

Implementing the Chronic Care Model for the Management of Noncommunicable diseases (NCDs) in the Primary Care Setting

Lecture: The State of the Health Care System

What are health care systems? According to the world health org, Health systems are all the institutions, people and actions whose primary purpose is to improve health. (WHO, 2000). Health systems are designed to Improve people's health and well-being; Respond to people's expectations of adequate healthcare; and Provide protection against the deleterious effects of ill-health.

The health care system has 4 main components which are interrelated. These components are:

- Governance
- Financing
- Generation of Resources
- Service Delivery

Governance refers to the rules and norms that shape the roles and responsibilities, incentives and interactions in the health sector. It involves ensuring strategies and policies exist that creates a framework for effective functioning. It ensures that there is effective oversight, coalition-building, regulation, attention to system-design and accountability. It is comprised of a hierarchy of personnel, in JA, ranging from the Minister of Health, the Permanent Secretary, Chief Medical Officer, SMO, MOHs and directors of different units within the health sector. These personnel function as the policy and decision makers and ensure the system is functioning as it should.

The Generation of resources and Financing are 2 components that are very closely linked. The generation of resources or Funding is important for enabling the acquisition of infrastructure, medical equipment and supplies, payment of salary for staff and a myriad of other resources that are needed for functioning of the health system. These resources also have to be appropriately allocated to prevent deficits or waste in any area.

Service Delivery is a component that most persons engaging with this course should be familiar with. It is the patient-facing component, the component/face of the healthcare system that the public sees every day. It is the processes involved in that enable patients to access healthcare (doctor's visits, diagnostic tests, pharmacy and similar services)

Health System ≠ Health Services

- Healthcare provision or delivery of care is only one of the health system's functions.
- *Health Services* are the set of institutions and programs that provide:
 - *Direct care to meet the health and disease needs of individuals; and the*
 - *Public Health Services in place for the protection of the collective health of a population or the health of communities.*

State of the Healthcare system – as you think of the current state of the system, consider the 4 different components of governance, financing, generation of funds and service delivery.

Are these functioning effectively in the current state? Currently, Health care systems are suffering from major systemic challenges. Our healthcare system is fragmented, with a misalignment of incentives, or lack of coordination, resulting in inefficient allocation of resources. For the HC system team this can lead to Poor performance and lower quality of services delivered, inefficient use of resources and high cost. For patients this can result in barriers to accessing care and for both HC providers and patients these challenges can result in low satisfaction.