Comprehensiveness

Comprehensiveness refers to the provision of holistic and appropriate care across a broad spectrum of health problems, age ranges, and treatment modalities. Comprehensive care should address a wide range of preventive, promotive, chronic, behavioral, and rehabilitative services and include an assessment of a patient’s risks, needs, and preferences at the primary care level. Beyond service capacity expansion, comprehensiveness can refer to the integration of preventive, curative, and rehabilitative treatment within primary health care, and an approach to treating the “whole person”, not just a particular organ system or disease.

Visual Aid - Comprehensiveness
Comprehensiveness is a core function of High-Quality Primary Health Care

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
  - Empowerment
  - 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
- Availability of Effective P&H Services
  - Provider Availability
  - Provider Competence
  - Provider Motivation
  - Patient-provider Respect & Trust
  - Safety
- High Quality Primary Health Care
  - First Contact
  - Accessibility
  - Continuity
- Comprehensiveness
  - Coordination
  - Person-centered

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
Comprehensiveness is a core function of High-Quality Primary Health Care

- First Contact Accessibility
- Continuity
- Comprehensiveness
- Coordination
- Person-Centered
**What is Comprehensiveness?**

**What it is:** Learn more about the core principles and goals of Comprehensiveness and its role in PHC improvement.

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**SECTION 1**

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**How do I assess my performance?**

**What it is:** Learn more about some indications that improvements might be relevant in your context and what you can achieve by focusing improvements on Comprehensiveness.

**Vital Signs Profile:** Use the information in your Vital Signs Profile to help determine relevant areas for improvement.

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**SECTION 2**

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**How do I get started?**

**What others have done:** Learn from implementation approaches and challenges in other country contexts.

**How to succeed:** Consider your country context, what elements are not functioning properly, and what needs to be in place to support effective improvements.

**What to ask:** Use guiding questions to help determine how you might begin to plan and enact reforms in your country context.

*Guided by the above considerations and relevant resources, start to build out an improvement plan with your CE lead and/or focal point*
What can my country achieve by focusing on Comprehensiveness?

Goals & Outcomes

- Ensures the provision of holistic care that addresses an individual’s full range of complex needs, taking into account the political, economic, social, and environmental determinants of health

- Promotes the delivery of a wider range of services -- including preventive, promotive, chronic, and rehabilitative care -- at a single point of care

- Contributes to less care fragmentation and improved continuity

- Associated with greater efficiency, reduced spending, better patient experience of care, and reduced inpatient services utilization

- Associated with better outcomes for patients and populations and greater equity

- Essential for the future of sustainable development and the delivery of high-quality primary health care for all
Comprehensiveness

How do I assess my performance?

Learn more about whether you should focus on Comprehensiveness in the Vital Signs Profile.
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.
What are other indications that Comprehensiveness might be an appropriate area of focus?

**Other Indications**

- **Fragmented programs**
  In-country PHC services are organized through vertical programs with misaligned, disease-focused targets and incentives.

- **Provider motivation and competence**
  Providers or organizations receive little to no incentives, trainings, or operational support for providing holistic, quality care.

- **Lack of intersectoral action and accountability**
  No policy or accountability structure to promote multisectoral collaboration or action for health and wellbeing across sectors.

- **Poor governance levers**
  Lack of robust policies and infrastructure to implement models of care that promote integrated, person-centered PHC at the frontline.

- **Insufficient inputs**
  PHC facilities and providers are not equipped with the necessary equipment, methods, and medications to prevent, diagnose, and treat a wide range of problems.

- **Poor health outcomes**
  The population experiences significant morbidity and mortality from preventive causes.
Comprehensiveness — What is it?

Comprehensiveness refers to the provision of holistic and appropriate care across a broad spectrum of health problems, age ranges, and treatment modalities. Comprehensive care should address a wide range of preventive, promotive, chronic, behavioral, and rehabilitative services and include an assessment of a patient’s risks, needs, and preferences at the primary care level. Beyond service capacity expansion, comprehensiveness can refer to the integration of preventive, curative, and rehabilitative treatment within primary health care, and an approach to treating the “whole person”, not just a particular organ system or disease.

Learn more about the core principles of Comprehensiveness and what you can achieve by focusing improvements in the What it is section.
What is Comprehensiveness?

**Comprehensiveness** refers to the provision of holistic and appropriate care across a broad spectrum of health problems, age ranges, and treatment modalities.

Comprehensive care should address a **wide range of preventive, promotive, chronic, behavioral, and rehabilitative services** and include an assessment of a patient’s risks, needs, and preferences at the primary care level. Comprehensiveness is a **critical component of achieving High-Quality Primary Health Care**.
What is Comprehensiveness?

Comprehensiveness refers to the provision of holistic and appropriate care across a broad spectrum of health problems, age ranges, and treatment modalities.

Comprehensiveness is a critical component of achieving High-Quality Primary Health Care

Why it’s important

Health Systems Strengthening
Models of care that emphasize a comprehensive approach to PHC are central to building sustainable and equitable health systems and infrastructure and reducing redundancy and waste.

Supports person-centered care
By promoting a holistic model of care that meets the complex needs of an individual, comprehensiveness supports the delivery of person-centered care.

Improved health and clinical outcomes
Systems that deliver comprehensive PHC enjoy greater equity and efficiency in health care with improved continuity and less care fragmentation.
Comprehensiveness refers to the provision of holistic and appropriate care across a broad spectrum of health problems, age ranges, and treatment modalities.

Comprehensiveness is a critical component of achieving High-Quality Primary Health Care.

Key steps and considerations

- **Reorient the model of care** through the design and delivery of integrated, community-based services that are wide in scope and sensitive to the social and cultural needs and preferences of communities.

- **Coordinate services within and across sectors** to promote universal access to high-quality, comprehensive services.

- **Leverage the strengths of both primary care and public health** to increase efficiency gains and opportunities to combine available resources to provide more holistic care.

- **Build a competent, motivated, and equitably distributed PHC workforce** skilled in the delivery of comprehensive services – including preventive, promotive, chronic, behavioral care.

- **Create an enabling environment** for comprehensive initiatives through multisectoral partnerships and policies, social accountability mechanisms, and quality management infrastructure.

What is Comprehensiveness?

Comprehensiveness refers to the provision of holistic and appropriate care across a broad spectrum of health problems, age ranges, and treatment modalities.
Visual aid: Comprehensiveness

High-quality primary health care treats the “whole” person within their family, cultural, and community context — delivering a wide range of preventive, promotive, curative, and rehabilitative services.

To address an individual’s full range of needs — taking into account the political, economic, social, and environmental determinants of health — a wide scope of services must be available and integrated across levels of care and between the health and non-health sectors.
Deeper dive: Structures Supporting the Core Functions of Comprehensiveness

Integrated health service delivery is an approach to strengthening person-centered health systems through the promotion of comprehensive, coordinated services across the continuum of care. Successful integrated care delivery models engage strategies that:

- Adapt service delivery models to the complex needs of individuals, their families, and communities and deliver comprehensive care during single point-of-care interactions.

- Integrate a wide range of skills and services at the frontline through coordinated, multidisciplinary care teams.

- Promote the use of referral networks, interoperable information systems, and standardized and simplified guidelines and training materials that allow for task-shifting and communication between frontline workers and facilities.

- Employ strategies that are cost-effective and efficient in the use of human, financial, and physical resources and are coordinated with the broader health system.
Comprehensiveness—How do I get started?

Derive information from **What others have done**, **What to ask** and **How to succeed** to help determine where and how you might begin to plan and enact forms in your country context.

Comprehensiveness refers to the provision of holistic and appropriate care across a broad spectrum of health problems, age ranges, and treatment modalities. Comprehensive care should address a wide range of preventive, promotive, chronic, behavioral, and rehabilitative services and include an assessment of a patient’s risks, needs, and preferences at the primary care level. Beyond service capacity expansion, comprehensiveness can refer to the integration of preventive, curative, and rehabilitative treatment within primary health care, and an approach to treating the “whole person”, not just a particular organ system or disease.
Planning for improvement in your context

The guidance and recommendations described within the Comprehensiveness 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
- **Consider 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 Comprehensiveness in your country context and stimulate ideas for improvement
- **Start to develop** an improvement plan
Planning for improvement in your context

While the specific considerations involved in planning and implementing strategies will depend on your context, you might consider...

**Factors that impact comprehensiveness:**
- PHC model: comprehensive vs. selective PHC
- Political commitment and multisectoral policy drivers
- Coordination between sectors and levels of care
- Competencies and availability of the PHC workforce
- Quality and availability of essential drugs & supplies

**Factors that impact multisectoral collaboration:**
- Policy formulation and political will
- Resources and coordination
- Clear responsibilities and mutual accountability across stakeholders
- Shared benefit for all involved sectors
Learn from what others have done

Integrated Care Cascade | Malawi
Making care more comprehensive through an integrated care management model

Chile Creece Contigo | Chile
Achieving comprehensive PHC through intersectoral action and community engagement
Malawi: At-a-glance context

Sub-Saharan Africa

Low Income

English and Chichewa-Speaking Country
## Malawi: At-a-glance context

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<th>Population</th>
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Learn from what others have done: Malawi

Why reforms were needed

• Dual burden of communicable and noncommunicable diseases

• Significant geographic and financial access barriers, particularly in rural areas

• Vertical programs marked by a disproportionate allocation of funding and staff to HIV care

Approach

To address the complex burden of disease and promote more efficient use and access to resources, Malawi worked with Partners in Health to leverage the success of the HIV program to improve NCD outcomes using the Integrated Care Cascade

The Integrated Care Cascade is an integrated care management model that integrates HIV and NCD screening and treatment through a coordinated care and referral network between households, communities, and facilities
Uses person-centered, integrated care approaches to work toward increasing access to high-quality, comprehensive care

Promotes continuity of care by assigning each household a community health worker who provides ongoing support, including supporting clinical staff members to follow-up on missed appointments and incomplete referrals

Leverages care coordination mechanisms, including an integrated referral network to improve access to high-quality, targeted services.
Learn from what others have done: Malawi

- **Person-centered care:** The person-centered approach at the core of this strategy is an important example of how to use integrated models to work toward universal coverage of high-quality comprehensive care.

- **Proactive population outreach and continuity:** In efforts to retain patients and promote continuity in rural and remote areas, every household is assigned a community health worker who provides ongoing support.

- **Coordination:** As a strategy to increase case finding and provide decentralized access to high-quality care, individuals may undergo either community-based or facility-based screening for HIV, diabetes, hypertension, TB, malnutrition, and family planning needs depending on their mode of entry to the Integrated Care Cascade.
Chile: At-a-glance context

- Latin America & Caribbean
- High Income
- Spanish-speaking country
## Chile: At-a-glance context

<table>
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<th>GDP per capita ($PPP)</th>
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Learn from what others have done: Chile

Rationale and why reforms were needed

- A 2006 policy document illuminated widespread conditions of poverty and its detrimental effects on childhood development

- The Presidential Advisory Council for Child Policy Reform, a multidisciplinary political body, reacted by designing and implementing Chile Crecce Contingo (ChCC), a multisectoral public policy addressing the comprehensive nature of childhood development

Approach

Through the implementation of vertical and horizontal coordination mechanisms across sectors and levels of care, ChCC developed a comprehensive and intersectoral system of social development to help individuals reach their full potential, regardless of socioeconomic status

ChCC coordinates existing interdependent services and resources across the health, education, and social development sectors to deliver comprehensive services at the local level in each of Chile’s 345 communes

The local health system is the public’s gateway to services and support

A network of intersectoral teams provide support at the local level, leveraging on a vast referral network for additional support and resources
Learn from what others have done: Chile

- **Coordinated, multisectoral stakeholder engagement:** Through vertical and horizontal coordination mechanisms at the national, local, and communal level, ChCC synergizes the existing structures of Chile’s health, education, and social development sectors to expand the reach of the system and scope of activities.

- **Interoperable information systems:** Teams are supported by an information system that captures the developmental history of a child from birth to allow for intersectoral communication and collaboration regarding the use of relevant services and support across sectors.

- **First contact accessibility:** To make use of the usual points of contact and minimize the creation of new institutions, ChCC established the local health system as the public’s gateway to services and support, where over 80% of children were already being treated and born.
Learn from what others have done: Chile

Four major contributors to the ongoing success of ChCC offer important lessons for strengthening comprehensive PHC systems

- **Person-centered design**, demonstrated by the focus on the local delivery of services and the social determinants of health

- **Sustainability**, exhibited by the emphasis on leveraging the strengths of existing institutions and infrastructure to reduce service overlap and consolidate resources

- **High-level political commitment**, demonstrated by the establishment of a governing body to coordinate and the implement performance assessment measures, including monitoring and evaluation systems

- **Ongoing financial commitment**, demonstrated by the creation of a state budget established by law to reinforce ongoing implementation of the policy
What elements should be in place to support effective improvements in Comprehensiveness?
Comprehensive PHC is supported by multisectoral policies that facilitate a system-wide commitment to the delivery of comprehensive, person-centered care.
What elements should be in place to support effective improvements?

Priority setting at the national level should engage actors from multiple levels of the health system to reinforce a system-wide commitment to comprehensive primary health care, including investing in resources to equip local actors with the tools to achieve health gains in their communities.

Local priority setting should translate national priorities into strategic action plans that respond to the needs and preferences of the population at the local level by engaging community actors to deliver comprehensive person-centered services.
In order to effectively deliver a comprehensive set of services, a **skilled, diverse, and motivated workforce** must be consistently available at the frontline of service delivery.

**Multidisciplinary care teams that are well-managed and well-communicated to patients** can help to support primary care practices to deliver comprehensive services that meet the complex needs of populations. To achieve this, multidisciplinary teams should be skilled to provide high quality comprehensive and coordinated care to low-resource communities that face limited opportunities for prevention, treatment, and management of diseases.
What elements should be in place to support effective improvements?

Primary care facilities and the frontline workforce must be equipped with **essential drugs and supplies**, including essential medicines, vaccines, and diagnostic equipment needed to address a comprehensive range of needs.

**PHC Policies**

**Priority Setting**

**DRUGS AND SUPPLIES**

**Workforce**

**Local Priority Setting**

**Provider Availability and Provider Competence**

**Service Delivery**

**System**

**Inputs**
Questions to ask to help you get started

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

The questions listed may be a useful **starting place to determine how you might begin to plan and enact reforms** in your context.

What should be considered to begin improvements?

- When patients access care in facilities, are they able to receive services for a comprehensive set of needs during a single visit?
The specific considerations involved in planning and implementing strategies will depend on your local context.

The questions listed may be a useful starting place to determine how you might begin to plan and enact reforms in your context.

What should be considered to begin improvements?

☐ When patients access care in facilities, are they able to receive services for a comprehensive set of needs during a single visit?

☐ If multidisciplinary teams are in place, are they managed in such a way that providers can contribute their unique expertise to deliver comprehensive care?
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- Which (if any) of the five functions of public health (surveillance, monitoring preparedness for response, health protection, health promotion, and disease prevention) are integrated into primary health care?
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☐ Which (if any) of the five functions of public health (surveillance, monitoring preparedness for response, health protection, health promotion, and disease prevention) are integrated into primary health care?

☐ What processes are in place to ensure that the primary health care system benefits from multisectoral engagement and social accountability?
Recap: Comprehensiveness

Social Determinants & Context (Political, Social, Demographic & Socioeconomic)
Recap: Comprehensiveness

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