe, high-quality, and respectful care that builds trust between providers and patients.

Availability of effective PHC Services includes:
- The presence of *competent, motivated health workers* when patients seek care
- Providers and their patients build *participatory relationships*
- *Safe practices* that are routinely followed in the delivery of care
What can my country achieve by focusing on Availability of Effective PHC Services?

System
- Governance & Leadership
- Health Financing
- Adjustment to Population Health Needs

Inputs
- Drugs & Supplies
- Facility Infrastructure
- Information Systems

Population Health Management

Service Delivery
- Access
- Availability of Effective PHC Services

Outputs
- High Quality Primary Health Care Coverage
- Effective Service Coverage

Outcomes
- Health Status
- Responsiveness to People
- Equity
- Efficiency
- Resilience of Health Systems

Social Determinants & Context (Political, Social, Demographic & Socioeconomic)
Strategies to improve Availability of Effective PHC Services

Availability of effective PHC services means that once patients access a primary health care facility or care provider, a provider is present, competent, and motivated to provide safe, high-quality, and respectful care that builds trust between providers and patients.

Patient-Provider Respect and Trust
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Patient-Provider Respect and Trust

Provider Availability
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- Patient-Provider Respect and Trust
- Provider Availability
- Provider Competence
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- **Provider Availability**
- **Provider Competence**
- **Provider Motivation**
- **Patient-Provider Respect and Trust**
### Strategies to improve Availability of Effective PHC Services

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How do I assess my performance?

Use the information in the Vital Signs Profile to help determine relevant areas of improvement.

Completion of a Vital Signs Profile gives countries a holistic understanding of PHC strengths and weaknesses, a critical first step in the measurement for improvement pathway.
Planning for improvement in your context

The guidance and recommendations described within the Availability of Effective PHC module are not intended to provide a one-size-fits all solution.

The considerations involved in planning and implementing strategies will depend on your local context.

Sample activities

- **Consider** implementation challenges and approaches in other country contexts
- **Understand how the features of your health system**, such as how decisions get made and the role of the private sector, will impact your improvement plans
- **Identify** key elements that need to be in place to support improvements
- **Use the guiding questions in the Improvement Strategies** to spur thinking about Availability of Effective PHC in your country context and stimulate ideas for improvement
- **Start to develop** an improvement plan
How to approach improving Availability of Effective PHC Services

Patient-provider respect and trust

Provider availability

Provider competence

Provider motivation

Safety

- Patients and providers foster and maintain mutually respectful and trusting relationships; this respect and trust may improve communication and provider motivation
### How to approach improving Availability of Effective PHC Services

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How to approach improving Availability of Effective PHC Services

- **Patient-provider respect and trust**: Patients and providers foster and maintain mutually respectful and trusting relationships; this respect and trust may improve communication and provider motivation.

- **Provider availability**: Trained providers are present at expected times and available to provide services as defined by their job description.

- **Provider competence**: Providers demonstrate the knowledge and skills to deliver high-quality services; provider competence includes strong empathy and communication skills.

- **Provider motivation**

- **Safety**
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  - Providers are motivated to meet both their own professional goals and the facility's organizational goals.

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- **Safety**
  - Facility managers and providers follow safety procedures and guidelines in the delivery of PHC services and in the management of PHC facilities
Recap: Availability of Effective PHC Services

System
- Governance & Leadership
  - Primary Health Care Policies
  - Quality Management Infrastructure
  - Social Accountability
- Health Financing
  - Payment Systems
  - Spending on Primary Health Care
  - Financial Coverage
- Adjustment to Population Health Needs
  - Surveillance
  - Priority Setting
  - Innovation & Learning

Inputs
- Drugs & Supplies
- Facility Infrastructure
- Information Systems
- Workforce
- Funds

Service Delivery
- Population Health Management
  - Local Priority Setting
  - Community Engagement
  - Empanelment
  - Proactive Population Outreach
- Facility Organization & Management
  - Team-based Care Organization
  - Facility Management Capability & Leadership
  - Information Systems Use
  - Performance Measurement & Management Outreach
- Access
  - Financial
  - Geographic
  - Timeliness
- High Quality Primary Health Care
  - First Contact Accessibility
  - Continuity
  - Comprehensiveness
  - Coordination
  - Person-centered
- Availability of Effective PHC Services
  - Provider Availability
  - Provider Competence
  - Provider Motivation
  - Patient-provider Respect & Trust
  - Safety

Outputs
- Effective Service Coverage
  - Health Promotion
  - Disease Prevention
  - RMNCH
  - Childhood Illness
  - Infectious Disease
  - NCDs & Mental Health
  - Palliative Care

Outcomes
- Health Status
- Responsiveness to People
- Equity
- Efficiency
- Resilience of Health Systems

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