High-Quality Primary Health Care

High-quality primary health care systems consistently deliver services that are trusted and valued by the people they serve and improve health outcomes for all. High-quality primary health care is the outcome of strong service delivery and the result of well-organized and managed services, backed by a strong system and adequate inputs, such as human resources, infrastructure, and drugs and supplies. This module focuses on what systems, policies, and infrastructure should be in place to ensure the delivery of high-quality primary health care services. Within the PHCPI framework, five core functions underpin high-quality care delivery in primary health care systems. These include first contact accessibility, coordination, continuity, comprehensiveness, and person-centeredness. Improving the delivery of these functions is central to obtaining the benefits of person-centered primary care systems.

High-quality care is often least accessible to the most vulnerable groups, and therefore ensuring the delivery of high-quality primary health care involves taking into account the wide array of individual and/or community socioeconomic characteristics—including poverty, gender, sex or sexual identity, race, ethnicity, age, and rural. These social determinants may have a significant impact on the delivery of care within or between countries, and improvement may require concomitant efforts to improve social disparities.
High-Quality Primary Health Care is a foundational component of Service Delivery

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

Social Determinants & Context (Political, Social, Demographic & Socioeconomic)
High-Quality Primary Health Care fulfills five essential functions: first contact accessibility, continuity, comprehensiveness, coordination, and person-centeredness.

High Quality Primary Health Care is the outcome of strong service delivery and the result of well organized and managed services, backed by a strong system and adequate inputs, such as human resources, infrastructure, and drugs and supplies. It is the foundation of trust in and value of the services provided by a health system, in turn improving health outcomes for all.
What can my country achieve by focusing on High-Quality Primary Health Care?

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

**Inputs**
- Drugs & Supplies
- Facility Infrastructure
- Information Systems
- Workforce
- Funds
- Population Health Management
- Facility Organization & Management
- Availability of Effective PHC Services

**Service Delivery**
- Access
- High Quality Primary Health Care

**Outputs**
- Effective Service Coverage
- Health Status
- Responsiveness to People
- Equity
- Efficiency
- Resilience of Health Systems

Social Determinants & Context (Political, Social, Demographic & Socioeconomic)
What can my country achieve by focusing on High Quality Primary Health Care?

High-Quality Primary Health Care

- **System**
- **Inputs**
- **Service Delivery**
- **Outputs**

EFFECTIVE SERVICE COVERAGE

*Helps providers and care teams* better understand and enumerate the needs of the communities they serve in order to provide needed services.
What can my country achieve by focusing on High Quality Primary Health Care?

High-Quality Primary Health Care

- Helps countries to deliver coordinated, person-centered services at the frontline, supporting the development of responsive and equitable health systems.

System | Inputs | Service Delivery | Outputs | Outcomes
---|---|---|---|---

- EQUITY

- HEALTH STATUS

- RESPONSIVENESS

Helps countries to consistently deliver care that is trusted and valued by the people they serve and improve health outcomes for all.

Effective service coverage

Effective service coverage
What can my country achieve by focusing on High Quality Primary Health Care?

- **Inputs**
  - System
  - Outputs
  - Service Delivery
  - Service Delivery

**High-Quality Primary Health Care**

**System**

**Inputs**

- **Outputs**
  - Service Delivery

**Equity**

**RESILIENCE**

- **Resilience**

**EFFICIENCY**

- **Responsiveness**

**Contributes to less care fragmentation, helping health systems to adapt to changing population health needs and reach the most vulnerable populations.**

**Support greater efficiency and cost effectiveness** in health service delivery and improved patient experience through the facilitation of appropriate treatment and follow-up.

**Health Status**
Strategies to improve High-Quality Primary Health Care

- First Contact Accessibility
- Continuity
- Comprehensiveness
- Coordination
- Person-Centered
Strategies to improve High-Quality Primary Health Care

High-Quality Primary Health Care is the outcome of strong service delivery and the result of well organized and managed services, backed by a strong system and adequate inputs, such as human resources, infrastructure, and drugs and supplies.

First Contact Accessibility
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First Contact Accessibility

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Strategies to improve High Quality Primary Health Care

First Contact Accessibility

Continuity

Comprehensiveness
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Strategies to improve High Quality Primary Health Care

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First Contact Accessibility

Continuity

Comprehensiveness

Coordination

Person-Centered Care
How do I assess my performance?

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.

Use the information in the Vital Signs Profile to help determine relevant areas of improvement.
How to approach improving High Quality Primary Health Care

1. Person-centered care

- First Contact Accessibility
- Continuity
- Comprehensiveness
- Coordination
- Person-centered Care
How to approach improving High Quality Primary Health Care

1. Person-centered care

2. Primary health care as the first point of contact

- First Contact Accessibility
- Continuity
- Comprehensiveness
- Coordination
- Person-centered Care
How to approach improving High Quality Primary Health Care

1. Person-centered care
2. Primary health care as the first point of contact
3. Integrated care delivery systems
Learn from what others have done: Costa Rica

Latin America & Caribbean

Upper-Middle Income

Spanish-speaking country
## Costa Rica: At-a-glance context

<table>
<thead>
<tr>
<th>Economic Indicators</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>GDP per capita ($PPP)</td>
<td>$17K</td>
</tr>
<tr>
<td>Human Development Index</td>
<td>0.79</td>
</tr>
<tr>
<td>Life expectancy at birth</td>
<td>80</td>
</tr>
<tr>
<td>Percentage of population living in rural areas</td>
<td>21%</td>
</tr>
<tr>
<td>Percentage of population living under $1.90 per day</td>
<td>1%</td>
</tr>
<tr>
<td>Population</td>
<td>4.91M</td>
</tr>
</tbody>
</table>
Learn from what others have done: Costa Rica

**Approach**

Costa Rica’s primary health care system is supported by robust integrated care teams that provide community-based care to an empaneled population. This structure enables quality care that accomplishes the 5 essential functions of primary health care:

- First-Contact Accessibility
- Coordination
- Continuity
- Comprehensiveness
- Person-Centered Care

**Outcomes and Impact**

As a result of these reforms, health outcomes in Costa Rica are consistently strong and improving, outperforming many countries in the same region and income level on several important health indicators.

This video on the next slide shines a light on the inner-workings of the “EBAIS” integrated care teams and the steps they take - and the distances they travel - in order to deliver high-quality primary health care to the Costa Rican population.
High-Quality Primary Health Care in Action: the Story of Costa Rica

https://www.youtube.com/watch?v=nNZmBrPxOzs
Recap: High-Quality Primary Health Care

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  - Panel Management
  - Proactive Population Outreach
- Facility Organization & Management
  - Team-based Care Organization
  - Facility Management
  - Capability & Leadership
  - Information Systems Use
  - Performance Measurement & Management Outreach

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

Outcomes
- Health Status
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