



World Health Organization  
Regional Office for South-East Asia


## International Conference on Health Services Delivery Management

Phitsanulok, Thailand  
14-16 October 2009

Keynote Speech  
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WHO Regional Director, South-East Asia

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## HEALTH FOR ALL (HFA)

### A Global Social Goal

- *Permits all people to lead “a socially and economically productive life”*

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## HEALTH FOR ALL (HFA)

### *A Global Social Goal*

- Achieved through Primary Health Care/PHC approach

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## PHC APPROACH

- Action through community participation and involvement.

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## PHC APPROACH

- Contributes to equity and social justice in health

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## PHC APPROACH

- Implemented through multidisciplinary and multi-sectoral actions for health

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## PHC APPROACH

- Ensures universal coverage of health care

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## ATTEMPTS TO CHANGE/REFORM HEALTH CARE SYSTEMS

- For more efficient and effective management of “health services delivery” at any level

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## ATTEMPTS TO CHANGE/REFORM HEALTH CARE SYSTEMS

- Through application of PHC approach

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## GLOBAL HEALTH SITUATION

***Compared with 1980's:***

- Longer life expectancy
- Healthier and happier people.

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### BUT

- Still wide gap in health status/health equity

### BUT

- Inequitable distribution of resources for health still exists.

- Universal coverage leads to unlimited accessibility to quality health care

- Re-examine and re-assure the achievement of health equity and social justice

## THE WAY FORWARD

- Intensify efforts to reach the hard-to-reach/the unreached

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## THE WAY FORWARD

- Substantial change for effective delivery of health services to the entire population

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## THE WAY FORWARD

- Strong leadership needed:
  - *To ensure effective coordination across disciplines*

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## THE WAY FORWARD

- Strong leadership needed:
  - *Without professional prejudice*

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## THE WAY FORWARD

- Strong leadership needed:
  - *To address all spectrums of health problems of population*

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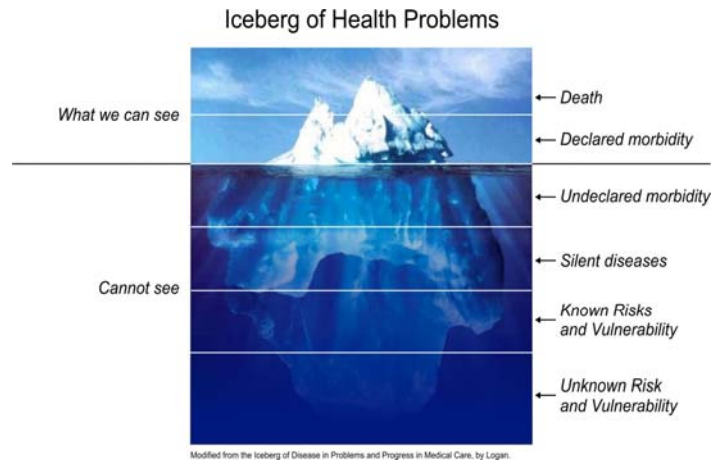
## HEALTH NEEDS

- The Ice-berg phenomenon can simplify our thinking

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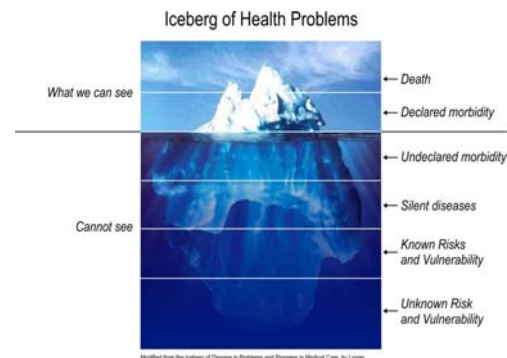
# ICEBERG OF HEALTH PROBLEMS



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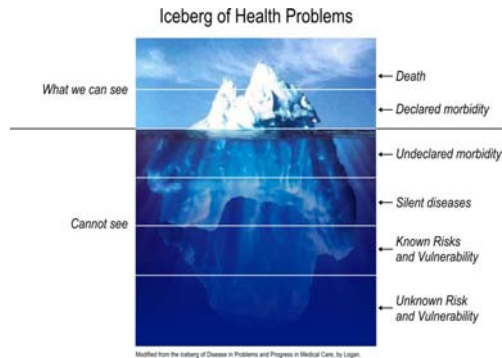
# ICEBERG OF HEALTH PROBLEMS



- **The tip of the Iceberg**
  - Death
  - Declared Morbidity

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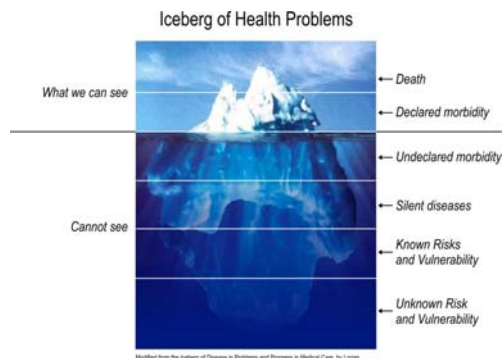
## ICEBERG OF HEALTH PROBLEMS



Easily seen by service providers and attracts most of people's/public's attention

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## ICEBERG OF HEALTH PROBLEMS

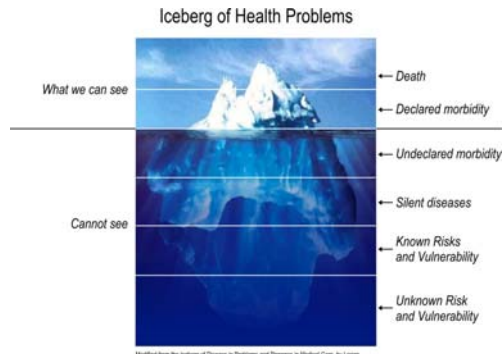


**BUT**

below the surface water there are three groups that represent the major part of health needs of populations that is normally invisible

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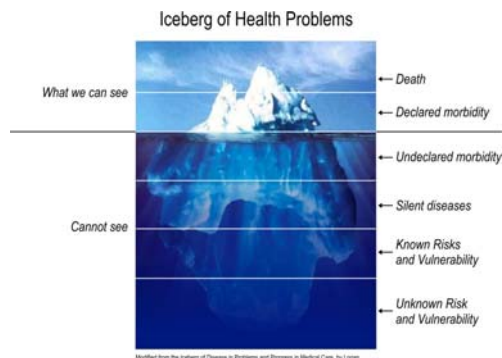
## ICEBERG OF HEALTH PROBLEMS



- First group: people with symptoms/signs of illnesses that do not or can not come to health facilities or unwilling to come – “undeclared morbidity”

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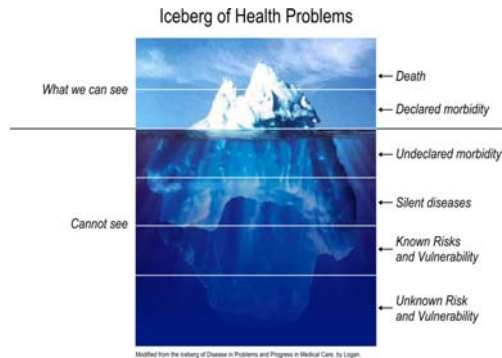
## ICEBERG OF HEALTH PROBLEMS (continued)



- Second group: silent disease - Hypertension, Carcinoma in situ

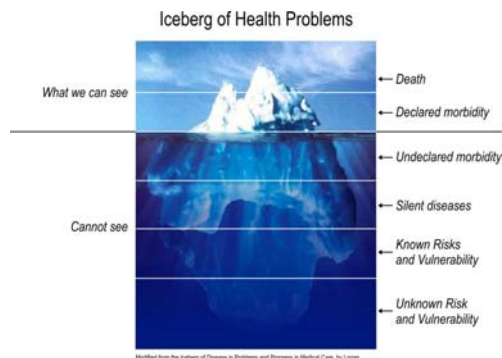
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## ICEBERG OF HEALTH PROBLEMS (continued)



● Third group: known/unknown health risks and vulnerability

## ICEBERG OF HEALTH PROBLEMS (continued)



THESE THREE GROUPS NEED PUBLIC HEALTH/COMMUNITY BASED INTERVENTIONS USING PHC PPROACH

## WHAT TYPES OF HEALTH CARE ARE NEEDED?

- **Health care/services:**

- right in the community to ensure universal coverage

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## WHAT TYPES OF HEALTH CARE ARE NEEDED?

- **Health care/services:**

- that take into account social, cultural, economic and environmental determinants of health of the population

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- to pay more attention to the entire range of health problems and needs in the community

- can ensure balance in health care -  
between preventive and curative care

- provides comprehensive care  
through multidisciplinary team

- recognizes the important role of  
local governments and civil society

- can effect task shifting and re-profiling of roles of HWF at various level of care

- that recognizes the important role of CBHW and CHV

- that recognizes the essence of educational and empowerment processes

- an important tool for public health interventions:
  - To ensure universal coverage

- an important tool for public health interventions:
  - Unlimited access to care and services

- quality care for all people: rich and poor, urban and rural

## THE IMPORTANT ROLE OF PHC

- practiced both in community and in health care institutions

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## SALIENT FEATURES OF GOOD HEALTH SERVICES DELIVERY SYSTEM (based on PHC)

- Adequate professional back up to CBHW & CHV

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- Functional referral systems

- that recognize the important role of education and research institutions

- ensure availability of socially responsible HWF and quality health services

- Appropriate application of PHC approach with flexibility

- Ultimate aim of PHC is also to educate and empower all people in community

- in health policy development to ensure decentralized services delivery

## REFORMS NEEDED

- in development of HWF to ensure unified multidisciplinary health team in community

## REFORMS NEEDED

- in development of health infrastructure to ensure decentralized and out-reach health facilities

## REFORMS NEEDED

- in allocation of health resources to ensure equitable distribution among population groups and between preventive and curative care

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## PREREQUISITE FOR SUCCESSFUL REFORM

- Strong political will and commitment

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## PREREQUISITE FOR SUCCESSFUL REFORM

- Untiring advocacy through evidence based messages to convince policy makers

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